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Associate Director, Program & Process Transformation Manager Quote to Cash

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Company: PL18 Alcon Polska Sp. z o.o. Company Location: Warsaw Category: other-general

Description

As an Associate Director, Program & Process Transformation Manager Quote to Cash you will be responsible for leading high scale, global transformation & implementation projects covering companywide transformations related to ERP and relevant process changes to enable a defined future state of relevant cross-functional process area. He/she is responsible for ensuring the delivery of the transformation & continuous improvement strategy across relevant functions in Alcon impacted by the cross-functional process areas in focus & driving convergence to a global standard and identifying new ways to optimize performance.

In partnership with a network of Global Process Owners, Subject Matter Experts, Application Owners (Business and IT), Lean Six Sigma experts, IT experts and others as fit across the organization will define and analyze "end to end" processes to identify improvement opportunities including, but not limited to enhancements to our ERP systems to improve functionality, ancillary systems and processes that can be further automated and simplified.

In this role, a typical day will include:

Coordinates the definition & design of the relevant cross functional process (including crossfunctional handoffs and ownership as applicable)

Partner with Functional GPOs to define process performance metrics relevant for the crossfunctional process at various levels (business metrics, process metrics, operational metrics) including ways to measure and report those metrics on regular basis Support Define & drive implementation of clear roles and responsibilities in cross-functional process management & its transformation roadmap

Partners with GPOs, RPOs in roll-out for policies and procedures related to the crossfunctional processes globally

Provide relevant inputs for prioritization, and validation of ITCI demand impacting crossfunctional area process area

Support in developing & managing integrated roadmap for in scope cross-functional process area, including cross-functional governance model for transformation programs

Partner with business functions & relevant stakeholders in business case preparation

Leads & manage critical Global Cross-Functional Transformation initiatives for in scope endto-end process area

Manage and monitor the execution of all assigned projects on time, within budget and at expected level of quality

Key Performance Indicators:

Projects within in scope roadmap managed in time, in budget and at expected level of quality

Critical Initiatives for in scope end-to-end process driven on time and at expected level of quality (e.g. progress vs. defined objective).

Delivery of yearly performance objectives in line with measures of success agreed with leader (e.g. milestone achievement, etc.)

High level of customer satisfaction from all key stakeholders (e.g. based on partner value survey feedback)

Contribution towards initiatives beyond assigned projects

WHAT YOU'LL BRING TO ALCON:

Overall 10-12 years of experience

8+ years of experience in roles/projects connected to organizational transformation/change and business process re-engineering 5+ years of experience in relevant process area (operational and/or process reengineering/transformation)

Quote to Cash process expertise covering E2E Redesign & Transformation

Experience working in SAP& other ERPApplications environment covering the Q2C Process

Excellent English both spoken and written

Proven experience in Project/Program management following Agile/Scrum/Waterfall/Sprint methodologies

Stakeholder management at various levels across the organization

Strong training, influencing, analytics, presentation and change management skills

HOW YOU CAN THRIVE AT ALCON:

Individual career development plan and possible career growth within newly created account

Truly international environment and daily interactions with colleagues and stakeholders from all over the world

Attractive benefits package (private medical care, group insurance, lunch card, transportation allowance, pension plan, Multisport/cultural card, Alcon products for you and your significant other)

Attractive compensation package (including bonus scheme and language allowance)

Flexible hours and hybrid work model

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