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SUPPLY CHAIN NETWORK DESIGN

APPLYING OPTIMIZATION AND ANALYTICS TO THE GLOBAL SUPPLY CHAIN

FT Press Using strategic supply chain network design, companies can achieve dramatic savings from their supply chains. Now, experts at IBM and Northwestern University have brought together both the rigorous principles and the practical applications you need to master. You'll learn how to use supply chain network design to select the right number, location, territory, and size of warehouses, plants, and production lines; and optimize the flow of all products through your supply chain even if extends around the globe. The authors present better ways to decide what to manufacture internally, where to make these products, which products to outsource, and which suppliers to use. They guide you in more effectively managing tradeoffs such as cost vs. service level, improving operational decision-making by integrating analytics throughout supply chain management; and re-optimizing regularly for even greater savings. Supply Chain Network Design combines best practices, the latest methods in optimization and analytics, and cutting-edge case studies: everything you need to maximize the value of supply chain network design. For all supply chain executives, managers, strategists, and analysts; and for all students, instructors, and researchers in advanced supply chain management and/or logistics courses.

GLOBAL MACROTRENDS AND THEIR IMPACT ON SUPPLY CHAIN MANAGEMENT

STRATEGIES FOR GAINING COMPETITIVE ADVANTAGE

FT Press Global supply chain decision-makers and practitioners are about to face brutally tough new challenges. They will be called upon to manage supply and demand in a world marked by demographic and economic shifts that will turn their supply and demand markets upside down. They will have to secure crucial supplies in an era when resources are severely constrained. Now, three pioneering supply chain leaders fully illuminate these game-changing challenges, offering a complete decision framework and practical tools, insights, and guidance for systematically mitigating new risks and building long-term supply chain-based competitive advantage. Global Macro Trends and Their Impact on Supply Chain Management is the first book to focus squarely on emerging societal, technological, geopolitical, and environmental macro trends that will powerfully impact every supply chain. Authors Chad W. Autry, Thomas J. Goldsby, and John E. Bell walk you through assessing the impacts of population growth, migration, urbanization; socioeconomic change, global connectivity, environmental issues, and geopolitics. They review new challenges associated with increased global demand, growing scarcity, transportation congestion, aging infrastructure, and emerging supply-demand imbalances. Next, they provide comprehensive mitigation strategies based on logistics, resource recovery, resource protection, demand and supply shaping, and other techniques. This book will be an indispensable resource for all supply chain, logistics, sourcing, and operations management executives, managers, and professionals; for operations research professionals and graduate students; and for others working in these fields in industry, government, and the military.

THE SUPPLY CHAIN MANAGEMENT CASEBOOK

COMPREHENSIVE COVERAGE AND BEST PRACTICES IN SCM

FT Press **30 up-to-date case studies** illuminate every aspect of modern supply chain management • Risk management, analytics, global supply chain issues, and much more • Innovative processes, technologies, strategies, and tactics • An indispensable resource for both students and practitioners This casebook brings together 30 focused cases addressing virtually every aspect of supply chain management, from procurement to warehousing, strategy to risk management, IT to supplier selection and ethics. A global team of contributors presents key challenges in industries ranging from pharmaceuticals to fashion and previews issues ranging from the "limits of lean" to the potential of 3-D printing. Cases vary in length and complexity, offering maximum flexibility to both instructors and readers; a convenient table provides fast access to specific topics. Qualitative cases are supported by relevant discussion questions and sample responses; quantitative cases are supported by completed numerical solutions, and, where applicable, associated spreadsheets.

THE ESSENTIALS OF SUPPLY CHAIN MANAGEMENT

NEW BUSINESS CONCEPTS AND APPLICATIONS

FT Press This is today's indispensable introduction to supply chain management for today's students and tomorrow's managers - not yesterday's! Prof. Hokey Min focuses on modern business strategies and applications - transcending obsolete logistics- and purchasing-driven approaches still found in many competitive books. Focusing on outcomes throughout, The Essentials of Supply Chain Management shows how to achieve continuous organizational success by applying modern supply chain concepts. Reflecting his extensive recent experience working with leading executives and managers, Min teaches highly-effective methods for supply chain thinking and problem-solving. You'll master an integrated Total System Approach that places functions like inventory control and transportation squarely in context, helping you smoothly integrate internal and external functions, and establish effective inter-firm cooperation and strategic alliances across complex supply chains. Coverage includes: Understanding modern sourcing, logistics, operations, sales, and marketing - and how they fit together Using modern supply chain methods to improve customer satisfaction and quality Working with cutting-edge supply chain technology and metrics Moving towards greater sustainability and more effective risk management Working with core analytical tools to evaluate supply chain practices and measure performance Legal, ethical, cultural, and environmental/sustainability aspects of modern supply chain operations How to build a career in global supply chain management The Essentials of Supply Chain Management will be an indispensable resource for all graduate and undergraduate students in supply chain management, and for every practitioner pursuing professional certification or executive education in the field.

BIG DATA DRIVEN SUPPLY CHAIN MANAGEMENT

A FRAMEWORK FOR IMPLEMENTING ANALYTICS AND TURNING INFORMATION INTO INTELLIGENCE

Pearson Education Master a complete, five-step roadmap for leveraging Big Data and analytics to gain unprecedented competitive advantage from your supply chain. Using Big Data, pioneers such as Amazon, UPS, and Wal-Mart are gaining unprecedented mastery over

their supply chains. They are achieving greater visibility into inventory levels, order fulfillment rates, material and product delivery... using predictive data analytics to match supply with demand; leveraging new planning strengths to optimize their sales channel strategies; optimizing supply chain strategy and competitive priorities; even launching powerful new ventures. Despite these opportunities, many supply chain operations are gaining limited or no value from Big Data. In *Big Data Driven Supply Chain Management*, Nada Sanders presents a systematic five-step framework for using Big Data in supply chains. You'll learn best practices for segmenting and analyzing customers, defining competitive priorities for each segment, aligning functions behind strategy, dissolving organizational boundaries to sense demand and make better decisions, and choose the right metrics to support all of this. Using these techniques, you can overcome the widespread obstacles to making the most of Big Data in your supply chain — and earn big profits from the data you're already generating. For all executives, managers, and analysts interested in using Big Data technologies to improve supply chain performance.

