

Business Process Excellence Lead

Job ID
REQ-10087521

9月 08, 2026

India

摘要

Lead the design, deployment, and continuous evolution of the BPE Academy and its enterprise Process Excellence capability portfolio. The role builds scalable, role-based capabilities across Lean Six Sigma, Business Process Management, Design Thinking, Process Intelligence, AI-enabled process innovation, process data management, and related disciplines. It establishes the Academy operating model, learning governance, practitioner ecosystem, and impact measurement required to translate capability building into measurable and sustained business outcomes

About the Role

Major Accountabilities

- Define and implement the end-to-end Lean Six Sigma operating model, including demand intake, project selection, training, coaching, mentoring, certification, governance, benefits validation, sustainment, and enterprise portfolio management covering priorities, risks,

dependencies, certification pipeline, and value realization.

- Establish robust Lean Six Sigma governance through clear decision rights, standards, roles, stage gates, escalation paths, governance forums, and consistent execution across functions and geographies.
- Lead the BPE Academy and Process Excellence capability portfolio across Lean Six Sigma, Business Process Management, Design Thinking, Process Intelligence, AI and Automation-enabled process innovation, and Process Data Management & Governance, including curriculum design, learning delivery, faculty readiness, certifications, learner communications, and partner management.
- Modernize learning and program administration by leveraging digital technologies, analytics, automation, and responsible AI, while maintaining methodological rigor and building a scalable enterprise Continuous Improvement (CI) framework.
- Build and sustain a strong practitioner ecosystem of trainers, coaches, mentors, panelists, practitioners, change agents, BPE Champions, Global Process Owners, Process Owners, and Communities of Practice to drive adoption, knowledge sharing, and best-practice reuse.
- Apply Design Thinking, workshop facilitation, Lean thinking, DMAIC, and structured problem-solving techniques to lead process deep dives, uncover user needs, map pain points, co-create improvements, and coach project leaders and senior stakeholders on sustainable transformation.
- Establish portfolio governance, performance dashboards, and value-realization mechanisms that connect learning, certifications, project progress, capability growth, business outcomes, and validated benefits through collaboration with Finance and business stakeholders.
- Drive stakeholder engagement and operational excellence by partnering with business units, operations, quality, people teams, finance, data and digital functions, and external vendors; securing leadership sponsorship; managing risks, resources, reporting, documentation, process standardization, simplification, and continuous improvement initiatives.

Minimum Requirements

- University degree in business, engineering, operations, life sciences, technology, or related discipline.
- 10-15 years' experience leading enterprise or cross-functional process excellence, continuous improvement, transformation, or capability-building programs in a complex global organization.
- Proven experience in designing, deploying, and scaling global capability-building programs in Operational Excellence and Process Excellence disciplines, including Lean Six Sigma (Yellow Belt, Green Belt, Black Belt), Design Thinking, Business Process Management, and related methodologies
- Demonstrated expertise in developing learning architectures, certification pathways, competency frameworks, and practitioner ecosystems that enable sustainable capability growth and business impact across geographies and functions
- Strong facilitation and workshop design capabilities, including application of human-centered design approaches and experiential learning methodologies such as LEGO® Serious Play® to drive innovation, stakeholder alignment, problem solving, and co-creation.
- Strong experience influencing senior stakeholders and working across functions, geographies, and organizational boundaries.
- Experience with performance management, KPI frameworks, dashboards, analytics, and data-driven decision-making.

Why consider Novartis?

Our purpose is to reimagine medicine to improve and extend people's lives and our vision is to become the most valued and trusted medicines company in the world. How can we achieve this? With our people. It is our associates that drive us each day to reach our ambitions. Be a part of this mission and join us!

