

Performance Measurement In Supply Chain Management

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An Analysis on Supply Chain Performance Measurement - Carina Berg 2020

In today's business processes it has been stated, that a successful supply chain (SC) is a key factor to increase the company's productivity and profitability and consequently

leads to a competitive advantage. This leads to the conclusion that supply chain performance (SCP) needs to be measured to achieve success. The importance of performance measurement for the success of companies has also been emphasized by Santos (2002, p.

1246). Performance measurement is necessary for implementing and realizing strategic goals and further informs the decision makers at the operational, tactical and strategic level (Gunasekaran and Kobu, 2007). In order to maintain the competitive advantage, SCs need to be monitored and undergo continuous improvements. Because of these reasons performance measurement and metrics are needed to support the SCP improvement. Through the increasing importance of SCP improvement, different metrics have been examined and developed in the scientific research. As a consequence, a great amount of different kind of metrics have been evolved, including insufficient metrics and a lack of appropriate metrics. Bagchi (1996) identifies 28 metrics, which are categorized in time, quality, cost and diagnostic measures. Gunasekaran et al. (2001) focuses on 18 metrics and links them to the SC activities: plan, source, make/assemble and (customer) delivery.

Gunasekaran et al. (2005) suggests 28 performance metrics in new enterprises. Griffis et al. (2004, p. 98) summarize ten metrics, that have been identified as the “most commonly recommended logistics performance measures”. Beamon (1999, p. 281-284) provides exemplary metrics and links them to resources, output and flexibility. Hausman (2002, p. 67-69) classifies the metrics in service, inventory and speed. Furthermore, Gopal and Thakkar (2012, p. 521-522) provide a list, that shows how SCP can be measured in diverse ways. The provided insight into the different metrics shows its broad extent and the differences in its approaches, which makes it difficult to get an overview and a clear fundamental classification. Hence, the research objective of the presented paper deals with the identification of the different categories or core aspects used in the literature. In order to extend the research the second research objective deals with

the examination whether the identified literature of the SCP categories show a relation to the terms global supply chain management (SCM), SC complexity and SC risk.

Supply Chain Management -

Ralf Hieber 2002

Supply chain management is emerging as one of the most powerful logistics management concepts for improving performance across the entire logistics network. Companies that have already streamlined their internal business process are now working to realise further savings by improving the external business relationships within the more and more complex, linked value-adding business processes in logistics networks. Although the benefits of SCM are well-known in industry, until now companies have only put this concept into practice in a limited way. Therefore, the newly developed integral model of collaborative performance measurement in this book will make a contribution towards easing and supporting improvements

in supply chain management as well as giving specific guidelines for its implementation. Furthermore, the author provides newly developed key performance indicators that enable the measurement of the performance of co-operation across the extended enterprise in a supply chain environment. Based on case studies, the integral model, in close connection to the SCOR model, was applied and has proven its applicability in industrial practice. This book presents a rich variety of concepts and methods for industrial engineers, business managers, engineers and consultants as well as success stories in supply chain management.

The SCOR model as an effective tool for measuring Supply Chain Performance -
2018-07-09

Bachelor Thesis from the year 2015 in the subject Business economics - Business Management, Corporate Governance, grade: 2,5, University of Applied Sciences Fulda, language: English,

abstract: The main objective of this paper is to analyse the Supply Chain Operation Reference (SCOR) model as an effective instrument for measuring Supply Chain Performance. At the end a conclusion will be drawn based on the investigation carried out and a future perspective will be mentioned. The 21st Century has been characterized by drastic advances in product development and shorter product life cycles. The customer nowadays places a lot of emphasis on delivery times. Thus, rushing the right products to the end-user has been the main objective of most companies. More so, in order to maintain strategic advantages companies have to improve their prices in order to maintain their market shares. Supply Chain management is thus the strategic weapon needed by most global firms nowadays to stay on top of their game. Given that raw materials and the manufacturing processes take place at different locations and even continents. The

coordination of information, materials and financial flow is therefore imperative in order for the smooth and swift flow of data and products to be ensured. Assessing and measuring the performance of processes along the entire supply chain is thus recommended. So that every Supply Chain partner in the SC-Network will benefit from the partnership. Therefore the question arises: Which instrument can be effectively used to measure the performance of a Supply Chain. Companies have to measure their Supply Chain Performance in order to have a clear sense of direction. By setting goals based on performance variables, measuring them and following them up. It is possible to create an improving business pattern that is in line with the company's strategic goals. Companies have to measure and assess the processes involved along their entire supply chain. By so doing they can improve their efficiency, share best practices and improve their overall

supply chain performance. There are many instruments used for measuring supply chain performance. Nevertheless using the most effective of them will guarantee better results.

