

operations and supply chain management

operations and supply chain management is a critical discipline that drives the efficiency and success of businesses worldwide. In today's fast-paced global economy, organizations must master the art of coordinating resources, processes, and logistics to deliver goods and services smoothly. This article provides an in-depth exploration of operations and supply chain management, including its key concepts, strategies, and the technologies shaping its future. Readers will discover the roles, challenges, and benefits of effective supply chain design, lean operations, risk management, and sustainability initiatives. Whether you're a business leader, student, or industry professional, this guide offers valuable insights to optimize your organizational performance and gain a competitive edge. Continue reading to unlock the essentials of operations and supply chain management and learn practical solutions for real-world challenges.

- Understanding Operations and Supply Chain Management
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Understanding Operations and Supply Chain Management

Operations and supply chain management refers to the coordination, planning, and control of processes that transform inputs into finished products and services. This business discipline encompasses activities from sourcing raw materials to delivering products to customers. It focuses on optimizing every stage of the value chain, ensuring organizations meet demand efficiently, reduce costs, and maintain high quality standards. Effective management of operations and supply chains is essential for achieving competitive advantage

and responding to changing market dynamics. It involves collaboration between departments, suppliers, and partners to streamline workflows and maximize customer satisfaction.

Core Elements of Operations Management

Process Design and Improvement

One of the foundational aspects of operations management is process design. This includes analyzing workflows, identifying bottlenecks, and implementing improvements to increase efficiency and productivity. Techniques such as process mapping and Six Sigma are commonly used to enhance operational performance and eliminate waste.

Capacity Planning

Capacity planning determines the optimal resources required to meet production goals. It involves forecasting demand, allocating machinery, and scheduling labor to ensure smooth operations without overburdening assets. Proper capacity planning helps organizations avoid delays and minimize excess inventory.

Quality Management

Quality management ensures that products and services meet established standards and customer expectations. Approaches like Total Quality Management (TQM), ISO certifications, and continuous improvement initiatives play a vital role in maintaining quality across the supply chain.

- Process mapping and analysis
- Lean manufacturing principles
- Just-in-time (JIT) production
- Continuous improvement (Kaizen)
- Statistical quality control

Foundations of Supply Chain Management

Supply Chain Planning and Coordination

Supply chain management involves planning, coordinating, and controlling the flow of goods, information, and finances across multiple organizations. Effective supply chain planning integrates demand forecasting, procurement, production, and distribution to align resources and meet customer requirements.

Supplier Relationship Management

Strong supplier relationships are fundamental for a resilient supply chain. Organizations must evaluate supplier performance, negotiate contracts, and establish long-term partnerships to ensure consistent quality, timely deliveries, and cost-effectiveness.

Inventory Management

Inventory management involves balancing the costs of holding stock with the need to meet customer demand promptly. Techniques such as Economic Order Quantity (EOQ), safety stock calculations, and ABC analysis help optimize inventory levels and reduce carrying costs.

Strategies for Efficient Operations

Lean Operations

Lean operations focus on minimizing waste and maximizing value, using methodologies like the Toyota Production System. By streamlining processes and eliminating non-value-added activities, organizations can reduce costs and improve service levels.

Agile Operations

Agile operations enable organizations to respond quickly to changes in customer demand, market conditions, and supply disruptions. Flexible manufacturing systems, rapid prototyping, and cross-functional teams are key elements of agile strategies.

Outsourcing and Offshoring

Many companies optimize their operations by outsourcing non-core activities or offshoring production to countries with lower labor costs. While this can enhance efficiency, it requires careful management of risks, quality control, and communication.

Supply Chain Network Design

Facility Location and Layout

Choosing the right location for factories, warehouses, and distribution centers is vital for minimizing transportation costs and meeting customer expectations. Facility layout decisions influence production efficiency, material flow, and scalability.

Transportation and Logistics

Efficient transportation systems are crucial for moving goods through the supply chain. Organizations must select appropriate shipping modes, optimize routes, and coordinate logistics providers to ensure timely and cost-effective deliveries.

