

# R&D Quality Manager

Job ID

REQ-10039553

Feb 06, 2025

India

## Summary

The Quality Manager responsible for handling technical complaints is tasked with investigating and managing technical complaints raised by clinical investigator sites regarding Investigational Medicinal Products (IMPs) and Medical Devices.

Support data integrity incidents, manage escalations, and contribute to global DI (Data Integrity) networks and initiatives.

## About the Role

### Key Responsibilities:

- Manages technical complaints investigations to determine root causes and implement corrective actions to prevent recurrence.
- Collaborate with cross-functional teams to gather data, lead, and perform Root Cause Analysis to identify the likely root cause of events.
- Review and approve complaints as the site Investigation approver.
- Manage multiple investigations concurrently.
- Periodically analyze trends in technical complaints.
- Participate in audits and inspections, including inspection readiness activities.
- Handle data integrity escalations.
- Implement and drive global Data Integrity (DI) network initiatives

### Essential Requirements:

- More than Over 14 years of practical experience in the chemical/pharmaceutical industry or over 5 years of experience in pharmaceutical operations. In-depth knowledge of pharmaceutical facilities, manufacturing, and laboratory systems and processes-.
- Proficient in conducting Root Cause Investigations. Effectively collaborate with the Investigation team to ensure timely completion.
- Experienced in cGMP manufacturing, Quality, and Compliance.
- Experience in handling the Peptides.
- Action-oriented with strong skills in building relationships, problem-solving, planning and organizing, conflict management, coaching, and analytical thinking.
- Capable of completing routine tasks with minimal direction
- Fast learning abilities, able to manage investigations related to small molecule, biologic and CGT products as well as medical devices, packaging and distribution related topics
- Able to promptly communicate roadblocks and challenges, ensuring timely delivery of investigations.
- Excellent verbal and written communication skills

- Project Management
- Sound knowledge of current international regulatory regulations, cGxP requirements and best practices, including EU-GMP guidelines

**Why Novartis:** Helping people with disease and their families takes more than innovative science. It takes a community of smart, passionate people like you. Collaborating, supporting and inspiring each other.

Combining to achieve breakthroughs that change patients' lives. Ready to create a brighter future together?

<https://www.novartis.com/about/strategy/people-and-culture>

**Join our Novartis Network:** Not the right Novartis role for you? Sign up to our talent community to stay connected and learn about suitable career opportunities as soon as they come up:

<https://talentnetwork.novartis.com/network>

**Benefits and Rewards:** Read our handbook to learn about all the ways we'll help you thrive personally and professionally: <https://www.novartis.com/careers/benefits-rewards>

Division

Development

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

[Apply to Job](#)

## Accessibility and accommodation

Novartis is committed to working with and providing reasonable accommodation to individuals with disabilities.

If, because of a medical condition or disability, you need a reasonable accommodation for any part of the recruitment process, or in order to perform the essential functions of a position, please send an e-mail to [diversityandincl.india@novartis.com](mailto:diversityandincl.india@novartis.com) and let us know the nature of your request and your contact information.

Please include the job requisition number in your message.

Novartis is committed to building an outstanding, inclusive work environment and diverse teams' representative of the patients and communities we serve.

Job ID  
REQ-10039553

## **R&D Quality Manager**

[Apply to Job](#)

---

**Source URL:** <https://uat2.novartis.de/careers/career-search/job/details/req-10039553-rd-quality-manager>

### **List of links present in page**

1. <https://www.novartis.com/about/strategy/people-and-culture>
2. <https://talentnetwork.novartis.com/network>
3. <https://www.novartis.com/careers/benefits-rewards>
4. [https://novartis.wd3.myworkdayjobs.com/en-US/Novartis\\_Careers/job/Hyderabad-Office/R-D-Quality-Manager\\_REQ-10039553](https://novartis.wd3.myworkdayjobs.com/en-US/Novartis_Careers/job/Hyderabad-Office/R-D-Quality-Manager_REQ-10039553)
5. <mailto:diversityandincl.india@novartis.com>
6. [https://novartis.wd3.myworkdayjobs.com/en-US/Novartis\\_Careers/job/Hyderabad-Office/R-D-Quality-Manager\\_REQ-10039553](https://novartis.wd3.myworkdayjobs.com/en-US/Novartis_Careers/job/Hyderabad-Office/R-D-Quality-Manager_REQ-10039553)