

# Specialist - Product Complaints - QOP

Job ID  
REQ-10013733  
Sep 03, 2024  
India

## Summary

Handle market complaints received from across the globe. Able to review the investigation reports received from the Novartis sites and Contract Manufacturing Organizations. Collaborate with external Supply organization, Novartis sites, Country pharma organizations for continuous improvement.

## About the Role

### Job Description

Position Title : Specialist - Product Complaints - QOP

Location – Hyderabad

### About the Role:

Handle market complaints received from across the globe. Able to review the investigation reports received from the Novartis sites and Contract Manufacturing Organizations. Collaborate with external Supply organization, Novartis sites, Country pharma organizations for continuous improvement.

### Key Responsibilities:

- Performing day to day activities of processing market complaints assigned as per the relevant SOPs, business matrix and SLA timelines.
- Assist in data collection and reporting of KPIs
- Assist in continuous improvement initiatives.
- Manage ad-hoc projects assigned in area of work.
- Proactively report all deviations through timely escalations
- Implement continuous process improvement projects to enhance quality & productivity.
- Ensure that the service dashboard, order management framework & time sheet are always kept updated.
- Ensure Training on relevant procedures before taking up any GxP activities.
- Report deliverable status and continuously acquire process knowledge.

### Commitment to Diversity & Inclusion: :

*We are committed to building an outstanding, inclusive work environment and diverse teams representative of the patients and communities we serve.*

### Role Requirements :

### Essential Requirements:

- 5-8 years of relevant experience in Quality Operations.
- Thorough understanding of Quality Management Systems.
- Able to review the market complaints investigation reports.
- Basic understanding of product manufacturing, Pharma products and lifecycle events.
- Basic understanding of Track wise.
- Basic understanding of performance KPIs.
- Basic understanding of MS Excel.
- Awareness of GXP
- Communication Skill – Fluent in verbal and written English; knowledge of other languages is an added advantage.

Desirable Requirements:

Graduate / Post Graduate in Pharmacy.

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Division

Operations

Business Unit

Innovative Medicines

Location

India

Site

Hyderabad (Office)

Company / Legal Entity

IN10 (FCRS = IN010) Novartis Healthcare Private Limited

Functional Area

Quality  
Job Type  
Full time  
Employment Type  
Regular  
Shift Work  
No  
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