1. Evaluate proximity to suppliers and customers
2. Assess transportation infrastructure
3. Analyze labor availability and costs
4. Consider regulatory and environmental factors

Technology in Operations and Supply Chain Management

Enterprise Resource Planning (ERP)

ERP systems integrate core business processes, including procurement, production, inventory, and sales. By centralizing data and automating

workflows, ERP enhances visibility, efficiency, and decision-making across the supply chain.

Automation and Robotics

Automation technologies, such as robotics and automated guided vehicles, streamline repetitive tasks and improve productivity. These innovations reduce labor costs, enhance accuracy, and support scalable operations.

Data Analytics and Artificial Intelligence

Advanced analytics and AI provide actionable insights into demand patterns, supplier performance, and operational bottlenecks. Predictive modeling and machine learning allow organizations to anticipate disruptions, optimize inventories, and improve customer service.

Risk Management and Resilience

Identifying Supply Chain Risks

Risks in operations and supply chains include supplier failures, transportation delays, natural disasters, and geopolitical events. Proactive risk identification is essential for developing contingency plans and maintaining business continuity.

Building Resilient Supply Chains

Resilient supply chains are designed to withstand shocks and recover quickly from disruptions. Strategies include diversifying suppliers, maintaining safety stock, and leveraging technology for real-time monitoring.

- Supplier diversification
- Contingency planning
- Real-time data tracking
- Scenario analysis
- Collaborative risk management

Sustainability in Operations and Supply Chains

Green Supply Chain Initiatives

Sustainability is increasingly important in operations and supply chain management. Green initiatives focus on reducing environmental impact by optimizing energy use, minimizing waste, and sourcing eco-friendly materials.

Corporate Social Responsibility (CSR)

Organizations are integrating CSR into supply chain operations by ensuring ethical sourcing, fair labor practices, and community engagement. These efforts enhance brand reputation and contribute to long-term business success.

Future Trends in Operations and Supply Chain Management

Digital Transformation

Digital transformation is driving innovation in operations and supply chain management. Technologies such as blockchain, IoT, and cloud computing enable greater transparency, traceability, and collaboration across the value chain.

Globalization and Localization

Companies are balancing global expansion with local responsiveness. Adapting supply chain strategies to regional markets helps organizations meet customer preferences, regulatory requirements, and competitive pressures.

Talent Development

The future of operations and supply chain management depends on skilled professionals who can leverage technology, manage complexity, and drive continuous improvement. Training and development programs are essential for building expertise and leadership.

Trending Questions and Answers about Operations and Supply Chain Management

Q: What is operations and supply chain management?

A: Operations and supply chain management involves coordinating activities that transform raw materials into finished goods and deliver them to customers. It focuses on optimizing processes, managing resources, and improving efficiency across the entire value chain.

Q: Why is supply chain management important for businesses?

A: Supply chain management is vital because it helps organizations reduce costs, improve product quality, respond to market changes, and deliver customer satisfaction. Efficient supply chains also enable companies to compete effectively in global markets.

Q: What are the main functions of operations management?

A: The main functions of operations management include process design, capacity planning, quality management, inventory control, and continuous improvement. These functions ensure that products and services are produced efficiently and meet customer needs.

Q: How do companies minimize risks in their supply chains?

A: Companies minimize risks by diversifying suppliers, maintaining safety stock, developing contingency plans, and using technology for real-time monitoring. Collaborative risk management and scenario analysis also help organizations prepare for disruptions.

Q: What role does technology play in operations and supply chain management?

A: Technology enhances operations and supply chain management by automating processes, improving visibility, enabling data-driven decisions, and supporting collaboration. ERP systems, robotics, and AI are key technologies driving innovation in the field.

Q: How do lean operations benefit organizations?

A: Lean operations benefit organizations by reducing waste, increasing efficiency, lowering costs, and improving customer satisfaction. Lean methodologies help streamline processes and focus resources on value-added activities.

Q: What is the significance of sustainable supply chain practices?

A: Sustainable supply chain practices are important for reducing environmental impact, meeting regulatory requirements, and enhancing brand reputation. Organizations implement green initiatives and ethical sourcing to contribute to long-term success.

Q: What trends are shaping the future of supply chain management?

