

Program Manager

At Lonza, we invest in great people. We encourage our employees to challenge themselves and we offer an environment that fosters creativity and success. Headquartered in Basel, Switzerland, we operate production, R&D, and business sites around the world, including Europe, North America, and Asia.

Our vision:

We strive to be the leading supplier using science and technology to improve the quality of life.

Our mission:

We work with passion, using advanced technologies, to transform life science into new possibilities for our customers.

Do you want to help us as we shape the future of this great organization?

Job Description Summary

Site based technical expert who is the key interface between Sales and Operations to deliver and execute customer contracts. Typically manages up to 6 active, complex Small Molecule programs through the complete program lifecycle - from program definition through program decommissioning. The portfolio can value up to 25 Mio CHF. Key responsibilities include quality, costs, PC2, OTIF (on time in full) delivery, risk analysis and mitigation, troubleshooting, and leading task force teams.

Job Description

- Lead project execution after deal closure.
- Direct and motivate multi-disciplinary project teams and hold team members accountable to deliver results within an agreed project governance structure to ensure customer satisfaction throughout the life of the project in a shared relationship management with KAM/Sales.
- Responsible for customers with significant impact on future business opportunities
- Acts as single point of contact and ensures the project is delivered in line with the agreed objectives. Act as the customer advocate on-site.
- Manage project scope, timelines and budget/profitability. Define, organize and be responsible for all project communication, agreeing milestones and conducting “lessons learned” exercise and decommissioning the project at the end of contractual activities to contribute to process improvements. Advanced customer communication/interaction.
- Control Project scope and in conjunction with Proposals Team, prepare amendments and/or scope changes. In conjunction with Sales/Commercial Development, input into mid-long term program strategies.
- Execute program relevant section of the S&OP process. Responsible for delivering to local S&OP and related demand planning.
- Coaches and mentors other team members.
- Perform other duties as assigned.

Responsibilities

Lead project execution after deal closure. Direct, lead and motivate multi-disciplinary project teams and hold team members accountable to deliver results within an agreed project governance structure to ensure customer satisfaction throughout the life of the project in a shared relationship management with KAM/Sales. Highest service offering to complex customers with significant impact on future business opportunities

Education

Doktorat: Chemie

Language(s)

Deutsch, Englisch