MANAGING THE GLOBAL SUPPLY CHAIN (COLLECTION)

FT Press A brand new collection of insights and actionable techniques for world-class supply chain management... 2 authoritative books, now in a convenient e-format, at a great price! 2 authoritative eBooks deliver comprehensive resources for managing state-of-the-art supply chains in challenging global environments Master the latest techniques for overcoming your most difficult operations and supply chain management challenges! This unique 2 eBook package will help you address issues ranging from Lean/Six Sigma to transportation and warehousing, and anticipate emerging global issues - so you can transform them from risks into competitive advantages. The *Encyclopedia of Operations Management* is the perfect single-volume "field manual" for every supply chain or operations management practitioner and student. Nearly 1,500 well-organized, up-to-date definitions cover: accounting, customer service, distribution, e-business, economics, finance, forecasting, HR, industrial engineering, industrial relations, inventory management, healthcare management, Lean, logistics, maintenance engineering, management IS, marketing/sales, product development, operations research, organizational behavior/management, time management, production planning/control, purchasing, reliability, quality, service management, simulation, statistics, strategic management, systems engineering, supply chain management, theory of constraints, transportation, warehousing, and more. Next, in *Global Macrotrends and Their Impact on Supply Chain Management*, Chad W. Autry, Thomas J. Goldsby, John E. Bell prepare you to manage supply and demand in a world marked by demographic and economic shifts that will turn markets upside down. They offer a complete decision framework and practical tools, insights, and guidance for systematically mitigating new risks and building long-term competitive advantage. This book focuses squarely on emerging societal, technological, geopolitical, and environmental macro trends, helping you assess the impacts of population growth, migration, urbanization; socioeconomic change, global connectivity, environmental issues, geopolitics, growing scarcity, transportation congestion, aging infrastructure, and emerging supply-demand imbalances. It also provides comprehensive mitigation strategies based on logistics, resource recovery, resource protection, and demand/supply shaping. This collection will be an indispensable resource for all supply chain, logistics, sourcing, and operations management executives, managers, and professionals; and for all operations/supply chain research professionals, instructors, and graduate students. From world-renowned supply chain management experts Arthur V. Hill, Chad W. Autry, Thomas J. Goldsby, and John E. Bell

GLOBAL SUPPLY CHAIN AND OPERATIONS MANAGEMENT

A DECISION-ORIENTED INTRODUCTION TO THE CREATION OF VALUE

Springer Nature 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.

DEMAND AND SUPPLY INTEGRATION

THE KEY TO WORLD-CLASS DEMAND FORECASTING

FT Press Supply chain professionals: master pioneering techniques for integrating demand and supply, and create demand forecasts that are far more accurate and useful! In *Demand and Supply Integration*, Dr. Mark Moon presents the specific design characteristics of a world-class demand forecasting management process, showing how to effectively integrate demand forecasting within a comprehensive Demand and Supply Integration (DSI) process. Writing for supply chain professionals in any business, government agency, or military procurement organization, Moon explains what DSI is, how it differs from approaches such as SandOP, and how to recognize the symptoms of failures to sufficiently integrate demand and supply. He outlines the key characteristics of successful DSI implementations, shows how to approach Demand Forecasting as a management process, and guides you through understanding, selecting, and applying the best available qualitative and quantitative forecasting techniques. You'll learn how to thoroughly reflect market intelligence in your forecasts; measure your forecasting performance; implement state-of-the-art demand forecasting systems; manage Demand Reviews, and much more. For wide audiences of supply chain, logistics, and operations management professionals at all levels, from analyst and manager to Director, Vice President, and Chief Supply Chain Officer; and for researchers and graduate students in the field.

FINANCIAL INTELLIGENCE FOR SUPPLY CHAIN MANAGERS

UNDERSTAND THE LINK BETWEEN OPERATIONS AND CORPORATE FINANCIAL PERFORMANCE

FT Press Discover how your supply chain and operations work impacts financial performance, and how to align your efforts to help your company succeed — the fastest, best way to supercharge your own career! As a supply chain or operations professional, you may clearly understand your operational performance goals. But if you want to get promoted, you need to know how your day-to-day work powerfully impacts the financial metrics your top executives care about most.

THE SUPPLY CHAIN GAME CHANGERS

APPLICATIONS AND BEST PRACTICES THAT ARE SHAPING THE FUTURE OF SUPPLY CHAIN MANAGEMENT

FT Press **BREAKTHROUGH BEST PRACTICES IN GLOBAL SUPPLY CHAIN MANAGEMENT FROM WORLD-CLASS PRACTITIONERS** For all supply chain decision-makers, professionals, and students Improve financial and operational performance Manage risk and ensure continuity Drive value through deeper integration Optimize logistics cost and customer responsiveness Hire and develop world-class talent This book brings together advanced supply chain practices that yield significant, enduring business advantage. It reflects extensive collaboration between industry pioneers and The University of Tennessee Global Supply Chain Institute (GSCI), a leading source of best practice knowledge for global supply chain management. Building on GSCI's deep industry partnerships, this book's techniques take you far beyond the past decade's advances. You'll find new approaches to managing risk, integration, talent, distribution, purchasing, logistics, and more—all extensively vetted by leading executives. The authors fully explain each technique; its rationale, advantages, and challenges; and how pioneering organizations have implemented it. The world will look radically different in five years. If you want your supply chain to deliver competitive advantage tomorrow, you need to prepare today. This book shows you what to do, and how to get there. In recent years, practically everyone's supply chain has become more sophisticated. To gain competitive advantage from your supply chain in the future, you'll have to do even more. The *Supply Chain Game Changers* identifies powerful new ways to drive value in complex global supply chains, shows how pioneers are succeeding with these innovations, and helps you make them work in your environment. The authors first discuss ten trends impacting global supply chains today, and preview emerging drivers of change through 2025. Reflecting these changes, they share new best practices for managing global supply chains, evolving supply networks, and accounting for economics, politics, infrastructure, and competence. Next, the authors drill down to offer detailed guidance on several crucial aspects of supply chain management. You'll discover new ways to identify, prioritize, and mitigate risk; balance cost and customer responsiveness through advanced distribution centers; integrate purchasing and logistics more effectively; and attract and develop world-class talent. The book concludes with the authors' Top Ten actions for creating tomorrow's world-class supplychain, practical tools for assessing where you stand, and detailed guidance for creating your new Action Plan.