Performance Measurement im

Kooperationsmanagement von Supply Chains - Timo Höfer 2003-10-14

Inhaltsangabe: Einleitung: Der Wettbewerb findet heute immer weniger zwischen Unternehmen in der Form individueller Marktteilnehmer statt, als vielmehr zwischen gesamten Supply Chains. Die Entwicklung hin zu einem Wettbewerbsumfeld, in dem sich ganze Wertschöpfungsketten gegenüber stehen, erfordert eine schnittstellenarme Organisation und Konfiguration der gesamten Supply Chain mit reibungslosen Informations- und Materialflüssen. Dies zu gewährleisten ist die Aufgabe des Supply Chain Managements. Das Kooperationsmanagement bemüht sich als Teil davon, die

Geschäftsbeziehungen sowohl auf der Lieferanten- als auch auf der Abnehmerseite aufzubauen und aufrecht zu erhalten. Dazu bedarf es eines Instrumentariums, das nicht nur in der Lage ist, die richtigen Kooperationspartner aus strategischer Sicht auszuwählen, sondern auch die bestehenden Beziehungen auf taktischer und operativer Ebene zu steuern und zu überwachen. Ziel dieser Arbeit ist es, ein für das Management von Kooperationen zugeschnittenes System von Kennzahlen und Messgrößen zu erarbeiten. Dazu werden traditionelle Kennzahlensysteme sowie die unterschiedlichen Phasen einer Kooperation kurz dargestellt. Darauf aufbauend wird ein Performance Measurement System entwickelt, das in der Lage ist, dem Kooperationsmanagement einer Supply Chain geeignete Messgrößen für die unterschiedlichen Kooperationsphasen auf strategischer, taktischer und operativer Ebene zur

Verfügung zu stellen. Gang der Untersuchung: Im ersten Kapitel wird die wachsende Bedeutung von Unternehmenskooperationen und deren Management kurz dargestellt. Im Anschluss konzentriert sich Kapitel zwei auf das Verständnis und die Ausgestaltungsformen von Supply Chains und Supply Chain Management. Die Kooperation wird als Transaktionsform aus Sicht der Spieltheorie sowie aus Sicht der Transaktionskostentheorie diskutiert. In Kapitel drei erfolgt die Darstellung von Kennzahlen und Kennzahlensystemen. Der Übergang zu Performance Measurement Systemen gestaltet sich durch einen Vergleich zwischen diesen und den traditionellen Systemen. Im folgenden Kapitel vier wird ein auf die Supply Chain zugeschnittenes Performance Measurement System erarbeitet, das sich auf das Drei-Ebenen-Modell von Rummler und Brache und das hierarchische SCOR-Modell für Supply Chains stützt. Unter

Berücksichtigung der einzelnen Kooperationsphasen werden wichtige Messgrößen herausgestellt. Abschließend zeigt das letzte Kapitel Entwicklungstendenzen [...] *Development of a supply chain performance measurement system* - Christian Biewald 2014-10-29
Master's Thesis from the year 2014 in the subject Business economics - Supply, Production, Logistics, grade: 1,3, University of Applied Sciences Kempten, language: English, abstract: The goal of this master thesis is to provide an analysis of existing supply chain performance measurement systems as well as an evaluation of their suitability for the electronics manufacturing industry. Furthermore, the hypothesis that the implementation of a supply chain performance measurement system in cooperation with supply chain partners will lead to sustainable competitive advantages within the supply chain is going to be proven. As competitiveness in future

industry will be increasingly “supply chain vs. supply chain”, rather than “firm vs. firm”, holistic performance measurement systems become more and more relevant to global operating companies (Hult, 2008, p.538). Although the efficient management of global supply chain networks already has the potential to create competitive advantages, most industrial companies still focus on production efficiency and selective optimization that disable fast adaption to changing customer requirements. In increasingly saturated markets a technology-driven competitive advantage is often quickly compensated by low-cost countries. In contrast high service quality established by efficient logistics processes can hardly be adopted in short time (Richert, 2006, p.44). Especially in the areas of fast moving consumer goods and the electronics industry, companies need to be able to quickly react on changing consumer demands in order to fulfill the customer’s

requirements in a flexible way. Cooperative management between supply chain partners creates higher transparency and market-orientation, that allows the entire supply chain network to operate in a more flexible and efficient way. In consequence the supply chain’s competitiveness will increase due to higher service value for the customer. But, as most industries still struggle with the development of flexible supply chain structures, suitable management tools are obviously not available or applied yet. Therefore, this master thesis provides in a first step an evaluation of existing supply chain performance measurement systems regarding their suitability for current business environments. In a second step the development process towards a practical implementation of the most suitable performance measurement system in an electronics manufacturing company is described. Based on a defined supply chain strategy a standardized approach leads to the

development of a supply chain management system providing the preconditions for creating a competitive advantage.