A: Key trends include digital transformation, increased use of AI and analytics, globalization, localization, and a focus on sustainability. Companies are also investing in talent development to manage evolving supply chain complexities.

Q: How is inventory managed effectively in supply chains?

A: Effective inventory management uses techniques like EOQ, safety stock calculations, and ABC analysis to balance costs with demand. Advanced software and data analytics also optimize inventory levels and reduce excess stock.

Q: What skills are essential for professionals in operations and supply chain management?

A: Essential skills include analytical thinking, problem-solving, project management, communication, and expertise in technology. Professionals must also understand industry best practices and continuously adapt to changing business environments.

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Operations and Supply Chain Management: A Comprehensive Guide

Are you ready to unlock the secrets to a smoothly running business? In today's fiercely competitive market, efficient operations and a robust supply chain are no longer optional – they're essential for survival and growth. This comprehensive guide dives deep into the world of operations and supply chain management, exploring key concepts, strategies, and best practices that can transform your business performance. We'll cover everything from strategic planning to risk mitigation, providing you with actionable insights to optimize your entire operational ecosystem.

What is Operations and Supply Chain Management?

Operations management focuses on the internal processes that transform inputs (raw materials, labor, information) into outputs (goods and services). This encompasses everything from production planning and scheduling to quality control and inventory management. A well-oiled operations function ensures efficiency, minimizes waste, and maximizes productivity.

Supply chain management (SCM), on the other hand, takes a broader perspective, encompassing all activities involved in getting a product or service from its origin to the end consumer. This includes sourcing raw materials, manufacturing, warehousing, logistics, and distribution. Effective SCM ensures the right products are available at the right time, in the right place, and at the right cost.

While distinct, operations and supply chain management are intrinsically linked. A successful business requires seamless integration between these two areas. Efficient operations are essential for a smooth-running supply chain, and a well-managed supply chain supports optimal operations.

Key Components of Effective Operations Management

1. Production Planning and Control:

This involves forecasting demand, scheduling production, managing resources, and monitoring performance. Effective planning minimizes lead times, reduces inventory costs, and ensures timely delivery. Techniques like Lean Manufacturing and Six Sigma play a vital role in optimizing production processes.

2. Inventory Management:

Maintaining optimal inventory levels is crucial for avoiding stockouts and minimizing holding costs. Strategies like Just-in-Time (JIT) inventory management aim to reduce waste by receiving materials only when needed. Sophisticated inventory management systems leverage data analytics to predict demand and optimize stock levels.

3. Quality Control:

Ensuring product quality is paramount. Quality control measures, from inspection to statistical process control (SPC), help identify and rectify defects, reducing waste and improving customer satisfaction. Implementing robust quality management systems, like ISO 9001, demonstrates a commitment to quality excellence.

Key Components of Effective Supply Chain Management

1. Supplier Relationship Management (SRM):

Building strong relationships with suppliers is crucial for securing reliable supplies and negotiating favorable terms. SRM involves selecting, evaluating, and collaborating with suppliers to optimize the entire supply chain.

2. Logistics and Distribution:

Efficient transportation, warehousing, and distribution are essential for getting products to market quickly and cost-effectively. Choosing the right transportation modes, optimizing warehouse layouts, and employing efficient delivery routes are critical for success.

3. Demand Forecasting and Planning:

Accurately predicting demand is essential for avoiding stockouts and minimizing waste. Sophisticated forecasting models, combined with real-time data analysis, can significantly improve

supply chain responsiveness.

4. Risk Management:

Supply chains are susceptible to various disruptions, including natural disasters, political instability, and pandemics. Proactive risk management strategies, including diversification of suppliers and contingency planning, are essential for mitigating potential disruptions.

Integrating Operations and Supply Chain Management

The synergy between operations and supply chain management is crucial for overall business success. Integrating these functions requires:

Shared Goals and Metrics: Aligning operational and supply chain goals ensures everyone works towards common objectives. Key performance indicators (KPIs) should reflect the overall performance of the integrated system.

Collaboration and Communication: Effective communication and collaboration between different departments are crucial for seamless information flow and efficient decision-making.

Technology Integration: Utilizing integrated software systems, such as Enterprise Resource Planning (ERP) systems, facilitates data sharing and collaboration across the entire organization.

