

REQUIREMENTS

MISSION

This position requires a firm understanding on supply chain to facilitate, lead and improve cross-regional and cross-functional collaboration on regional scale supply chain events disruptions and day to day coordination with our logistics partners. Candidate must have complete knowledge of SAP-Bridge and MS- Excel, MS-PPT, Tableau and other relevant software's for Order execution.

Must drive actions with functions and regions to monitor the regional performance of the supply chain: support the monitoring of exceptions at each supply chain step (SOURCE, PLAN, MAKE, EXECUTE & DELIVER) to allow timely & informed decisions to improve customer satisfaction, quality, and operational efficiency with regards to the External and Internal Customer Delivery Experience. Main benefits to customers include:

- Real time exception management to increase on time delivery in full (OTDIF) & delivery reliability
- Cross functional collaboration to monitor, respond to deviations & correct issues before customer impact
- Increases efficiency, productivity & customer satisfaction on delivery

Roles and Responsibilities

- responsible for Order execution of all NSO regions / BU & customers.
- Responsible for Portfolio preparation and BU/NSO visibility
- Responsible for NSS management
- Responsible for customer relationship/ Escalation management
- Co-ordination with clearing agents for timely release and delivery of shipments
- Audit and keep accurate records of import and export shipments
- Good Presentation skill & fluent in English

Desired Candidate Profile

1. Excellent knowledge of SAP / Excel /MS-PPT /Tableau and other reporting tools.
2. Effective communication and coordination skills
3. Analytical and problem-solving skill
4. At least 1-3 year of experience in Order management

Qualifications - External REQUIREMENTS

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MAIN Responsibilities

- This position will set-up and lead escalations and animate SIM on regional level with all relevant stakeholders, ensuring timely visibility, recovery plans and communication.
- Coordinate actions across functions (source, make, plan, deliver) to improve the on time delivery in full (OTDIF) and minimize customer impacts – monitoring performance of the supply chain
- Animate the E2E CT network across regions and functions to increase collaboration and progress on the deliverables expected (capabilities deployment, use cases implemented, coverage of events, SOP deployment, RACI) and on the monitoring of Golden Milestones in the supply chain
- Ensure timely communication to relevant stakeholders on disruptions, including: description of the event, identify the upstream and downstream impacts, assessment and monitoring of recovery options and expected back to normal.
- Leverage the 5 stage event management process of Monitor, Notify, Simulate, Control and Measure
- Develop & apply analysis to resolve ad-hoc issues and adjust to the dynamic requirements of our supplier chain by anticipate business concerns related to events and proactively drive actions to mitigate.
- Join Global E2E Control Tower SIM and escalations, providing regional input from all functions
- Clearly communicate needs & priorities to extended stakeholders regarding shortages, at-risk orders, and oldest order and regional /site operations event management.
- Serve as leader for E2E escalations, coordinating response for disruptions in network and launch of fully flexible response. (Includes: Sense, Analysis, Respond, Communicate, Learn activities.)
- Maintain a customer focus that connects all functions and business processes back to customer needs

- Co-ordinate with Logistics partners on day to day basis