Impact of Culture on Performance Measurement on the Context of Supply Chain Management - Q. Wu 2007

Perspective-driven Performance Measurement for Supply Chain Management - Andreas Otto

Measuring and Evaluating Performance in Integrated Supply Chain Management [MBA Thesis Accompanied by a CD-ROM] - 2014

The purpose of this study is to examine performance measurement and evaluation in supply chain management in the healthcare industry considering a case of a pharmaceutical company and its supply chain partners in the donor sector. The specific objectives of the study were to explore integration of supply chain management in healthcare, to investigate supply chain evaluation approaches and explore the

key performance indicators for the health care supply chain programs. The study employed a qualitative research approach. This was because the study aimed at obtaining specific information concerning measuring and evaluating performance in the donor funded supply chains administered by Phillips Healthcare Services Limited. The population of the study consisted of donor funded program implementing agencies, project managers and outsourced supply chain partners for the various supply chains considered. The data was collected through questionnaires. The questionnaires consisted of closed and open end questions and were administered to the respondents through interviews. Descriptive statistics was used to analyze the data using the Statistical Package for Social Sciences (SPSS) and the information was presented in the form of percentages and frequency distribution tables. The findings of the study showed

that the various supply chain programs run had an integrated approach in managing their activities. However, most respondents disclosed that no specific supply chain performance measurement and evaluation approach had been specifically being used though most exhibited elements of the performance prism approach to measuring and evaluating their supply chains through stakeholder engagements. Key performance indices were also identified and most related to customer satisfaction. The major finding of the study conducted was that there was a consensus that measuring and evaluating performance was important in managing the supply chains. The study confirmed that with the various stakeholders involved, it was important that their activities be integrated so that they are aligned and able to develop approaches to achieving excellence in the performance of their supply chain programs. The major conclusion was that more needs to be carried out

for the supply chains to develop key performance indices that would guide their activities towards achieving their objectives set out in their business strategy. This can be achieved through adoption of performance evaluation approaches that would help them work towards a balanced approach to managing various business activities relating to customers, internal business, finances and learning needs of the businesses. From the above conclusions, the study recommended that more collaborative efforts should be done and lead by senior leadership of the various organisations. In addition, approaches and tools to achieve balance across all business units involved in the supply chain should be used to guide performance and evaluation of the supply chains. For the various healthcare programs, industry players need to come up, jointly, with performance indicators that can be used to guide their work activities and benchmark their performance against set or

desirable outcomes for the health concerns. Further research should be undertaken to investigate the sustainability of partnerships between donor agencies and the private sector in healthcare supply chains. The coordinated roles of governments and the private sector should also be considered to address concerns for the particular sectors in providing efficiency and excellence in delivery of the intended healthcare outcomes.

Supply Chain Metrics that

Matter - Lora M. Cecere

2014-12-22

How to Conquer the Effective Frontier and Drive Improved Value in Global Operations Growth has slowed. Volatility has increased and the world is more global. Brands are defined by innovation and services. Supply chain excellence matters more than ever. It makes a difference in corporate performance. One cannot snap their fingers and deliver supply chain success. It happens over the course of many years. It is measured in inches not miles. In this book,

the author evaluates the progress of over a hundred companies over the period of 2006-2013. Success drives value. The effective supply chain makes a difference in winning a war, saving a patient, and driving commerce; but it also makes a difference in a community having clean air, potable water, and a standard of living. Mistakes are hard to overcome. Supply Chain Metrics that Matter tells this story. The book links corporate financials to supply chain maturity. In the book, the author analyzes which metrics matter. The author Lora M. Cecere is a supply chain researcher as well as an authority in supply chain technology. She helps companies gain first mover advantage. In the book, Cecere provides concrete, actionable steps to align and balance the supply chain to drive value. The book explores the crossover between supply chain efficiency and financial growth with topics such as: Outlining the metrics that matter, the metrics that don't

Progress in industry sub-segment in improving inventory, cash, productivity and margin The management techniques that improve performance Sharing insights on how metrics change as the supply chain matures The roadmap to improve performance. Today, supply chains are global and dynamic. They are rapidly evolving. Companies that constantly seek out new solutions and opportunities for improvement drive differentiation. In a market where growth is stalled and many companies are stuck in driving supply chain performance, this book provides a clear, concise framework for a more modern, effective supply chain.