GLOBAL BUSINESS ANALYTICS MODELS

CONCEPTS AND APPLICATIONS IN PREDICTIVE, HEALTHCARE, SUPPLY CHAIN, AND FINANCE ANALYTICS

Financial Times/Prentice Hall Business analytics can help you manage the accelerating risk and uncertainty associated with today's global business environments. In *Global Business Analytics Models*, Hokey Min empowers managers to use today's analytical tools and techniques to gain reliable, actionable international business intelligence, and to solve many of the most urgent problems their global businesses face. Min offers a practical, easy-to-understand overview of business analytics in a global context, focusing especially on managerial and strategic implications. After demystifying the basic quantitative tools of modern analytics, he demonstrates them at work in global applications ranging from finance and supply chain management to healthcare. Coverage includes: Developing analytic thinking, and operationalizing Big Data in global environments Capitalizing on business analytics to build a winning global strategy Collecting, sorting, prioritizing, storing, and managing data Predicting international customer behavior, segmenting global markets, and forecasting demand in unfamiliar foreign markets Performing international risk and assessments more effectively Using analytics to help plan the financing of global business operations Integrating international social and mobile analytics Overcoming cultural and technical differences that complicate the use of analytics in global firms Establishing effective performance metrics for your use of analytics Taming Big Data for global Enterprise Resource Planning (ERP) Making better decisions about global suppliers, manufacturing, distribution, transportation, and supply chain resilience Analyzing clinical, pharmaceutical, and patient behavior data to improve healthcare Anticipating future paths of innovation in global business analytics

SUSTAINABILITY IN SUPPLY CHAIN MANAGEMENT CASEBOOK

APPLICATIONS IN SCM

FT Press This reference is a comprehensive collection of original case studies on building sustainability into the supply chain. An ideal resource for graduate-level and executive courses in sustainability, operations management, and supply chain/logistics, *The Sustainability in Supply Chain Management Casebook* covers a wide spectrum of social, economic and environmental issues; as well as new areas such as reverse logistics and closed-loop supply chains. Steven Leon covers these and other specific topics: strategy, implementation, decision making, transportation, supplier relationships, collaboration, lean and continuous improvement, finance and economics, worker safety and rights, procurement, production, delivery, packaging, logistics, and global supply chains. He frames these case studies with authoritative introductory material, and offers corresponding teaching notes and Q and A sections that make this an even more useful instructional resource.

SUPPLY CHAIN MANAGEMENT STRATEGY

USING SCM TO CREATE GREATER CORPORATE EFFICIENCY AND PROFITS

FT Press Drive more value from your supply chain by choosing and implementing the right models and strategies. *Supply Chain Management Strategy* offers expert guidance for comparing and choosing models, implementing governance, and strategizing to enable sales growth, margin growth, and superior customer experience. Lead authored by pioneering supply chain management expert Alexandre Oliveira, this guide focuses on driving maximum business value from modern supply chain strategies and models. Oliveira and senior supply chain executive Anne Gimeno thoroughly introduce the topic, offer detailed descriptions of each relevant model, and present modern applications and best practices drawn from the experiences of leading companies. Coverage includes: Adaptive, Triple-A, customer-driven, demand-driven, and resilient supply chains Assessing the strengths and weaknesses of each model in your unique context Implementing effective governance, including Sales and Operations Planning (SandOP), Integrated Business Planning (IBP), and Business Forecasting Capability (BFC) Performing effective supply chain continuity planning (BCP) Enabling growth in sales, revenue, and market share Accelerating revenue cycles and reducing lost sales Supporting marketing and sales initiatives Growing margins by reducing the cost of sales Balancing asset management, service level, cost structure, and other tradeoffs Delighting customers with the right service level at the right cost This guide's content will be exceptionally helpful for both practitioners and students, including participants in APICS and other leading certification programs.

THE APPLIED BUSINESS ANALYTICS CASEBOOK

APPLICATIONS IN SUPPLY CHAIN MANAGEMENT, OPERATIONS MANAGEMENT, AND OPERATIONS RESEARCH

FT Press The first collection of cases on "big data" analytics for supply chain, operations research, and operations management, this reference puts readers in the position of the analytics professional and decision-maker. Perfect for students, practitioners, and certification candidates in SCM, OM, and OR, these short, focused, to-the-point case studies illustrate the entire decision-making process. They provide realistic opportunities to perform analyses, interpret output, and recommend an optimal course of action. Contributed by leading "big data" experts, the cases in *The Applied Business Analytics Casebook* covers: Forecasting and statistical analysis: time series forecasting models, regression models, data visualization, and hypothesis testing Optimization and simulation: linear, integer, and nonlinear programming; Monte Carlo simulation and risk analysis; and stochastic optimization Decision analysis: decision making under uncertainty; expected value of perfect information; decision trees; game theory models; AHP; and multi-criteria decision making Advanced business analytics: data warehousing/mining; text mining; neural networks; financial analytics; CRM analytics; and revenue management models

REINVENTING THE SUPPLY CHAIN LIFE CYCLE

STRATEGIES AND METHODS FOR ANALYSIS AND DECISION MAKING

FT Press Optimize supply chains throughout their entire lifecycle: creation, growth, maturity, and decline! Reflecting up-to-the-minute "in-the-trenches" experience and pioneering research, this book illuminates the complex transformational processes associated with managing complex supply chains that incorporate multiple products and services within ever-changing networks. Marc J. Schniederjans and Stephen B. Legrand walk you through: starting, creating, and building new supply chains; then, realigning those supply chains for growth, adjusting to dynamic change, readjusting networks, building flexibility, and managing new supply chain risks. Next, they offer practical, realistic guidance for realigning "mature" supply chains, innovating, controlling costs; and smoothly managing declining demand. Throughout, they offer invaluable insights and tools for negotiating, measuring performance, anticipating change, improving agility and flexibility, meeting commitments to social responsibility and the law; and much more. Based on the authors' up-to-the minute supply chain experience and pioneering academic research, *Reinventing the Supply Chain Life Cycle* contains many real-world examples and interviews with executives from some of the world's top organizations. It integrates content related to key certifications and offers valuable material that can be incorporated directly into existing supply chain practices, procedures, and policies.

