



AppleCare Program Manager

AppleCare is a fast-paced, dynamic organization with a direct impact on Apple's revenue growth and customer satisfaction. People who excel on our team have superior analytical abilities, technical aptitude and are strong customer advocates. Since we work with a variety of internal and external organizations, you must possess impeccable organizational skills, unimpeachable integrity, and the ability to communicate effectively at all levels.

Qualifications: Must be working toward an MBA.

Job Description: Developing accurate and actionable data and analysis. Managing initiatives that optimize profitability and ensure AppleCare continues delivering best-in-class service and support. Establishing effective working relationships with Engineering, Operations, Finance, Sales and Marketing partners. Coordinating and leading cross-functional teams to achieve program goals.

Program areas may involve:

- Deploying solutions to complex technical issues

- Developing flexible capacity plans for staffing and delivering service and support

- Creating strategies to effectively balance supply and demand for service materials

- Implementing fee-based service offerings that support AppleCare revenue goals.

A job in AppleCare is a chance to use your skills and creativity in solving complex puzzles; A chance to delight customers and enrich their lives by helping them get the most out of their Apple product.



Global Supply Base Manager

Apple's Supply Management team is a leading edge organization that directly supports the critical development and fulfillment of our innovative products. We are looking for energetic people who enjoy a fast paced environment, work effectively with global cross functional partners, and make critical daily decisions that have a direct impact on Apple's bottom line. In working directly with Apple's world class supply base, you must possess strong negotiation skills, superior analytical skills, unimpeachable integrity, and the ability to communicate effectively at all levels.

Qualifications: Must be working toward an MBA

Job Description: Establishing and developing critical sourcing strategies and building supplier relationships. Leading the negotiation of strategic price and contractual agreements with our world class supply base. Establishing outstanding working relationships with all cross functional partners including Engineering, Marketing, Sales, Product Planning, and Finance, ensuring commodity plans are aligned with Apple's strategic direction.

Other responsibilities include:

- Leading Strategic Quarterly Business Reviews
- Managing Supplier qualifications
- Cost Benchmarking
- Developing creative procurement agreements

To be a part of Apple's Global Supply Management team is an exciting opportunity to apply your skill set and work with amazingly talented people to develop the most innovative products that are changing how people live their lives.



Worldwide Supply Demand Planner

Job description: Ensuring that anyone anywhere in the world can always find the iPod, Mac, or Accessory of their choice while meeting Apple's best-in-class inventory goals. Through clear and concise communication, directing the supply chain to procure components and build product to support demand. This requires you to keep a finger on the pulse of the company by monitoring end-user sales trends daily. Projecting future demand through input from our partners in Sales, Finance, and Marketing along with your own analysis, and when demand outstrips supply, allocating product among sales channels and geographies appropriately. Leading the tactical execution of getting product to market with maximum velocity while continually questioning the way we operate to drive process improvement. Presenting status of business to senior management in weekly Operations review.

Qualifications: must be working towards an MBA

Characteristics we look for:

- Intellectual curiosity
- Superb communication
- Razor-sharp analytical skills, especially the ability to identify trends and drawing conclusions from vast amounts of data
- Leadership ability
- Positive energy and attitude
- Thirst for personal growth



New Products Operations Manager

New Product Operations is pivotal to the fast-paced development and launch of Apple's products. A successful NPO Manager is a natural leader and facilitator; is driven, organized, and detail oriented; excels in program/ project management; communicates with ease at all levels; thrives in an ambiguous environment; is adept at facilitating actions and resolving conflicts; manages through relationships and influence: and displays grace under fire.

Qualifications: Must be working toward an MBA. BS or MS degree in Engineering. Industry experience in one or more of the following disciplines is a plus: New Product Introduction / Supply Chain Management / Manufacturing Operations / Development or Operations Engineering.

Job Description: Leading the Team within WW Operations and being the primary operations interface to the core product development team and other functional organizations within Apple. As the owner of the product, either through direct involvement and/or influence, you will be ensuring the successful launch of the product towards meeting its stated Cost, Quality, Availability and Customer Experience goals.

Specific responsibilities: Planning and execution of all development builds and ramp in concert with your product development team and OEM. 30-35% travel to Asia required in a 6-8 month time frame.

Through influencing product's manufacturability, testability and material composition, you will drive for responsive supply chains that are optimized for lowest costs, greater operational flexibility, regional fulfillment and highest quality.

Managing all project-related communications; escalating key issues and presenting options for resolution to the cross-functional Executive team through the new product reviews.



WW Business Process Re-Engineering

Apple is one of the leading brands in the world and supplies computer technology to Consumers, Education Institutions & Creative businesses. In recent years the iPod product line combined with the iTunes music store has grown to take a large portion of Apple's business. The latest major addition to the product portfolio, the iPhone, is a strong addition to that mix. Needless to say Apple is a high-growth, fast-moving environment that needs constant transformation to remain scalable and effective.

In order to drive, innovate and implement in response to the ongoing growth, Apple keeps focus on business transformation. The purpose of the role is to ensure that Apple uses world-class processes and tools to gain highly effective use of limited resources within the company.

Key responsibilities and activities

Process and portfolio Roadmap Management

Work with senior management and global teams to define process and system roadmap, driving improvements of the organization, processes and use of systems and data. This effort is directly linked to our commercial strategy and needs to be forward-looking. This includes:

- Understanding future strategies and directions to anticipate needs.
- Building Internal and external expertise driving Best Practice and innovation.
- Situation analysis and audit of current organization / process / data and systems.
- Gap analysis of "as is" vs. "to be".
- Proposing and driving new solutions that may be implemented WW or local processes.
- Develop metrics include customer satisfaction, user acceptance, business impact etc.