Lean Supply Chain Management - Jeffrey P. Wincel 2003-12-30

Unlike other strategic procurement guides, Lean Supply Chain Management considers an organization's "business condition" as a contributing factor in the development of a strategic procurement strategy. That is,

rather than taking a "one-size fits all" approach, the author's more individualized approach illustrates techniques specific to organizations operating in a standard or crisis environment. Highlights include: Methods for developing and tracking strategic procurement initiatives. Planning in the "standard" and "crisis" environments. Coordinating supply chain management and lean manufacturing. Performance measurement tools. Lean Supply Chain Management provides purchasers and supplier development professionals with the tools needed to transform procurement from a mere cost center to a profit generator.

Supply Chain Performance Measurement & E-Business Supply Chain Management: Including a Practical

Excursus on the Intel Case - Swen Beyer 2010-07-07

Research Paper (undergraduate) from the year 2010 in the subject Business economics - Supply, Production, Logistics, grade: 1,2, European School of

Business Reutlingen (Business Administration), language: English, abstract: The environmental surroundings of most companies have changed radically in recent years. Especially the competitive pressure has risen substantially over the past decades, fuelled by an increased globalization of markets and supply chains. In order to continuously satisfy consumer needs in a timely manner, organizations have to focus on performance and efficiency improvement measures. In terms of supply chain management, performance includes the three dimensions efficiency, effectiveness and flexibility which have to be dealt with on an equal basis. One mean to improve supply chain performance is the linkage between various IT applications involved in the whole supply chain. These efforts and trends are treated under the term electronic supply chain management (E-SCM). There are three major critical success factors for the successful operation of an

electronic supply chain. These can be clustered into decision motivation (e.g. a shared vision and a strong motivation), implementation process (e.g. the tight integration of inter-organizational information systems and the re-engineering of inter-organizational business processes) and infrastructure conditions (e.g. agreement upon a shared industry standard). There are numerous benefits of an E-SCM implementation such as increased communication speed and decreased cost in terms of communication, inventory and customer service. Furthermore, E-SCM allows mitigating the bullwhip effect by improving the availability of information throughout the entire supply chain. In addition E-SCM allows organizations to implement an entirely pull-based approach. One downside of E-SCM is the need to make a company's entire business processes transparent, also towards supply chain partners who might be engaged with competitors. A further danger

of E-SCM is to over-rely on speed rather than on flexibility.

Differenziertes Performance Measurement in Supply Chains

- Anke Giese 2012-02-28

Wie lassen sich verschiedene Supply Chain-Strategien abgrenzen und welche Gestaltungsempfehlungen können bezüglich eines differenzierten, auf die individuelle Supply Chain-Strategie zugeschnittenen Performance Measurement gegeben werden? Anke Giese untersucht vor dem Hintergrund dieser Frage zunächst diverse Möglichkeiten zur Typologisierung von Supply Chain-Strategien und stellt einen Ansatz zur Abgrenzung unterschiedlicher Supply Chain-Typen vor. Auf Basis dieser Typologisierung wird ein differenziertes, prozessorientiertes Konzept zur Einführung eines Performance Measurement entwickelt. Im Rahmen der Vorbereitungsphase werden dabei Fragen der Strategieableitung sowie der organisatorischen Verankerung eines Performance

Measurement in den verschiedenen Supply Chain-Typen diskutiert. Somit werden für alle im Rahmen der Einführung eines Performance Measurement-Konzepts zu treffenden Entscheidungen Handlungsempfehlungen abgeleitet, die jeweils in Abhängigkeit von dem zugrunde liegenden Supply Chain-Typ diskutiert werden.

Contemporary Issues and Research in Operations

Management - Gary Moynihan 2018-06-20

Operations management (OM) is the function concerned with the planning, design, implementation, and control of business operations in the production of goods and services. OM has expanded from its original factory-centric orientation to encompass the service industry and the respective, accompanying supply chains, with a broad, global range of applications, increasing reliance on quantitative analysis, and the development and the use of supporting computer-based information systems and

technology. This book highlights some critical aspects and advances in the field of operations management. Topics covered include investigations in the area of sustainable supply chain management; the application of OM principles to the deployment of field laboratories to address epidemics; and novel approaches to applying operations management in response to increasingly diverse requirements, circumstances, and performance criteria.