CUSTOMER SERVICE SUPPLY CHAIN MANAGEMENT

MODELS FOR ACHIEVING CUSTOMER SATISFACTION, SUPPLY CHAIN PERFORMANCE, AND SHAREHOLDER VALUE

FT Press DRIVE MORE VALUE FROM YOUR SUPPLY CHAIN BY IMPROVING THE WAY YOU MANAGE CUSTOMER SERVICE Optimize linked interactions across your entire customer service environment Implement customer-centric strategies, including customer-based supply chain segmentation and lifelong customer logistics management Use the business-driven customer service model to align customer services management to business goals, and measure your progress Customer Service Supply Chain Management offers expert guidance for managing your supply chain to deliver more innovative and profitable customer experiences. Pioneering supply chain management experts Alexandre Oliveira and Anne Gimeno provide a comprehensive overview of the topic, detailed descriptions of each high-value approach, and modern applications and best practices proven at leading companies worldwide. Complementing theoretical texts, they offer deep knowledge of how pioneering customer service management techniques are actually applied in the field. This book's content will be exceptionally helpful to both practitioners and students in all areas of supply chain management, customer service, and marketing, including participants in leading certification programs. To build a truly customer-centric business, you must integrate, balance, and optimize four sets of relationships: product, customer, service, and process. By doing this, you empower your business to deliver the high-profit solutions your customers really want: personalized packages of products, services, support, education, and

consulting. Customer Service Supply Chain Management offers a complete model and blueprint for achieving these goals. Global supply chain innovators Alexandre Oliveira and Anne Gimeno show how to systematically address key issues ranging from organizational structure, governance, and strategy to day-to-day tactics and operations. Oliveira and Gimeno help you assess where you stand now, identify gaps and priorities, and move rapidly towards greater effectiveness. They introduce realistic examples, applications, and best practices: all designed to help you translate theory into practice, and practice into profits. **USE CUSTOMER SERVICE SUPPLY CHAIN MANAGEMENT TO: GROW SALES VOLUME: Increase market share Accelerate revenue cycles Reduce lost sales Support marketing and sales initiatives IMPROVE CUSTOMER EXPERIENCE: Add customer value Optimize cost to serve Deliver the right service at the right cost GROW MARGINS: Reduce cost of sales Improve asset management Balance service levels and cost structures**

ACHIEVING SUPPLY CHAIN INTEGRATION

CONNECTING THE SUPPLY CHAIN INSIDE AND OUT FOR COMPETITIVE ADVANTAGE

FT Press High-Value Supply Chain Integration New research, practical priorities, actionable solutions Master new best practices for integrating demand, supply, and partners worldwide Bridge key “integration gaps” to maximize customer value and profit Improve performance in areas ranging from resource availability to returns From leading supply chain integration experts at the University of Tennessee’s Haslam College of Business In volatile, global environments, only well-integrated organizations can deliver superior customer outcomes and sustained profitability. Supply chain practitioners are on the frontlines of integration: they must bring together functions ranging from sales to logistics and a world of third-party suppliers. Integration is not easy, but proven solutions exist. In *Achieving Supply Chain Integration*, leading experts reveal what works and how to make it work. The authors and contributors clarify what supply chain integration really means, and why it’s even more crucial than many companies realize. You’ll learn how to manage core conflicts that make integration difficult, so you can maximize value to both customers and your organization. You’ll find example-based, research-driven insights for both internal and external integration, addressing issues ranging from culture to financial metrics. The authors share practical guidance on everything from building more innovative partner relationships to avoiding raw material shortages. Whatever your supply chain or operations responsibilities, you need to integrate more effectively, and this guide will help you do it. Supply chain integration can ensure a smoother, more efficient flow of products, and enable access to third-party resources and capabilities that would be costly or impossible to build internally. However, successful integration has proven challenging, especially as supply chains evolve to encompass even more external partners. *Achieving Supply Chain Integration* shows how to prioritize which processes and functions to integrate and select integration strategies likely to deliver the greatest performance benefits. Drawing on actual successes and failures, UT’s researchers illuminate best practices and common mistakes. They present proven approaches to integrating sales, marketing, core supply chain functions such as procurement and logistics, and widely diverse partner relationships. Whether you’re a practitioner or student, this guide will help you approach integration projects with “eyes open”-so you can mitigate risks and maximize value. Understanding what integration is and isn’t, and why it matters so much Bridging the integration gap to maximize value creation Fully leveraging information in internal and external integration Driving more value by integrating purchasing and logistics Aligning market, environmental, social, and political strategies Achieving deeper demand/supply integration Reducing product returns through better internal integration Building more innovative, collaborative supplier relationships

A GUIDE TO SUPPLY CHAIN MANAGEMENT

THE EVOLUTION OF SCM MODELS, STRATEGIES, AND PRACTICES

FT Press Managing supply networks for innovation and competitive advantage: Concepts, models, roadmaps, and more Capture, organize, and fully utilize your #1 supply chain resource:knowledge Systematically improve strategic, tactical, and operational decision-making Improve your capabilities for managing and competing on supply networks Best-practice supply chain management transcends yesterday's functional silos. Today, it requires a comprehensive approach that recognizes supply networks as the core driver of business value. To maximize and sustain value creation in fast-changing supply networks, practitioners must properly address an even deeper issue: knowledge. In *A Guide to Supply Chain Management*, two pioneers in global supply chain operations explain why knowledge management is so critical to supply chain success. This comprehensive introductory guide offers powerful blueprints and models for managing both knowledge and risk in your own rapidly evolving environment. Using the new approaches described here, supply chain decision-makers can systematically achieve far higher levels of effective innovation. This innovation will help you create a ground-breaking cost-benefit environment: one that encompasses partners and alliances to establish sustainable competitive leadership. The book discusses models such as the Forrester’s Effect, the Efficient Supply Chain, Vendor managed inventory (VMI), Lean supply chain, Sales and operations planning (S&OP), Continuous replenishment program (CRP), the Agile supply chain, Efficient consumer response (ECR), Collaborative planning, forecasting and replenishment (CPFR), Responsive supply chain, Bullwhip effect, Leagile supply chain, Supply chain risk management, Integrated Business Planning (IBP), Resilient supply chain, Customer driven supply chain, Demand driven supply chain, Business Case, Adaptive supply chain, and the wise supply chain.

