

Emerging Leaders Program - Functional Descriptions

DePuy Synthes, a Johnson & Johnson company, is a manufacturer of life-enhancing orthopedic medical devices, including implants used in spine, sports medicine, joint replacement and trauma procedures. The Raynham, MA campus is the headquarters for the global Spine and Sports Medicine businesses.

The following descriptions provide an overview of functional internships that may be offered within the DePuy Synthes organization.

Commercial Operations

Commercial Operations supports all field sales teams. The team provides data and analytics, sales support, compensation, inventory optimization and project management as well as many more sales-oriented services. Comm Ops also assists with new product introductions. The team is comprised of results-oriented, positive, curious individuals that will have the opportunity to work with many business partners to drive sales growth.

Customer Service

The Customer Service team is directly responsible for taking product orders and ensuring they are fulfilled. One must have patience, the ability to quickly pick up new systems and a pleasant demeanor, as he/she is sometimes the face of the company to the customer.

Education

The Professional and Commercial Education teams support field sales by creating opportunities to train/educate not only sales, but also surgeons. Services include new Sales Consultant hands-on and remote training, surgeon didactic training, and surgeon cadaver labs to teach about and practice how to use the products. The team also offers many other trainings that focus on creating field trainers as well as the education of our business partners.

Finance

Finance is responsible for accurately recording and publishing the revenue that the organization achieves. A finance intern would need to be good with numbers, understand how to use Excel and willing to work most of the time on spreadsheets.

Marketing

Marketing is responsible for the health of the product portfolio. Not only does marketing interact closely with field sales and surgeons, but it is also responsible for the expansion of the product platform. Internship activities may support the launch of new products to the healthcare market or support existing product portfolios. This may encompass social media campaign work, graphic design, surgeon engagement preparation, spreadsheet development and management and salesforce support. The intern will have the opportunity to learn about anatomy, disease states, deformities and the surgical procedures and products used to address these conditions.

Quality

The Quality group provides the support of products' design development, manufacturing and commercialization, leverages technical expertise to anticipate and proactively address challenges and

risks. This may include resolving advanced materials, process, inspection/testing or procedural approaches to advance a medical device through the pipeline process into full R&D, and potentially into commercialization. Key activities may include spreadsheet development, work instructions assistance, testing support and supplier relations.

Research & Development

Research & Development is a vital function to the growth of DePuy Synthes. The intern will have the opportunity to learn how to employ basic design and manufacturing principles and assist in mechanical testing activities. The Raynham campus also offers a 3D-Printing lab, which may be employed to develop new product prototypes. The intern will have the opportunity to learn about anatomy, disease states, deformities and the surgical procedures and products used to address these conditions.

Strategic Customer Group

The Strategic Customer Group manages the contractual side of DePuy Synthes. It is responsible for the development and application of contract terms from cradle to grave. Additionally, its customer-facing sales team represents all DePuy Synthes products to a customer.

Supply Chain

The Supply Chain team coordinates how product gets into the market. From appropriately forecasting needs to understanding inventory movement, this function requires a passion for data analytics and collaboration. The team partners with marketing and sales in the early stage, manufacturing and suppliers in the middle stage, and distribution centers and customer service as products are being sent to customers. Supply Chain interns can expect to build skills in MS Excel spreadsheet development, people relations and communication.