Performance Measurement for World Class

Manufacturing - Brian H. Maskell 1991-07-01

If your company is adopting world class manufacturing techniques, you'll need new methods of performance measurement to control production variables. In practical terms, this book describes the new methods of performance measurement and how they are used in a changing environment. For manufacturing managers, as

well as cost accountants, it provides the theoretical foundation for these innovative methods and is supported by extensive practical examples.

Supply Chain Managemet - Masoud Rahiminezhad Galankashi 2014-01

Performance measurement is a critical task which must be done in any enterprise seeking for success in today's competitive market. Companies have understood the value of assessing their performance to compete with other competitors. Providing knowledge on this area is significant and make a valuable contribution toward supply chain management. This book provides a guideline for assessing supply chain strategies, supply chain performance measurement and supplier selection.

Performance Measurement in Supply Chains - Dr. Frank Gebhardt 2009

Diplomarbeit aus dem Jahr 2009 im Fachbereich BWL - Industriebetriebslehre, Note: 1,3, FernUniversität Hagen (Lehrstuhl für

Betriebswirtschaft insbes. Produktions- und Investitionstheorie), Sprache: Deutsch, Abstract: Supply Chain Management und Performance Measurement sind Ergebnisse der beiden jüngsten großen Paradigmenwechsel der Betriebswirtschaftslehre Ende des 20. und Anfang des 21. Jahrhunderts. Mehr und mehr gelangte man zu der Erkenntnis, daß Integration und Management von Schlüsselprozessen über alle Mitglieder einer Supply Chain hinweg den Erfolg der Einzelunternehmung ausmachen. Ein wesentliches Element der Unternehmensführung ist das Controlling, welches sich aufgrund der neuen Anforderungen des Supply Chain Managements stetig weiterentwickelt hat. Der zweite große Paradigmenwechsel wurde in den 1980er und -90er Jahren ausgelöst. Neue Begriffe wie "Lean Production" oder "TPM" wurden mit Inhalten und Konzepten versehen. Dieser

Ansatz der Unternehmensführung brachte es mit sich, daß auch die bisher existierenden Controlling-Konzepte zur Leistungsmessung und -beurteilung von Unternehmungen modifiziert werden mußten. Konzepte des Performance Managements und Performance Measurements nahmen ihren Einzug in die Wirtschaft. Bisher werden modernes Supply Chain Management und die modernen Arten des Controllings noch nicht umfassend in der Literatur zusammengeführt. Das Supply Chain Controlling schafft eine Informationsbasis für die Supply Chain Partner und definiert den Begriff der Leistung (sprich: Performance) für die Kooperationspartner. In der aktuellen Forschung steht die Balanced Scorecard als klassisches Werkzeug des Performance Measurements auch für Supply Chains zur Verfügung. Die Betrachtung und Untersuchung anderer, weniger bekannt gewordener Konzepte des Performance

Measurements im Hinblick auf ihre Anwendbarkeit für Supply Chains bleibt dabei etwas zurück. Vorliegende Arbeit will den Rahmen abstecken, innerhalb dessen sich das Performance Measurement Supply Chain Performance Measurement and Improvement - Venkata

Nimeesha Posa 2007
Around the globe, competitive markets demand speedy, accurate, reliable and cost efficient supply chains. Supply chain is considered the most important element in the operations. Supply chain management is the management of all functions to fulfill custo

Integration of Supply Chain Elements and Performance Measurement - Cuddapah

Madhusudhana Rao 2012
A supply chain is as strong as its weakest link. In order to strengthen the chain Integration is vital for today's business as the synergy of cooperative business practices avoid pooling of potential benefits with one or few companies and help all

companies to grow. The integrated supply chain management takes into account the interests of all entities in the business process. The performance measurement should aim at improving global performance rather than company wide performance. This book guides for such an approach to integrated supply chain management.

Implementation of a logistics balanced scorecard

- Christian Biewald 2013-01-22
Essay from the year 2013 in the subject Business economics - Supply, Production, Logistics, grade: 1,0, University of Applied Sciences Kempten (Professional School of Business and Technology Kempten), course: Strategic Logistics Management, language: English, abstract: In future industry competition will be increasingly "supply chain vs. supply chain", rather than "firm vs. firm". So today, the efficient management of global supply chain networks already has the potential to create competitive advantages for