Conclusion

Mastering operations and supply chain management is a journey, not a destination. By implementing the strategies and best practices outlined above, businesses can optimize their operations, enhance supply chain resilience, and achieve a significant competitive advantage. Continuous improvement, data-driven decision-making, and a focus on customer satisfaction are key to long-term success in this dynamic environment.

FAQs

1. What is the difference between operations management and supply chain management? Operations management focuses on internal processes, while supply chain management encompasses the entire flow of goods and services from origin to consumer.

2. How can technology improve operations and supply chain management? Technology such as ERP systems, data analytics, and automation tools can streamline processes, improve efficiency, and enhance visibility across the supply chain.
3. What are some common challenges in operations and supply chain management? Challenges include demand forecasting inaccuracies, supply chain disruptions, inventory management issues, and lack of visibility across the supply chain.
4. How can I measure the effectiveness of my operations and supply chain management processes? Key performance indicators (KPIs) such as lead time, inventory turnover, on-time delivery, and customer satisfaction can be used to measure effectiveness.
5. What are some emerging trends in operations and supply chain management? Emerging trends include the rise of e-commerce, the adoption of sustainable practices, the use of artificial intelligence (AI) and machine learning (ML), and the increased focus on supply chain resilience.

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chain management topics in teaching and business practice address three levels of expertise, i.e., concepts and principles at a basic (undergraduate, BS) level, more advanced topics at a graduate level (MS), and finally recent (state-of-the-art) developments at a research level. In particular the latter serve to present a window on current and future (potential) logistics innovations in the different thematic fields for both researchers and top business practitioners integrate a textbook approach with matching case studies for effective teaching and learning discuss multiple international perspectives in order to represent adequately the true global nature of operations, logistics and supply chains.

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Manufacturing, to name a few (often referred to as Industry 4.0). Societal developments such as environmental consciousness, urbanization, optimal use of scarce resources are also impacting how supply chain networks are configured and operated. As a result, future supply chains will not just be assessed in terms of cost-effectiveness and speed, but also the need to satisfy agility, resilience and sustainability requirements. To face these challenges, an understanding of the basic as well as more advanced concepts and recent innovations is essential in building competitive and sustainable supply chains and, as part of that, logistics and operations. These span multiple disciplines and geographies, making them interdisciplinary and international. Therefore, this book contains contributions and views from a variety of experts from multiple countries, and combines management, engineering as well as basic information technology and social concepts. In particular, it aims to: provide a comprehensive guide for all relevant and major logistics, operations, and supply chain management topics in teaching and business practice address three levels of expertise, i.e., concepts and principles at a basic (undergraduate, BS) level, more advanced topics at a graduate level (MS), and finally recent (state-of-the-art) developments at a research level. In particular the latter serve to present a window on current and future (potential) logistics innovations in the different thematic fields for both researchers and top business practitioners integrate a textbook approach with matching case studies for effective teaching and learning discuss multiple international perspectives in order to represent adequately the true global nature of logistics

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Management Dmitry Ivanov, Alexander Tsipoulaniadis, Jörn Schönberger, 2021-11-19 The third edition of this textbook comprehensively discusses global supply chain and operations management (SCOM), combining value creation networks and interacting processes. It focuses on operational roles within networks and presents the quantitative and organizational methods needed to plan and control the material, information, and financial flows in supply chains. Each chapter begins with an introductory case study, while numerous examples from various industries and services help to illustrate the key concepts. The book explains how to design operations and supply networks and how to incorporate suppliers and customers. It examines how to balance supply and demand, a core aspect of tactical planning, before turning to the allocation of resources to meet customer needs. In addition, the book presents state-of-the-art research reflecting the lessons learned from the COVID-19 pandemic, and emerging, fast-paced developments in the digitalization of supply chain and operations management. Providing readers with a working knowledge of global supply chain and operations management, with a focus on bridging the gap between theory and practice, this textbook can be used in core, specialized, and advanced classes alike. It is intended for a broad range of students and professionals in supply chain and operations management.