SERVICE MANAGEMENT

AN INTEGRATED APPROACH TO SUPPLY CHAIN MANAGEMENT AND OPERATIONS

FT Press Tie customer-driven strategies to service operations and process management, and sharpen your focus on creating customer value throughout your entire service organization! This comprehensive, multidisciplinary reference thoroughly covers today's most effective theories and methods for managing service organizations, drawing on innovative insights from economics, consumer behavior, marketing, strategy, and operations management. Leading experts Cengiz Haksever and Barry Render provide crucial insights into emerging service operation and supply chain topics, reinforcing key points with up-to-date case studies. *Service Management* contains a valuable chapter-length introduction to linear and goal programming and its services applications; and also addresses many other topics ignored by competitive texts, such as: Service SCM methods and approaches Focusing on customers and their service purchase behavior Service productivity Managing public and private nonprofit service organizations Vehicle routing and scheduling Ethical challenges to SCM *Service Management* will be an invaluable resource for senior and mid-level managers throughout any service organization, and for students and faculty in any graduate or upper-level undergraduate program in service management, service operations management, or operations management

THE LEAN SUSTAINABLE SUPPLY CHAIN

HOW TO CREATE A GREEN INFRASTRUCTURE WITH LEAN TECHNOLOGIES

FT Press Lean, green supply chain management combines the efficiency that lean technologies deliver with the environmental and cost benefits of sustainability. The *Lean Sustainable Supply Chain* illuminates the business benefits of combining "lean" and "green," and offers start-to-finish guidance for redesigning company infrastructure and technologies to achieve these benefits. Palevich introduces the essential concepts of lean green supply chain management, illuminating them with a comprehensive case study showing how to manage change, innovation, talent, execution, inventory, warehousing, and transportation. He demonstrates how to integrate supply chain sustainability into business scorecards; make more effective use of third-party providers (3PLs); drive more value from information; build a state-of-the-art forecasting system and share it with suppliers; and much more. He then systematically addresses the full spectrum of technical issues, including forecasting methodologies, the nitty-gritty of supplier integration; business intelligence in event-driven supply chains; carbon tracking; quantifying lean savings; and much more. This book will be an invaluable resource for every business and technical manager, decision-maker, technical specialist, and consultant concerned with lean and green supply chains.

SUPPLY CHAIN DESIGN (COLLECTION)

FT Press A brand new collection of world-class supply chain design solutions... 3 authoritative books, now in a convenient e-format, at a great price! 3 authoritative eBooks deliver state-of-the-art guidance for designing and optimizing highly competitive global supply chains! This unique 3 eBook package will help you design state-of-the-art supply chains that deliver rapid, quantifiable, and sustainable competitive advantage. The *Encyclopedia of Operations Management* is the perfect single-volume "field manual" for every supply chain or operations management practitioner and student. Nearly 1,500 well-organized, up-to-date definitions cover every facet of supply chain design, planning, management, and optimization. Next, in *Reinventing the Supply Chain Life Cycle*, Marc J. Schniederjans and Stephen B. LeGrand show how to optimize supply chains throughout their entire lifecycle: creation, growth, maturity, and decline! Reflecting up-to-the-minute "in-the-trenches" experience and pioneering research, this book illuminates the complex

transformational processes associated with managing complex supply chains that incorporate multiple products and services within ever-changing networks. They walk you through: starting, creating, and building new supply chains; realigning them for growth; adjusting to dynamic change, readjusting networks, building flexibility, and managing new risks. Next, they offer practical, realistic guidance for realigning "mature" supply chains, innovating, controlling costs; and smoothly managing declining demand. Throughout, they offer invaluable insights, tools, and examples for negotiation, performance measurement, anticipating change, improving agility, meeting commitments to social responsibility and the law; and more. Finally, in Supply Chain Network Design, four leading IBM and Northwestern University experts show how to use strategic supply chain network design to achieve dramatic new savings. They integrate rigorous principles and practical applications to help you select the right number, location, territory, and size of warehouses, plants, and production lines; and optimize the flow of all products through even the most complex global supply chain. You'll find better ways to decide what (and where) to manufacture internally; and which products to outsource (and to whom). You'll get help managing cost vs. service-level tradeoffs; using analytics to improve decision-making; and re-optimizing regularly for even more savings. Whatever your role in supply chain design, this collection will help you systematically optimize performance, customer value, and profitability. From world-renowned supply chain experts Arthur V. Hill, Marc J. Schniederjans, Stephen B. LeGrand, Michael Watson, Sara Lewis, Peter Cacioppi, and Jay Jayaraman

LEAN AND TECHNOLOGY

WORKING HAND IN HAND TO ENABLE AND ENERGIZE YOUR GLOBAL SUPPLY CHAIN

FT Press This is the eBook of the printed book and may not include any media, website access codes, or print supplements that may come packaged with the bound book. Focus Your Supply Chain Technology Investments to Reduce Risk and Maximize Competitiveness Lean, Six Sigma, and related approaches offer immense potential for improving competitiveness, cost, and customer experience—if you can overcome the challenges of planning and implementation. The well-targeted use of technology can dramatically reduce your risks and accelerate your progress. Until now, however, many guidebooks and consultants have treated Lean primarily as a “pen and pencil” technique. Lean and Technology is the first complete guide to integrating Lean thinking with proven, affordable, and emerging technologies. You'll learn how companies are linking strategy, the value chain, and IT—and how they are executing on their plans to achieve real competitive advantage. Step by step, Myerson shows how to use the proven six-step SCOR Model to organize the integration of technology with all key supply chain and operations processes. You'll discover how to: PLAN to optimize supply chain networks, demand forecasting, master production scheduling, and S&OP SOURCE more effectively with today's MRP and procurement/e-procurement technologies MAKE higher-value “lean production” products with modern ERP, MES, and short-term scheduling systems DELIVER the right customer solutions at the right time and cost via advanced DRP, TMS, and order fulfillment systems RETURN products and materials with state-of-the-art reverse logistics systems ENABLE continuous improvement via carefully chosen measurements, metrics, and analytics Throughout, Myerson presents easy-to-use tools, methodologies, best practices, and real-world examples: all you need to improve speed, accuracy, integration, and collaboration across complex supply chains. He concludes by previewing emerging technologies for maintaining and extending the competitive advantage you've already built.

RESEARCH IN THE DECISION SCIENCES FOR GLOBAL SUPPLY CHAIN NETWORK INNOVATIONS

BEST PAPERS FROM THE 2014 ANNUAL CONFERENCE

Pearson FT Press The papers in this volume introduce powerful new innovations in global supply chain networks. The best papers from the 2014 annual conference of the European regional subdivision of the Decision Sciences Institute (EDSI), they analyze the latest global trends associated with: Sustainability and corporate social responsibility Applications in modeling and decision techniques Social network analysis for better decision-making Innovation and entrepreneurship Relationship management ERP/Enterprise Business Intelligence Globalized manufacturing Performance and revenue management Risk management Business innovation management Supply chain operations management, and more The papers collected here will be valuable to wide audiences of faculty, researchers, and students in diverse programs covering supply chain and/or operations management, and for others interested in the frontiers of decision science.