Learn more here:

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

Commitment to Diversity and Inclusion:

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

Join our Novartis Network: If this role is not suitable to your experience or career goals but you wish to stay connected to hear more about Novartis and our career opportunities, join the Novartis Network here:

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

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>

Benefits and Rewards: Learn about all the ways we'll help you thrive personally and professionally. [Read our handbook \(PDF 30 MB\)](#)

部门

Operations

Business Unit

Other

地点

India

站点

Hyderabad (Office)

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

Functional Area
BD&L & Strategic Planning

Job Type
Full time

Employment Type
Regular

Shift Work
No

```
var kPlayer = KalturaPlayer55802022 || KalturaPlayer; var config = { targetId:
"kalturaplayer6aacf92bbcf9d209751833", provider: { widgetId: "10m7rm1pm", partnerId:
"2076321", uiConfId: "55802022" }, playback: { autoplay: false, autopause: false, muted: false, loop:
false }, sources: { options: {}, startTime: 0 }, disableUserCache: "true", plugins: {}, sources: { options:
{}, startTime: 0 }, ui: { showCCButton: false, settings: { showQualityMenu: true, showSpeedMenu:
false }, components: { fullscreen: { disableDoubleClick: false } }, uiComponents: [ { presets:
['Playback', 'Live'], area: 'BottomBarRightControls', replaceComponent: 'Fullscreen', get:
kPlayer.ui.components.Remove } ] } }; // Check and add plugins only if they exist if
(kPlayer.plugins["download"]) { config.plugins.download = { disable: true }; } if
(kPlayer.plugins["transcript"]) { config.plugins["playkit-js-transcript"] = { position: "right", // Default:
bottom;('left', 'right', 'top', 'bottom') to enable transcript. expandMode: "over", // Default:
alongside;('alongside', 'hidden', 'over') expandOnFirstPlay: false, showTime: true, downloadDisabled:
false, printDisabled: false, disable: true }; } if (kPlayer.plugins["preventSeek"]) {
config.plugins.preventSeek = { preventSeekForward: false, preventSeek: false }; }
config.plugins.floating = { disable: true }; if (kPlayer.plugins["navigation"]) { config.plugins.navigation =
{ position: "right", expandMode: "over", expandOnFirstPlay: false, visible: false }; } if
(kPlayer.plugins["hotspots"]) { config.plugins["playkit-js-hotspots"] = { disable: true }; } if
(kPlayer.plugins["moderation"]) { config.plugins["playkit-js-moderation"] = { disable: true }; } if
(kPlayer.plugins["info"]) { config.plugins["playkit-js-info"] = { disable: true }; } if
(kPlayer.plugins["share"]) { config.plugins.share = { disable: true }; } config.ui.uiComponents = []; if
(kPlayer.plugins["googleAnalytics"]) { config.plugins.googleTagManager = {};
config.plugins.googleTagManager.customEventsTracking = {};
config.plugins.googleTagManager.containerId = 'GTM-57RJQ5';
config.plugins.googleTagManager.customEventsTracking.custom = [];
config.plugins.googleTagManager.customEventsTracking = { preset: { coreEvents: true, UIEvents:
false, playlistEvents: false, castEvents: false } }; }
```

```
// Ensure the global player registry array always exists, regardless of embed type.  
window.kalturaPlayerVideos = window.kalturaPlayerVideos || []; try { var thumbEmbedPromise =  
_thumbnailEmbed({config, mediaInfo: {entryId: "1dgfvmafo"}}); // _thumbnailEmbed() returns a  
Promise that resolves with the player instance // when the user clicks the thumbnail. Use .then() to  
capture the player directly. thumbEmbedPromise .then(function(player) {  
window.kalturaPlayerVideos.push(player); // Notify kaltura_dataLayer.js that a new player is ready so  
it can // attach custom event listeners immediately, regardless of when // the user clicked the  
thumbnail relative to page load. document.dispatchEvent(new CustomEvent('kalturaPlayerReady', {  
detail: { player: player } })); }) .catch(function(error) { console.error(error); }); } catch (e) {  
console.error(e.message) }
```

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