companies. Nevertheless most industrial companies still focus on production efficiency, creating non-market oriented business solutions that disable fast adaption to changing customer requirements. In more and more saturated markets a technology-driven competitive advantage is often quickly compensated by low-cost countries. In contrast high service quality established by efficient logistics processes can hardly be adopted in short time. The ability of fast consumer response allows companies to create an added value the customer is willing to pay for. But empowering companies to offer this added value requires high management attention on logistics processes as well as a clear logistics strategy with defined objectives that meet the company's abilities and the customer requirements. Several management tools like the Supply Chain Operations Reference (SCOR) model or the Balanced Scorecard provide a structured approach to realize competitive advantages in the

management of supply chains. After a short theoretical survey of these tools, a suitable logistics balanced scorecard will be developed for the supply chain activities of Diehl Controls, an electronics manufacturer for home appliances. Based on the company's logistics mission and vision statement, internal and external strategic objectives will be determined. In a further step, the controlling of these objectives will be ensured by creating suitable performance indicators. Finally the Diehl Controls logistics balanced scorecard will be introduced to the company's organization. The term paper ends with a recommendation of future developments and enlargements of the balanced scorecard related to the company's growth within the next years.

Sustainable Operations and Supply Chain Management -

Valeria Belvedere 2017-01-31
Sustainable Operations and Supply Chain Management addresses the most relevant

topics of operations and supply chain management from the perspective of sustainability. The main focus is to provide a step by step guide for managerial decisions made along the product life-cycle, following a path made up of the following steps: product design, sourcing, manufacturing, packaging and physical distribution, reverses logistics and recovery.

Supply Chain Performance Evaluation - Farhad

Hosseinzadeh Lotfi 2023-05-02

The authors of this book tried to make these experiences available to those interested, considering the experience of several years of training, research, and implementation of projects in the supply chain performance evaluation field. This book intends to identify the current performance and competitive position of that supply chain compared to other supply chains by presenting and reviewing the techniques and models for measuring the efficiency and performance of the supply chain. Determining the performance of a supply

chain is a good description of the status quo (what is).

Determining the performance of a supply chain is useful for describing the past and present of supply chain processes, and on the other hand, it can be used to set performance goals and initiate the improvement process. To realize this, a strategic framework or model is needed to be able to extract indicators related to the efficiency of the supply chain and design the appropriate model.

Performance Measurement for Reverse and Closed-loop Supply Chains - Nizaroyani Saibani 2010

Supply chains today continue to have shorter life-cycle products as a result of high rates of innovation. The increasing number of electronic retailing and catalogue sales fulfil the requirement of home shopping. More liberal return policies have been introduced to protect customers' buying rights and at the same time generate more sales. A growing number of environmental

regulations are created which involve a wide range of products. All of these circumstances contribute to the reverse flow of products which require manufacturing organisations to strategically manage and deal with the return flows. Reverse supply chains or reverse logistics have attracted the attention of many academics and practitioners and one of the important field studies in this area is of Supply Chain Management. To contribute to the field, this research is purposely carried out to study the performance measurement in reverse supply chains. Reverse logistics networks may be classified into several categories depending on the source of the reverse flow. This research will focus on customer and distribution return flows. The research is significant because there is a gap in the literature and it could help to give companies guidance in managing their reverse supply chains better. Case studies on five companies which include manufacturers and retailers in the UK provide

empirical evidence for their practice of performance measurement in reverse supply chains. The research investigates the selection of strategic objectives for reverse supply chains and the impact of product returns' characteristics and the choice of product returns disposition channels. Learning from the performance measurement in a reverse supply chain, the research proposes a three-level performance measurement framework model for reverse and closed-loop supply chains. This framework model provides the decision makers with a formal and systematic approach to select strategic objectives and towards the use of meaningful performance attributes and performance metrics. Subsequently, it offers a practical approach to the decision maker to perform and manage the reverse supply chain more effectively.

Performance Measurement in Supply Chains - Jürgen

Richert 2006-02-24

Dieses Buch stellt eine neue Methode vor, um Balanced

Scorecards als Instrument zur Strategieimplementierung und Prozessoptimierung im Supply Chain Management einzusetzen. Eine Fallstudie aus der Industrie zeigt die Anwendung in der Praxis. Ein innovativer, origineller Ansatz mit hohem Praxisnutzen.

Sustainable Supply Chain Management - Evelin Krmac
2016-06-30

The book is a collection of studies dedicated to different perspectives of three dimensions or pillars of the sustainability of supply chain and supply chain management - economic, environmental, and social - and other aspects related to performance evaluation, optimization, and modelling of and for sustainable supply chain management, and thus presents another valuable contribution to sustainable development and sustainable way of life.

