

JOB DESCRIPTION – Customer Supply Leader (intern)

POSITION TITLE: Customer supply leader (CSL)

INCUMBENT :

DEPARTMENT : BDM-PS Supply-chain

LOCATION : PdC, France

DIVISION: BDM-PS

Key responsibilities

1. Drive superior levels of performance in the Demand & Supply processes

- Coordinate and drive supply-chain teams (Planning, Customer Service and Logistics) to achieve consistent level of performance in the end to end supply chain (forecasting, order management and delivery), in line with customers' expectations.
- Drive continuous improvement initiatives to strengthen performance level through leaner supply chain processes and more effective execution.
- Ensure planning and inventory strategies implemented for Customer SKUs are in line with business' objectives.
 - Maintain and update Make To Order / Make To Stock strategy in coordination with Planning
 - Define with Planning appropriate inventory levels to deliver against OTIF goals while meeting the business' overall inventory goals
 - Ensure planning and inventory strategies are shared and agreed with customers.
 - Ensure alignment and common understanding with respect to roles and responsibilities on planning and inventory strategies (incl. order and replenishment lead-times)
- Own, drive and develop joint-planning activities (monthly / quarterly):
 - Preparation, and coordination of joint-planning meetings
 - Follow-up of action-plans to maximize the value of such forums
 - Drive the right level of attendance and engagement both at BD and with our customers
 - Ensure joint-planning covers both short and mid/long term horizon (12 to 18 months).
- Demand Management: the CSL contributes to improving the quality of the demand signal and the development of a higher degree of intimacy with the customer's supply chain and demand organization.

2. Map and continuously improve end to end value stream from customer demand signal to final delivery

- Identify key steps in the value stream and associated meaningful parameters to map end to end flows.
- Identify with the customer and internal key stakeholders areas of improvements and lead appropriate actions to reach targeted value stream.

3. Contribute to developing key competitive advantages through value-added supply chain services

- Develop / strengthen supply chain to supply chain relationship with Alliance accounts in order to identify opportunities for higher degree of supply chain integration.
- In relation with Sales and Supply Chain, support the design, the development and the deployment of value-added supply chain services, with the aim of:
 - Build competitive advantage to increase customer's loyalty
 - Extract more value from customer
 - Drive more value through OTIF improvement and more agile supply chain
- Support the development of a supply chain offer that supports BDM-PS Europe's strategy. Contribute to the implementation of the vendor management inventory process or other similar processes and tools to increase efficiency and optimize customers' Total Cost of Ownership.
- Actively contribute to building a business case and defining benefits and conditions of implementation for following supply chain services: consignment stock, reverse logistic for packaging recycling operation, delegation of incoming control and direct shipment from BD to customer plant.

4. Maintain a consistent insurance of supply approach (BCP).

- Build specific Business Continuity Plans (BCP) at customer request including BD plant network mapping, component sourcing alternatives and organization preparedness plan in case of major disruption. Support the development of an integrated BCP approach, consolidating purchasing, manufacturing and business approach.

Competencies & behaviors

- Strong interpersonal skills
- Customer focus mindset
- Fluent in German and English
- Ability to develop strong relationship with functional counterpart's at customer
- Ability to present positively ambiguous situation internally or to a customer.
- Capacity to listen and understand customers' expectations beyond BD internal standard process in place or personal perceptions
- Continuous improvement, creative and process oriented mind set.
- Ability to structure a project-plan to deliver against business goals, and define who should be involved to meet expected objectives.
- Knowledgeable in all aspects of demand management, supply management and inventory management.
- A capable user of an integrated ERP system such as SAP and SCM
- Solid understanding of the financial implications of supply chain activity (inventory, excess and obsolete, transportation, and warehousing).
- Knowledge of I.T. processes and how they affect supply chain processes; Ability to leverage I.T. resources effectively to further improve processes and outcomes.