THE ENCYCLOPEDIA OF OPERATIONS MANAGEMENT

A FIELD MANUAL AND GLOSSARY OF OPERATIONS MANAGEMENT TERMS AND CONCEPTS

FT Press This is the perfect "field manual" for every supply chain or operations management practitioner and student. The field's only single-volume reference, it's uniquely convenient and uniquely affordable. With nearly 1,500 well-organized definitions, it can help students quickly map all areas of operations and supply chain management, and prepare for case discussions, exams, and job interviews. For instructors, it serves as an invaluable desk reference and teaching aid that goes far beyond typical dictionaries. For working managers, it offers a shared language, with insights for improving any process and supporting any training program. It thoroughly covers: accounting, customer service, distribution, e-business, economics, finance, forecasting, human resources, industrial engineering, industrial relations, inventory management, healthcare management, Lean Sigma/Six Sigma, lean thinking, logistics, maintenance engineering, management information systems, marketing/sales, new product development, operations research, organizational behavior/management, personal time management, production planning and control, purchasing, reliability engineering, quality management, service management, simulation, statistics, strategic management, systems engineering, supply and supply chain management, theory of constraints, transportation, and warehousing. Multiple figures, graphs, equations, Excel formulas, VBA scripts, and references support both learning and application. "... this work should be useful as a desk reference for operations management faculty and practitioners, and it would be highly valuable for undergraduates learning the basic concepts and terminology of the field." Reprinted with permission from CHOICE <http://www.cro2.org>, copyright by the American Library Association.

DELIVERING CUSTOMER VALUE THROUGH PROCUREMENT AND STRATEGIC SOURCING

A PROFESSIONAL GUIDE TO CREATING A SUSTAINABLE SUPPLY NETWORK

Pearson Education This is the complete executive's guide to driving sustainable competitive advantage and mitigating risk in today's complex supply networks. Two of the field's leading consultants show senior managers how to apply advanced strategic sourcing to significantly improve your supply chain's efficiency, effectiveness, and sustainability. Drawing on their cutting-edge research, Yusen Xia and Walter L. Wallace help you go beyond mere cost-cutting and contract management to redesign and orchestrate your entire multi-tier supply chain. Wallace and Xia present powerful case studies and lessons from UPS, Coca-Cola, Home Depot, Shaw Industries, and other pioneers. You'll learn how to: Bring together the multiple business disciplines whose work impacts sourcing and procurement Use strategic sourcing techniques to create a more sustainable supply chain Integrate the use of emission permits into your strategic sourcing programs Manage procurement when the cost of raw materials fluctuates widely Effectively utilize financial hedging in strategic sourcing Deepen your understanding of contemporary buyer-supplier relationships Implement strategic lead-time management Increase visibility as a way to become more demand-driven Take advantage of recent advances in e-sourcing and e-procurement More effectively manage risk and uncertainty in your supply network Make better outsourcing/insourcing decisions in global supply chains If you're a senior manager who wants to transform sourcing and procurement into a key competitive differentiator, this book will help you deliver the goods.

OPERATIONS AND SERVICE MANAGEMENT: CONCEPTS, METHODOLOGIES, TOOLS, AND APPLICATIONS

CONCEPTS, METHODOLOGIES, TOOLS, AND APPLICATIONS

IGI Global Organizations of all types are consistently working on new initiatives, product lines, and workflows as a way to remain competitive in the modern business environment. No matter the type of project at hand, employing the best methods for effective execution and timely completion of the task is essential to business success. Operations and Service Management: Concepts, Methodologies, Tools, and Applications is a comprehensive reference source for the latest research on business operations and production processes. It examines the need for a customer focus and highlights a range of pertinent topics such as financial performance measures, human resource development, and business analytics, this multi-volume book is ideally designed for managers, professionals, students, researchers, and academics interested in operations and service management.

RESEARCH IN THE DECISION SCIENCES FOR INNOVATIONS IN GLOBAL SUPPLY CHAIN NETWORKS

BEST PAPERS FROM THE 2014 ANNUAL CONFERENCE

FT Press The papers in this volume introduce powerful new innovations in global supply chain networks. The best papers from the 2014 annual conference of the European regional subdivision of the Decision Sciences Institute (EDSI), they analyze the latest global trends associated with: Sustainability and corporate social responsibility Applications in modeling and decision techniques Social network analysis for better decision-making Innovation and entrepreneurship Relationship management ERP/Enterprise Business Intelligence Globalized manufacturing Performance and revenue management Risk management Business innovation management Supply chain operations management, and more The papers collected here will be valuable to wide audiences of faculty, researchers, and students in diverse programs covering supply chain and/or operations management, and for others interested in the frontiers of decision science.

ADVANCES IN BUSINESS, OPERATIONS, AND PRODUCT ANALYTICS

CUTTING EDGE CASES FROM FINANCE TO MANUFACTURING TO HEALTHCARE

FT Press If you're seeking to master business analytics, case studies offer invaluable help: they expose you to the entire decision-making process, helping you practice an active role in both performing analysis and using its output to recommend optimal decisions. Now, drawing on his extensive teaching and consulting experience, Prof. Matthew Drake has created the ideal new casebook for all analytics students and practitioners. Drake, author of the widely-praised Applied Business Analytics Casebook, now presents a collection of up-to-date cases that are longer and more detailed than those typically presented in undergraduate texts, but concise and focused enough to be taught in a single classroom session. Organized by analytical technique, *Advances in Business, Operations, and Product Analytics* covers: Descriptive analytics: descriptive statistics, sampling/inferential statistics, statistical quality control, and probability Predictive analytics: forecasting, demand managing, data and text mining Prescriptive analytics: optimization-based modeling, simulation-based modeling, decision analysis, and multi-criteria decision making Industry-specific analytics: HR and managerial analytics, financial analytics, and healthcare/life sciences In addition to practitioners, this casebook will be especially valuable to students and faculty in undergraduate and masters' courses that cover topics in business analytics, and courses applying analytics to specific industries such as healthcare, or specific business functions such as marketing.