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Verma, Kenneth Karel Boyer, Kenneth Duncan Boyer, 2010 Boyer's breakthrough text meets today's student and instructor's needs and redefines the marketplace. He understands the importance of striking a balance by creating a book that does an even better job at covering the core concepts while also providing customers with a new product that fully addresses and approaches this course area from today's teaching and learning perspectives and actual business practices. The three unifying themes throughout the book are Strategy, Global Supply Chain, and Service Operations. Strategy will serve as an overarching framework and will be used in each chapter to present students with an alternative approach to specific challenges. Boyes uses examples from non-US companies and/or organizations in each chapter to incorporate Service Operations in the book. He shows that even some of the largest manufacturing companies today have extensive service activities such as customer support and product development. The Global Supply Chain theme will allow students to see how products move through different companies and countries with Boyes' use of real world examples throughout his text. Students will benefit from the robust supplements package and Boyes' motivation to use technology as a primary ingredient in his text.

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management and explains how to design, implement, and maintain processes for sustainable competitive advantage. This text offers a unique combination of theory and practice with a strategic, results-driven approach. Now in its fourth edition, *Operations Management for Business Excellence* has been updated to reflect major advances and future trends in supply chain management. A new chapter on advanced supply chain concepts covers novel logistics technology, information systems, customer proximity, sustainability, and the use of multiple sales channels. As a platform for discussion, the exploration of future trends includes self-driving vehicles, automation and robotics, and omnichannel retailing. Features include: A host of international case studies and examples to demonstrate how theory translates to practice, including Airbus, Hewlett Packard, Puma, and Toyota. A consistent structure to aid learning and retention: Each chapter begins with a detailed set of learning objectives and finishes with a chapter summary, a set of discussion questions and a list of key terms. Fully comprehensive with an emphasis on the practical, this textbook should be core reading for advanced undergraduate and postgraduate students of operations management and supply chain management. It would also appeal to executives who desire an understanding of how to achieve and maintain 'excellence' in business. Online resources include lecture slides, a glossary, test questions, downloadable figures, and a bonus chapter on project management.

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Introduction to Operations and Supply Chain Management is an integrated, comprehensive introduction to both operations and supply chain management (SCM). The text remains engaging and brief while integrating all of the major concepts of both subjects in one cohesive source. The 5th Edition contains updated content and thorough coverage of analytical tools and techniques that students will apply to their careers in operations and SCM. It explores these topics in an interesting and relatable manner, providing students with real-world examples and easy-to-understand material. Also available with MyLab Operations Management By combining trusted authors' content with digital tools and a flexible platform, MyLab personalizes the learning experience and improves results for each student. Note: You are purchasing a standalone product; MyLab Operations Management does not come packaged with this content. Students, if interested in purchasing this title with MyLab, ask your instructor to confirm the correct package ISBN and Course ID. Instructors, contact your Pearson representative for more information. If you would like to purchase both the physical text and MyLab Operations Management, search for: 0134833511 / 9780134833514 *Introduction to Operations and Supply Chain Management Plus MyLab Operations Management with Pearson eText -- Access Card Package*, 5/e Package consists of: 0134740602 / 9780134740607 *Introduction to Operations and Supply Chain Management* 0134742176 / 9780134742175 *MyLab Operations Management with Pearson eText -- Access Card -- for Introduction to Operations and Supply Chain Management*

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operations. This book provides a holistic and practical approach to operations management 4.0 and supply management 4.0. It combines operations and supply best practices across the value chain. It explains comprehensively, how these new paradigms enable companies to concentrate on value-adding activities and processes to achieve a long-term sustainable and competitive advantage. The book contains a variety of best practices, industry examples and case studies. Focusing on best-in-class examples, the book offers the ideal guide for any enterprise in operations and supply in order to achieve a competitive advantage across all business functions focusing on value-adding activities.