Process Reengineering Through Cross-Functional Projects.

Manage process change through projects ensuring:

- Governance
- Planning of projects.
- Quality documentation, project management and architecture standards are followed.
- Organizational alignment.

Timely updates to management

Standards and Toolbox

Develop and maintain clear methodology for different components of the job, including use of Apple's global business standards as well as other tools to better formulate, justify, prioritize and manage change.

Profile:

The candidate should ideally have the following skill-set:

- Business degree and / or engineering degree.
- Experience in business as well as in a consulting environment.
- Experience in blue-chip hi-tech industry.
- Experience in running large scale complex projects.
- Able to move from the abstract to the detailed, and from detail to "big picture"

Great communicator, able to sell ideas.- "Business process" more than "systems / engineering" orientation.

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Supplier Responsibility Best Practices Intern

This is an exciting opportunity to work in a fast paced environment and assist in the development of Apple's Supplier Responsibility (SR) program. The intern will define and roll out best practices to suppliers and Apple Procurement to facilitate the achievement of Apple's Supplier Code of Conduct. We are looking for a creative, energetic problem solver with excellent verbal and written communication skills and a strong work ethic.

Job Responsibilities:

- Research industry best practices and international standards for each of the subject areas in Apple's Supplier Code of Conduct (CoC)
- Develop Best Practices for suppliers for each CoC subject
- Develop Best Practices for Apple Procurement for relevant CoC subjects
- Develop and roll out tools and training on Best Practices to suppliers and Apple Procurement
- Assist in other Supplier Responsibility projects as needed

Required Experience:

- Strong personal commitment to helping people and the planet
- BA or BS in International Relations, Environmental Studies, or other major related to corporate social responsibility
- MBA (pending), with an emphasis on corporate social responsibility
- Self-motivated and pro-active with demonstrated creative and critical thinking capabilities
- Must have excellent interpersonal, team-work and verbal/written communications skills
- Supply chain experience preferred

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Global Supply Base Manager Internship

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APPLE, Inc. GLOBAL SUPPLY MANAGER - ENCLOSURES

Apple is in the process of recruiting individuals to join our mechanical enclosure global supply management team. The enclosure global supply management team is responsible for the sourcing, manufacturing development execution, and production of Apple's differentiated and unique mechanical enclosure parts. Part of Apple's core business is the creation and development of our world-class industrial designs and as such, the management of the supply chains is required to be equally unique, innovative and specialized.

Due to the importance of this discipline in the definition of Apple's brand, this business group must be able to innovate not only our products, but also the very business processes by which we accomplish our objectives. The complicated balance between the need to achieve ground breaking mechanical developments and business execution creates challenges that drive processes that require a bridge from engineering risk to manufacturing capability to business needs. This is critical to being Apple and therefore involves interactions with the executive teams of both Apple and the entire supply base.

Apple is continuing to grow in our product offerings and volume. This growth will present opportunity to select individuals who have demonstrated aggressive innovative thinking in their career development. The ideal individuals will have an advanced educational and career path with a focus on mechanical engineering, mechanical development, manufacturing practices/techniques, supply chain, logistics and business.

These areas of expertise are beneficial however, the primary selection criteria will be accomplished individuals who have demonstrated an attention to achieving excellence in whatever field they have chosen.

Individuals in this group support the following:

- 1) Cross functional support: with Apple's industrial design, product development and operations teams
- 2) Supply chain management: identification, development, negotiation and management of existing and developing Apple mechanical suppliers. There is a strong Asian supply base, which requires travel
- 3) Build Support: on site management of enclosure manufacturing partners to manage the development builds, risk mitigation and ramp
- 4) Cost: development, negotiation and execution of a part and assembly cost strategy. An understanding of mechanical manufacturing techniques is important to better evaluate supplier capabilities and opportunities for Apple
- 5) On-time-delivery : schedule, capacity and supply planning to meet Apple's production demand
- 6) Risk Mitigation: evaluation of technical and business risks using data based analysis and developing sound risk mitigation alternatives
- 7) Program Management: the ability to manage all of the above tasks and personnel resources

We are looking for individuals who are good communicators, capable of working in multinational environments, driven and motivated by accomplishing world-class objectives. The appropriate candidate will have an educational resume and work experience (3+ years) commensurate with the job description outlined above. MBA highly desired.



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Worldwide Logistics Intern

Part of Apple's core business is the creation and development of our world-class industrial designs and products. The management of the supply chains supporting these products is required to be equally unique, innovative and specialized.

Apple Operations / AppleCare is recruiting individuals to join our Worldwide Logistics team. This team has responsibility for logistics procurement and contracts, logistics planning for new product introduction delivery and global oversight of sustaining logistics operations for Apple's world-class supply chain.

Worldwide Logistics is striving to develop new and creative programs that drive operational efficiencies, customer satisfaction and cost savings.

The work required for a qualified intern will involve identifying key areas and projects that have the potential to deliver those programs.

Will include research with cross-functional team members to understand the areas of opportunity.

Complete research and analysis to identify areas of opportunity and requirements to improve within WW Logistics realm.

Develop detailed set of recommendations/deliverables based on operational efficiency, customer satisfaction and cost savings goals set forth by WW Logistics Director.

If time permits, implement recommendations.

Skills required:

Data mining, financial analysis, project management skills. Working knowledge of global supply chains. Able to work independently as project leader. Able to work with ambiguity. Good communication (written/verbal) and meeting management skills. Document and drive process changes which are implemented. Prefer Industrial Engineering experience/coursework. Global Supply chain knowledge. Excellent project management, data mining and financial analysis skills. Able to work independently and with cross-functional/cross-cultural teams.

Position will be located either in Sacramento, CA or Cupertino, CA.



Worldwide Supply Demand Planner

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