MANAGING GLOBAL SUPPLY CHAINS

Taylor & Francis Starting from the concept that "there is no point driving a Ferrari in a traffic jam", Basu and Wright demonstrate the importance of good supply chain management in *Managing Global Supply Chains*. Building on the successful *Total Supply Chain Management* and incorporating the new challenges of globalisation, this book demonstrates the practical tools and techniques that add value, deliver cost reduction and improve customer satisfaction. This new edition has been substantially revised and extended to include a holistic approach, incorporating the upstream suppliers and the downstream customers. Further updates to this edition include: New chapters on e-business, emerging markets, sustainability and green issues, global supply chains for services and event management, retail management and major project management A section of brand new case studies A new companion website to support lecturers with their teaching This book also provides comprehensive insight into lean and agile supply chains supported by tools, techniques and case examples. *Managing Global Supply Chains* is a practical text with excellent coverage and is ideal for post-experience business students or learning professionals in supply chain management.

EMERGING APPLICATIONS IN SUPPLY CHAINS FOR SUSTAINABLE BUSINESS DEVELOPMENT

IGI Global The application of sustainability practices at the system level begins with the supply chain. In the business realm, incorporating such practices allows organizations to redesign their operations more effectively. *Emerging Applications in Supply Chains for Sustainable Business Development* is a pivotal reference source that provides vital research on the models, strategies, and analyses that are essential for developing and managing a sustainable supply chain. While highlighting topics such as agile manufacturing and the world food crisis, this publication is ideally designed for business managers, academicians, business practitioners, researchers, academicians, and students seeking current research on sustainable supply chain management.

RESEARCH IN THE DECISION SCIENCES FOR GLOBAL BUSINESS

BEST PAPERS FROM THE 2013 ANNUAL CONFERENCE

Pearson Education This volume brings together important new research in decision science, capturing the crucial role of local context in a globalized, standardized world. Assembling the best work presented at the 2013 Conference of the European Decision Sciences Institute, it considers classic decision science problems from a new perspective, offering insights for improving decision-making in government, business, healthcare, education, manufacturing, the military, and beyond. The papers in *Common Disciplines that Separate Us* embrace the duality of globally determined local contexts, offering new approaches to decision-making related to: Strengthening national economic competitiveness Reforming the public sector and higher education Deploying information technology more effectively throughout government Making healthcare policy that achieves better outcomes at lower cost Analyzing social networks Improving processes via data visualization, modeling, and simulation Gaining more value from enterprise business intelligence Offshoring, nearshoring, "right shoring," and other key manufacturing decisions Improving supply chain performance And much more The papers collected here will be valuable to wide audiences of faculty, researchers, and students in diverse programs covering business, public administration, and economics; and for others interested in the frontiers of decision science.

RESEARCH IN THE DECISION SCIENCES FOR THE SERVICE ECONOMY

BEST PAPERS FROM THE 2015 ANNUAL CONFERENCE

FT Press The papers in this volume present state-of-the-art quantitative and qualitative research, empirical findings, best practices, and conceptual models to support better decision making throughout any service organization. Selected as the best work presented at the 2015 annual conference of the European regional subdivision of the Decision Sciences Institute (EDSI), they offer an invaluable cross-disciplinary perspective that will be relevant to all facets of service production, including organization, management, operations, information systems, marketing, HR, supply chains, and beyond. Papers in this volume offer powerful new pathways for innovation and optimization in global service network structures and inter-organizational relationships. The contributors also illuminate the successful management of the complex combinations of both explicit and tacit knowledge involved in service creation, reflecting new insights into behaviors linked to customer attitudes and service perceptions. The papers collected here will be valuable to wide audiences of faculty, researchers, and students in diverse programs covering operations and supply chain management of service industry companies, and/or the effective delivery of services; and for others interested in the frontiers of decision science.

MANAGING GLOBAL SUPPLY CHAIN RELATIONSHIPS: OPERATIONS, STRATEGIES AND PRACTICES

OPERATIONS, STRATEGIES AND PRACTICES

IGI Global Recent news events related to quality in global supply chains have called attention to the need for more research on supply chains that operate in a global context. Indeed, it would be difficult to find a supply chain that does not cut across national boundaries at some point. The presence of global supply chains introduces a number of new management challenges. *Managing Global Supply Chain Relationships: Operations, Strategies and Practices* focuses on issues related to relationships among members of global supply chains. This comprehensive work addresses three important aspects of global supply chain relationships: supply chain integration and collaboration; outsourcing and offshoring of production; and recent growth in supplier networks.

COMPETING ON SUPPLY CHAIN QUALITY

A NETWORK ECONOMICS PERSPECTIVE

Springer This book lays the foundations for quality modeling and analysis in the context of supply chains through a synthesis of the economics, operations management, as well as operations research/management science literature on quality. The reality of today's supply chain networks, given their global reach from sourcing locations to points of demand, is further challenged by such issues as the growth in outsourcing as well as the information asymmetry associated with what producers know about the quality of their products and what consumers know. Although much of the related literature has focused on the micro aspects of supply chain networks, considering two or three decision-makers, it is essential to capture the scale of supply chain networks in a holistic manner that occurs in practice in order to be able to evaluate and analyze the competition and the impacts on supply chain quality in a quantifiable manner. This volume provides an overview of the fundamental methodologies utilized in this book, including optimization theory, game theory, variational inequality theory, and projected dynamical systems theory. It then focuses on major issues in today's supply chains with respect to quality, beginning with information asymmetry, followed by product differentiation and branding, the outsourcing of production, from components to final products, to quality in freight service provision. The book is filled with numerous real-life examples in order to emphasize the generality and pragmatism of the models and tools. The novelty of the framework lies in a network economics perspective through which the authors identify the underlying network structure of the various supply chains, coupled with the behavior of the decision-makers, ranging from suppliers and manufacturers to freight service providers. What is meant by quality is rigorously defined and quantified. The authors explore the underlying dynamics associated with the competitive processes along with the equilibrium solutions. As appropriate, the supply chain decision-makers compete in terms of quantity and quality, or in price and quality. The relevance of the various models that are developed to specific industrial sectors, including pharmaceuticals and high technology products, is clearly made. Qualitative analyses are provided, along with effective, and, easy to implement, computational procedures. Finally, the impacts of policy interventions, in the form of minimum quality standards, and their ramifications, in terms of product prices, quality levels, as well as profits are explored. The book is filled with many network figures, graphs, and tables with data.

