

# Quality Operations Process Specialist

Job ID  
REQ-10073634  
мар 24, 2026  
Индия

## Сводка

We are looking for a Quality Operations Process Specialist to support process optimization by developing and maintaining process maps and supporting process modelling and optimization initiatives using ADONIS or similar BPM tools. This role also involves providing analytics support, including data analysis, insights generation, and ensuring smooth operations within the Quality. The position will support in preparation of reports, executive decks and supporting global projects. This role requires strong analytical skills, clear communication, and ability to manage multiple priorities in a fast-paced environment.

You will play a key role in Operations Process Automation Program in Quality, helping to establish best-in-class benchmarks, frameworks, and methodologies. The position partners closely with Quality Automation PMO and Global Process Owners (GPOs) and offers an excellent opportunity to contribute to business excellence and AI/automation initiatives.

## About the Role

### Key Responsibilities

- Support the Operations Process Automation Program in Quality by driving end-to-end process mapping and documentation.
- Enable process excellence by ensuring accurate, standardized and high-quality supporting process mapping across Quality.
- Assist Quality PMO in managing daily operational activities to ensure smooth and efficient process.
- Prepare executive-ready presentations, reports, and dashboards for leadership.
- Require experience in analysis with a demonstrated experience with coding languages (SQL or Python) to query and extract data. Also, experience in preparing dashboards with BI tools. Working with very large data sets is a plus.
- Build and maintain strong working relationships with the Global Process Owners (GPOs) within Quality to ensure alignment and consistency across process models.
- Analyze current processes and identify areas for improvement, with proficiency in value stream mapping and agile methodologies.
- Facilitate and conduct training sessions to enable GPOs and stakeholders to effectively understand and apply process mapping standards and tools.
- Assist in project coordination and execution to ensure timely delivery of business initiatives.

### Essential Requirements

Education: Minimum University degree (Bachelor's in Engineering, Science or Management)

Work Experience: 2-4 years of professional experience

- Hands-on proficiency in ADONIS and/or similar BPM tools for process modelling and governance.
- Assist in project coordination and execution to ensure timely delivery of business initiatives.
- Proven experience in process improvement initiatives and familiarity with project management concepts, preferably within complex, data-driven domains.
- Working knowledge of Python/similar for data analysis, automation, or process optimization (hands-on experience preferred).
- Experience in developing dashboards, data visualization/reporting tools (e.g. Power BI)
- Excellent interpersonal and relationship management skills. Strong cross-functional collaboration skills.
- Excellent problem-solving skills and ability to handle complexity with confidence.
- Experience/interest in automation initiatives and related technologies.
- Assist in project coordination and execution to ensure timely delivery of business initiatives.

### Desirable Requirements

ADONIS (process modelling, documentation), BPM tools and modelling standards, Data Querying, Process Governance, Data Analytics, Cross-Functional Collaboration, Stakeholder Management

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Место  
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Hyderabad (Office)  
Company / Legal Entity  
IN10 (FCRS = IN010) Novartis Healthcare Private Limited

Alternative Location 1  
Selangor, Малайзия  
Functional Area  
Quality  
Job Type  
Full time  
Employment Type  
Regular  
Shift Work  
No

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