Performance Measurement Through Supply Chain Management - Anatoliy Goncharuk 2012

This book emphasizes the

performance management and explains to measure the performance for the academia, as case study approach. First chapter represents the methodology of enterprise performance management enables us to define that performance management is a special management approach designed to ensure the effective functioning of the enterprise and describes the methodology, measurements, processes, methods, techniques, systems and software. Second chapter illustrates supply chain management (SCM) concept for the service industry. Educational Supply chain management for Educational institutions, which represents one of the service industries, was described. ITESCM (Integrated Tertiary Educational Supply Chain Management) model for the universities was defined in this chapter. Chapter three highlights performance measurements for the academia in terms of Key Performance Indicators (KPIs).

The current scenario of KPIs use in different developed countries, including USA, Canada, U.K, Australia, etc. was mentioned. The sample of performance indicators of graduates and research outcomes, that denotes the final outcomes of ITESCM model, was mentioned.

Performance Measurement in Corporate Governance - Alex Manzoni 2009-04-30

In the global knowledge economy, corporate governance, organisational behaviour and performance of the supply chain are becoming increasingly important aspects of the evaluation of an enterprise. The subject of this book is the development of a contemporary organisation behaviour performance measurement (OBPM) model for enterprises in the modern economy. The fields of organisation behaviour and supply chain management are integrated with an Open Socio-Technical Systems theory of management and the application of Operations Research to corporate

governance for the measurement of organisation performance. This book thereby offers a new and innovative quantitative approach to qualitative concepts of corporate performance measurement and makes a significant contribution to the fields of management theory, supply chain management as well as operations research.

Supply Chain Performance Measurement Using Integrated Multi-Criteria Decision Making

Techniques - Egi Marissa 2018

Supply chain management affects company performance, so the company should improve their supply chain performance in order to achieve competitiveness. Performance measurement is critical for improving competitiveness as it provides information on the strengths that must be maintained and the weaknesses that must be addressed. The purpose of this study is to measure supply chain performance by using the

integrated approach of DEMATEL, ANP, and TOPSIS. Data were obtained through questionnaires assessed by experts on six supply chain alternatives in the manufacturing industry. DEMATEL and ANP methods are used to obtain causal relationships between indicators and weight of supply chain performance indicators. TOPSIS method is used to measure supply chain performance. The results showed that alternative supply chain 3 is the highest performance value. Customer relationship dimension has the high weight value, so the company must maintain customer relationship through continuous improvement.

Optimization of Supply Chain Management in Contemporary Organizations - Sabri, Ehap
2015-03-31

In order to experience significant improvement in business processes, successful organizations must launch, implement, and maintain effective transformation

programs. Such programs enable companies to fully maximize benefits and avoid potential failures. Optimization of Supply Chain Management in Contemporary Organizations discusses best practices and methods in transformation initiatives that improve the overall functionality and success of supply chain processes. Focusing on performance measurement, change management, and strategy development, this book is an essential reference source for executives, managers, advanced-level students, and professionals working in the field of business transformations and supply chain development.

Supply Chain Performance Measurement - Swetha Balakrishnan 2010

Supply Chain Management - 1999

Business Performance Measurement - Andy Neely
2011-03-03

Drawing together contributions from leading thinkers around

the world, this 2007 book reviews developments in the theory and practice of performance measurement and management. Significantly updated and modified from the first edition, the book includes ten additional chapters which review performance measurement from the perspectives of accounting, marketing, operations, public services and supply-chain management. In addition to these functional analyses the book explores performance measurement frameworks and methodologies, practicalities and challenges, and enduring questions and issues. Edited by one of the world's leading experts on performance measurement and management, Business Performance Measurement will be of interest to graduate students, managers and researchers who wish to understand more about the theory and practice of performance measurement and management.

Supply Chain Management: Text and Cases - Vinod V. Sople

2012

The Practice of Supply Chain Management: Where Theory and Application Converge - Terry P. Harrison 2006-04-11
For over a decade, there has been an increasing interest in the use of supply chain methods to improve performance across the entire business enterprise. Numerous industries have recognized the importance of efficient supply chain integration, and, as a result, supply chain management has become a standard part of business practice. *The Practice of Supply Chain Management: Where Theory and Application Converge* is a must-have volume for users of supply chain management methods, supply chain management researchers, and students in supply chain management. The objective of the book is to provide an overview of this important practice-research cycle, and it is organized into three sections: Core Concepts and Practices; Emerging Supply Chain Practices; and

Supply Chain in Action. The focus of the book is on supply chain practice, but supply chain practice that has been heavily influenced by supply chain research. It is this synergy between research and practice that continues to simulate new directions for research.