GLOBAL MACROTRENDS AND THEIR IMPACT ON SUPPLY CHAIN MANAGEMENT

STRATEGIES FOR GAINING COMPETITIVE ADVANTAGE

THE HANDBOOK OF TECHNOLOGY MANAGEMENT, SUPPLY CHAIN MANAGEMENT, MARKETING AND ADVERTISING, AND GLOBAL MANAGEMENT

John Wiley & Sons The discipline of technology management focuses on the scientific, engineering, and management issues related to the commercial introduction of new technologies. Although more than thirty U.S. universities offer PhD programs in the subject, there has never been a single comprehensive resource dedicated to technology management. "The Handbook of Technology Management" fills that gap with coverage of all the core topics and applications in the field. Edited by the renowned Doctor Hossein Bidgoli, the three volumes here include all the basics for students, educators, and practitioners

SUPPLY CHAIN MANAGEMENT

STRATEGY AND ORGANIZATION

Springer This book explains supply chain management (SCM) using the strategy-structure-process-performance (SSPP) framework. Utilizing this well-known framework of contingency theory in the areas of strategic management and organizational design, SCM is firmly positioned among management theories. The author specifically proposes a theoretical foundation of SCM that will be relevant to such areas as operations management, logistics management, purchasing management, and marketing. Both the static and dynamic sides of SCM are reported. On the static side, supply chain strategies are divided into three patterns: efficiency-oriented, responsiveness-oriented, and the hybrid efficiency- and responsiveness-oriented pattern. For each strategy, suitable internal and external supply chain structures and processes are proposed. On the dynamic side, the big issue is to overcome performance trade-offs. Based on theories of organizational change, process change, and dynamic capabilities, the book presents a model of supply chain process change. On structure, the focus is on the role of an SCM steering department. Illustrative cases are included from such diverse industries as automobiles (Toyota and Nissan), personal computers (Fujitsu), office equipment (Ricoh), air-conditioning (Daikin), tobacco (Japan Tobacco), chemicals and cosmetics (Kao), and casual fashion (Fast Retailing and Inditex). The strategy and organization of SCM is systematically presented on the basis of the SSPP framework. In particular, the relationships among three management elements—strategy, structure, and process—can be identified in an SCM context. From many of the cases contained in this volume, there emerges an understanding of how to analyze the success and failure factors of SCM using the SSPP framework. In addition, the reader sees not only the static side SCM such as process operation but also its dynamic side such as process innovation and process improvement.

EXECUTING THE SUPPLY CHAIN

MODELING BEST-IN-CLASS PROCESSES AND PERFORMANCE INDICATORS

FT Press MAP, MEASURE, AND GOVERN YOUR SUPPLY CHAIN FOR MAXIMUM BUSINESS VALUE Master proven techniques for mapping, measuring, and improving your supply chain Implement strategies and roadmaps for managing risk and increasing resilience Balance segmentation with standardization, and cost with differentiation Use supply chain KPIs to improve governance Executing the Supply Chain offers expert guidance on driving maximum business value from modern supply chain process mapping and performance measurement. Pioneering supply chain practitioners Alexandre Oliveira and Anne Gimeno introduce powerful techniques for linking processes to customer and shareholder results, systematically managing risk, and increasing resilience across even the most complex supply chain. Oliviera and Gimeno carefully introduce key process mapping and measurement concepts, thoroughly explain each relevant technique, and present proven applications and best practices from many of the world's best companies. You'll discover how to use your process maps to establish more effective controls, manage operations more successfully, and drive profitable change. This book's content will be exceptionally helpful to both practitioners and students in all areas of supply chain management and strategy, including participants in leading certification programs. Executing the Supply Chain will help you align vision and action throughout your supply chain, so you can deliver far more value to both customers and shareholders. Leading practitioners Alexandre Oliveira and Anne Gimeno show how to clarify the results you expect from each process and participant, assign specific responsibilities, strengthen accountability, identify opportunities for improvement, and successfully drive the changes you need. You'll learn how to go beyond "flows" to create process maps that make your supply network mechanisms 100% visible. Then, the authors help you use your process maps to define controls, quantitatively measure performance, and act on what your metrics tell you. Oliveira and Gimeno illuminate their techniques with many specific examples, ranging from forecasting to delivery performance, warehousing to quality assurance. This book's techniques will enable you to implement strong governance across your supply chain—and use it to reduce risk, improve resilience, and maximize performance and profitability. ESTABLISH SUPPLY NETWORK GOVERNANCE THAT DELIVERS REAL VALUE A 5-step roadmap: from improved visibility to advanced people management DEFINE QUANTITATIVE METRICS THAT HELP YOU IMPROVE Measure what matters—in ways that are sensible, widely accepted, and actionable IDENTIFY THE TRUE ROOT CAUSES OF SUPPLY CHAIN PROBLEMS... ..and your best potential solutions USE PERFORMANCE BENCHMARKS TO DRIVE POSITIVE LONG-TERM CHANGE Realigning organizations, reshaping culture

RESEARCH IN THE DECISION SCIENCES FOR THE SERVICE ECONOMY

BEST PAPERS FROM THE 2015 ANNUAL CONFERENCE

Pearson FT Press The papers in this volume present state-of-the-art quantitative and qualitative research, empirical findings, best practices, and conceptual models to support better decision making throughout any service organization. Selected as the best work presented at the 2015 annual conference of the European regional subdivision of the Decision Sciences Institute (EDSI), they offer an invaluable cross-disciplinary perspective that will be relevant to all facets of service production, including organization, management, operations, information systems, marketing, HR, supply chains, and beyond. Papers in this volume offer powerful new pathways for innovation and optimization in global service network structures and inter-organizational relationships. The contributors also illuminate

the successful management of the complex combinations of both explicit and tacit knowledge involved in service creation, reflecting new insights into behaviors linked to customer attitudes and service perceptions. The papers collected here will be valuable to wide audiences of faculty, researchers, and students in diverse programs covering operations and supply chain management of service industry companies, and/or the effective delivery of services; and for others interested in the frontiers of decision science.

GLOBAL SUPPLY CHAIN AND OPERATIONS MANAGEMENT

A DECISION-ORIENTED INTRODUCTION TO THE CREATION OF VALUE

Springer This textbook presents global supply chain and operations management from a comprehensive perspective, combining value creation networks and interacting processes. It focuses on the operational roles in the networks and presents the quantitative and organizational methods needed to plan and control the material, information and financial flows in the supply chain. Each chapter of the book starts with an introductory case study. 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. As matching supply and demand is a core aspect of tactical planning, the book focuses on it before turning to the allocation of resources for fulfilling customer demands. Providing readers with a working knowledge of global supply chain and operations management, this textbook can be used in core, special and advanced classes. Therefore, the book targets a broad range of students and professionals involved with supply chain and operations management. Special focus is directed at bridging theory and practice.