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Daniel Stanton, 2017-11-29 Everyone can impact the supply chain Supply Chain Management For Dummies helps you connect the dots between things like purchasing, logistics, and operations to see how the big picture is affected by seemingly isolated inefficiencies. Your business is a system, made of many moving parts that must synchronize to most efficiently meet the needs of your customers—and your shareholders. Interruptions in one area ripple throughout the entire operation, disrupting the careful coordination that makes businesses successful; that's where supply chain management (SCM) comes in. SCM means different things to different people, and many different models exist to meet the needs of different industries. This book focuses on the broadly-applicable Supply Chain Operations Reference (SCOR) Model: Plan, Source, Make, Deliver, Return, and Enable, to describe the basic techniques and key concepts that keep businesses running smoothly. Whether you're in sales, HR, or product development, the decisions you make every day can impact the supply chain. This book shows you how to factor broader impact into your decision making process based on your place in the system. Improve processes by determining your metrics Choose the right software and implement appropriate automation Evaluate and mitigate risks at all steps in the supply chain Help your business function as a system to more effectively meet customer needs We tend to think of the supply chain as suppliers, logistics, and warehousing—but it's so much more than that. Every single person in your organization, from the mailroom to the C-suite, can work to enhance or hinder the flow. Supply Chain Management For Dummies shows you what you need to know to make sure your impact leads to positive outcomes.

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Edmund Prater, 2013-02-01 If you're a manager of a supply chain operation, or a student learning about supply chain management, this book will provide not only an overview of supply chain management but also a framework for subsequent, more detailed study in various aspects of supply management. This book reviews the evolution of supply chain management concepts and discusses trends in global markets and strategic competitiveness. It then focuses on the major issues involved in managing a competitive supply chain including: forecasting, inventory management, distribution, dealing with uncertainty, reverse logistics, and customer service. Coverage of the dynamic, evolving issues pertaining to supply chains that affect the global business community concludes the book. With this book in hand, you'll be better equipped to conceptualize the management of supply chains as a collection of business processes; identify primary and secondary value chain processes; distinguish between the umbrella term, "supply chain management," and its component functions; and understand the basic tools of forecasting and the need for accurate data and forecasts on which to base supply chain management decisions.

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Easy Paul A. Myerson, 2015-04-06 THE PRACTICAL, EASY INTRODUCTION TO MODERN SUPPLY CHAIN/LOGISTICS MANAGEMENT FOR EVERY PROFESSIONAL AND STUDENT! COVERS CORE CONCEPTS, PLANNING, OPERATIONS, INTEGRATION, COLLABORATION, NETWORK DESIGN, AND MORE SHOWS HOW TO MEASURE, CONTROL, AND IMPROVE ANY SUPPLY CHAIN INCLUDES PRACTICAL ADVICE FOR JUMPSTARTING YOUR OWN SUPPLY CHAIN CAREER This easy guide introduces the modern field of supply chain and logistics management, explains why it is

central to business success, shows how its pieces fit together, and presents best practices you can use wherever you work. Myerson explains key concepts, tools, and applications in clear, simple language, with intuitive examples that make sense to any student or professional. He covers the entire field: from planning through operations, integration and collaboration through measurement, control, and improvement. You'll find practical insights on hot-button issues ranging from sustainability to the lean-agile supply chain. Myerson concludes by helping you anticipate key emerging trends—so you can advance more quickly in your own career. Trillions of dollars are spent every year on supply chains and logistics. Supply chain management is one of the fastest growing areas of business, and salaries are rising alongside demand. Now, there's an easy, practical introduction to the entire field: a source of reliable knowledge and best practices for students and professionals alike. Paul A. Myerson teaches you all you'll need to start or move forward in your own supply chain career. Writing in plain English, he covers all the planning and management tasks needed to transform resources into finished products and services, and deliver them efficiently to customers. Using practical examples, Myerson reviews the integration, collaboration, and technology issues that are essential to success in today's complex supply chains. You'll learn how to measure your supply chain's performance, make it more agile and sustainable, and focus it on what matters most: adding customer value. MASTER NUTS-AND-BOLTS OPERATIONAL BEST PRACTICES Improve procurement, transportation, warehousing, ordering, reverse logistics, and more BUILD A BETTER GLOBAL SUPPLY CHAIN Manage new risks as you improve sustainability STRENGTHEN KEY LINKAGES WITH YOUR PARTNERS AND CUSTOMERS Get supply chains right by getting collaboration right PREVIEW THE FUTURE OF SUPPLY CHAINS—AND YOUR SUPPLY CHAIN CAREER Discover “where the puck is headed”—so you can get there first

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