



Global supply chain business process owner, CustomEyes  
Location: Waltham, MA (US) or Abingdon (UK)

### COMPANY OVERVIEW

BVI® is refocusing the future of vision.

As one of the fastest-growing, diversified surgical ophthalmic businesses in the world, our purpose-built portfolio spans more than 115 countries. We've set our sights on touching the lives of millions of patients affected by conditions such as cataracts, refractive error, glaucoma, retinal disease, and dry eye.

Unburdened by legacy or bureaucracy, we have developed our strategy around a simple concept — taking pride in delivering innovative solutions for our physicians and patients, based on their needs. We trust and empower our associates to make decisions and solve problems because collaboration drives us. Valuing agility, simplicity, and transparency, we stay committed to listening to our customers, delivering for our patients, and keeping the future in focus.

### PURPOSE

We are transforming “how we work” to enable us to become the fastest growing diversified surgical ophthalmic business centered on our customer needs. Improving our customer experience through the operational excellence and quality of our solutions and services will unlock higher growth and value for BVI. Our ambition requires an End-to-End approach and acceleration of process harmonization and adoption. The overall process flow, from forecasting to delivery provides a critical source of competitive advantage.

This value chain business owner will drive a faster and more consistent approach as well as orchestrate End to End an integrated Value Chain solution with speed, agility, quality and effective communication. Our goal is to exceed customer expectations by building a value chain that is responsive to fluctuating demands, personalization, smart distribution, and short lead time.



## RESPONSIBILITIES

- Develop strategy and roadmap (Process, System, Data, Organization) to guide the End to End transformation of the CustomEyes Pack value chain.
- Defines and develops the process, system/IT and data, People/org. capabilities and solution to support the End to End value chain.
- Provides fact-based diagnosis and transparency in the value chain general performance, facilitating analytics supported decision making
- Defines clear business imperatives and value chain needs.
- Sets performance improvement targets together with functional leaders to achieve and improve internal/external benchmarks
- Orchestrates the transformation and implementation of harmonized business processes.
- Implement performance tracking. Oversee and monitor process execution and performance to exceed our customer expectations and business imperatives.
- Partners with other supply chain, customer service, material, manufacturing, product portfolio, quality and regulatory leaders to challenge current wisdoms as well as creating a common purpose and enthusiasm.
- Ensures strong End to End collaboration and alignment during the creation and implementation of the strategy. Drives adoption and performance with functional leaders.
- Helps solving systemic problems
- Balance between short term improvement and long-term value, ensuring the stakeholders and subject matter experts take responsibility for change and delivery of results quickly
- Uses operational excellence methods (Lean, 6sigma) to drive process optimization, problem solving and value improvement
- Drive efficiency and differentiation through IT system automation and integration (Custom software, Salesforce, IFS...)
- Drives innovations to build a value chain that is responsive to customer expectations including fluctuations of demand, personalization, smart distribution and short lead-time.
- Develops an effective internal and external communication program to support performance reporting transparency and promote continuous improvement innovations



### **REQUIRED KNOWLEDGE, SKILLS AND ABILITIES**

- Communicate effectively - develop and deliver multi-mode communications that convey a clear understanding of the unique needs across a global audience.
- Collaborate/Develop strong relationships – globally and cross functionally
- Drives results - consistently achieving results, even under tough circumstances.
- Manages complexity – making sense of complex, high quantity, and sometimes contradictory information to effectively solve problems.

### **MINIMUM REQUIRED EDUCATION AND EXPERIENCE**

- Bachelor's degree required
- Solid breadth of global planning, manufacturing and transportation
- Supply chain experience required
- Lean Six Sigma preferred
- Manufacturing/plant-based experience preferred

### **PHYSICAL REQUIREMENTS**

- The bullets listed below are examples of typical physical requirements for many jobs. Please remove or add requirements as necessary.
- Extensive use of keyboard requiring repetitive motion of fingers.
- Extensive use of telephone and face-to-face communication requiring accurate perception of speech.
- Regular sitting for extended periods of time.
- Global travel is required

Interested? Submit a cover letter and C.V.  
to [TalentAcquisition@bvimedical.com](mailto:TalentAcquisition@bvimedical.com)



*BVI is an Equal Opportunity/Affirmative Action employer. All qualified applicants will receive consideration for employment without regard to race, color, religion, sex, national origin, disability, or protected Veteran status.*

*The above information on this description has been designed to indicate the general nature and level of work performed by employees within this classification. It is not designed to contain or be interpreted as a comprehensive inventory of all duties, responsibilities and qualifications required of employees assigned to this job.*

*Important notice to Employment businesses/ Agencies*

*BVI does not accept referrals from employment businesses and/or employment agencies in respect of the vacancies posted on this site. All employment businesses/agencies are required to contact BVI's human resources department to obtain prior written authorization before referring any candidates to BVI. The obtaining of prior written authorization is a condition precedent to any agreement (verbal or written) between the employment business/ agency and BVI. In the absence of such written authorization being obtained any actions undertaken by the employment business/agency shall be deemed to have been performed without the consent or contractual agreement of BVI. BVI shall therefore not be liable for any fees arising from such actions or any fees arising from any referrals by employment businesses/agencies in respect of the vacancies posted on this site.*