DIVISION/DEPARTMENT: MMD/ Pharm South	MSD	JD DOCUMENT CODE/ REVISION MMD/ PS/ 012 Rev 00
REPORTS TO (POSITION TITLE) IPT Commercialization Lead	JOB DESCRIPTION	EFFECTIVE DATE: 28 Feb 2013
BAND/PATHWAY/LEVEL: 300/P1	POSITION TITLE: Operation Support Specialist	PAGE: 1 of 4

JOB PURPOSE

The Operation Support Specialist coordinates and supports all manufacturing related activities for the IPT. The incumbent:

- Resource plan with the operation and shift leads for allocating shift technicians to each module/train to execute the production plan and prioritizes any other shop floor ad-hoc activities
- Liaises with IPT Maintenance Lead to schedule all equipment corrective and preventive maintenance activities
- Completes post manufacturing batch documentation review and leads initiatives to improve straight through documentation
- Coordinates the campaign changeover activities and ensures completion within planned schedule
- Acts as the IPT DATA3 Super-User; coordinates DATA3 shutdown maintenance and supports all DATA3 inventory updates and reversals

MAIN RESPONSBILITIES

Manufacturing Excellence

Activities Coordination and Manpower Allocation

- Acts as the contact person in the IPT for coordination of manufacturing activities
- Prioritizes all manufacturing activities including planned and ad-hoc requests without compromising the production plan and in accordance with current Good Manufacturing Practices and Safety guidelines
- Allocates via the visual boards, shift technician manpower assignments to each module/train to execute the production plan and any other prioritized activities for the day

Corrective and Preventive Maintenance Scheduling

- Liaises with IPT Maintenance Lead to schedule all equipment corrective and preventive maintenance activities during both production campaigns and campaign changeovers
- Liaises with IPT and COE on manufacturing equipment availability to execute ECC/ACC implementations
- Ensures equipment change control status is communicated to the shift technicians
- Raises engineering work orders and approves work permits for all planned engineering intervention and/or remediation activities including LOTO, multi-gas detection and confined space entry

Batch Documentation Reviews

- Completes post manufacturing batch documentation reviews
- Provides straight-through document accuracy metrics and leads associated improvement initiatives

Campaign Changeovers

- Coordinates all campaign changeovers activities, including equipment cleaning, documentation availability, CM/PM execution, ECC/ACC implementations and technician training
- Ensures that changeover activities are executed in a timely and controlled manner with no unplanned downtimes and/or events.
- Ensures all associated campaign changeover documentation is completed in accordance with cGMP practices before the next campaign starts.

DATA3 User and Inventory Updates

- Acts as the IPT DATA3 main user and provides technical support expertise to IPT members including first-line troubleshooting of wireless hand-held devices
- Coordinates manufacturing activities around planned DATA3 shutdowns
- Ensures DATA3 inventory accuracy and supports manufacturing related stock adjustments and/or reversals
- Conducts monthly DATA3 cycle count checks
- Ensures timely disposal of manufacturing discards and rejects with appropriate controls

Others

- Implements enhancements to IPT visual management systems
- Leads IPT plant tours for all external visitors

Continuous Improvements

- Utilizes Lean Six Sigma Tools (Six Sigma, Kaizen, SMED, 5S etc) to support execution of CI and OE projects to increase agility, flow, throughput and reduce cycle time and inventory
- Supports development of a continuous improvement framework within the overall IPT improvement program

Financial Stewardship

- Achieves production targets set in the Profit Plan, IPT cost effectiveness and product cost reduction, with particular emphasis on waste elimination and continuous improvement
- Effectively manages and plans labor utilization; promotes culture of low absenteeism. Maintains use of overtime to minimum levels.

Quality / SHE Stewardship

Quality

- Ensures that all assigned daily manufacturing activities are planned and carried out in accordance with cGMP requirements
- Prepares SOPs and Job Aids to ensure compliance with regulatory standards
- Ensures all assigned Events/Deviations/Atypicals and Customer Complaints are fully investigated with any operations related actions effectively implemented within the agreed time frame to continually improve processes, prevent waste and eliminate rework
- Implements assigned corrective actions as documented following regulatory inspections and internal audits

Safety, Health & Environment

- Ensures that all assigned daily manufacturing activities are planned and carried out in accordance with SHE requirements
- Participates in (as required) and supports the implementation of actions for all Incident Investigations and Audits
- Ensures all permitting requirements are met for all IPT maintenance activities on the day shift
- Promotes SHE leadership behaviours and engages employees at all levels on SHE issues
- Ensure Incident Investigations and Audits are fully supported with improvement actions implemented

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People Excellence

People Management
- None

Self
- Demonstrates leadership behaviours in alignment with the Merck leadership standards
- Develops and updates the annual Personal Performance Grid (PPG) and Employee Development Plan (EDP) with their Manager in line with the Performance Management Process and/or as required
- Ensures both operational knowledge and technical skills are maintained and compliant against individual job program

ACCOUNTABILITIES	DIRECT IMPACT ($)*	INDIRECT IMPACT ($)*
NA	NA	NA

* *(only if applicable)*

SUPERVISORY RESPONSBILITIES:	**No. of direct reports:** Total: __X__ direct (Refers to the no. of staff reporting directly to this position) **No. of indirect reports:** Total: __X__ indirect (Refers to total number of staff reporting to this position's direct reports) *(The headcount figure is subjected to ±10% fluctuation in view of changing business needs.)*

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PROFILE:	**Qualification:** • Diploma in Chemical, Mechanical, Electrical Engineering or equivalent **Experience:** • 1 to 3 years of relevant technical experience in the Pharmaceutical, or manufacturing-based industry, including: o Manufacturing operations support o Project Management • Experience with continuous improvement, Lean Six Sigma methodology and the application of Lean tools (preferred) **Leadership, Professional and Functional Competencies*** • Refer to Career Framework Competency Model **Other Personal Attributes*:** • NA **(Including competencies found in career maps as applicable)*