Performance Measurement and Incentive Systems in Purchasing - Erik Hofmann
2013-10-01

In recent years, purchasing performance measurement have steadily gained in importance in theory and practice. Yet, in many cases, the focus still remains on cost items, especially savings. Moreover, reported performance ratios in purchasing are frequently called into question in terms of their amount and efficacy. Most of the time, there is no tie-in at all with staff compensations. To meet these and other challenges, this book presents a holistic approach for purchasing performance measurement and the incentive systems associated with it. The

following topics are dealt with in detail:

- Purchasing performance measurement on the level of commodity groups and the procurement organization
- Supplier evaluation and performance measurement on the level of the buyer-supplier relationship
- Comprehensive systems for purchasing performance measurement, such as the procurement value added and the purchasing balanced scorecard
- Performance-oriented incentive systems and bonus payments for buyers, procurement organizations and suppliers

Readers are thus provided with comprehensive guidelines for the implementation and realization of sustained performance measurement and incentivization in purchasing.

Designing a Performance Measurement Tool for Supply Chain Management - Claudia Altherr 2006

Supply Chain Performance and Evaluation Models - Dominique Estampe
2014-10-13

This book presents the different models of supply chain performance evaluation for global supply chains. It describes why it is necessary to evaluate global performance both to assess the contribution of the supply chain to achieve the goals of creating value throughout the chain and also to meet customer requirements in terms of time, responsiveness and reliability. The author provides an understanding of how evaluation models are chosen according to criteria including the level of maturity of the organization, the level of decision-making and the level of value creation desired.

Supply Chain Planning -

Matthew J. Liberatore
2012-09-25

In today's competitive global economy, a firm's market position and bottom-line financial performance is closely linked to its supply chain performance. All too often considerable managerial resources are directed toward planning activities and processes with little in the way

of tangible results and outcomes. What supply chain executives require is the know-how to efficiently and effectively direct their planning activities so that the results lead to better business decisions from the long-term down to day-to-day operations. In this book, the authors present proven, practical management frameworks and techniques to support supply chain operations management and planning in private industry. These frameworks describe supply chain strategic planning and project selection techniques, integrated manufacturing-distribution planning and scheduling approaches, performance measurement and balanced scorecard methodologies, customer logistics and inventory deployment decision support systems, and other well-tested management frameworks.

Supply Chain Performance

Measurement - Lawrence Kabinga
2015-09-17

Supply chain management has evolved historically from the

use of management accounting techniques to measure the performance of organization's supply chain performance, to modest use of Key Performance Indicators to the current trend where supply chain managers use various mathematical models. This book analyses in detail the traditional Supply Chain Management techniques versus the modern Supply Chain Management techniques and introduces a new measurement platform that uses life skills as a measurement index. Life skills training is combined with emotional intelligence systems to be incorporated and used together with other available systems. This new approach does not replace the existing systems but complements them to enhance effectiveness and efficiency in the field of employee well-being and welfare which inevitably affect their performance while performing supply chain management duties. This new approach enhances mutual relationships between the supply chain department and

other department in an organization setting to promote effective communication which is vital in the current world economy characterized by global procurement, international sourcing and cross border trade

Supply Chain Management: Issues in the New Era of Collaboration and Competition

- Chung Wang, William Yu 2006-08-31

"In the current business landscape, many business firms compete in one project and cooperate in another related project, and they do so at the same time. Even more interesting is that certain members of these firms are involved in both projects. This book examines this new business landscape"--Résumé de l'éd.

Supply Chain Costing and Performance Management

- Gary Cokins 2021-06-22

A "how-to" guide for supply chain professionals who need accurate cost information for end-to-end processes With the increasing pace of globalization, supply chain

professionals find that they have less and less margin for error in their decisions making. Competition is getting more intense, and, unfortunately, CFOs and accountants do not currently provide supply chain managers with the information required to make better decisions. Supply Chain Costing and Performance Management, 2nd Edition, will show you (and the executives you report to) how to understand and apply various enterprise and corporate performance management (EPM/CPM) methods related to costs and profit margins and performance measurements. This book is a “how-to” guide to assist supply chain managers and employee teams to obtain interenterprise cost information on supply chain processes. It provides techniques for obtaining accurate cost and performance information on the activities performed within your firm and on activities performed by trading partners. The techniques and approaches in this book were developed from

supply chain costing practices implemented by leading-edge firms. You will learn how you can gain access to reasonably accurate costs and profit margins involved with suppliers, products, stock keeping units (SKUs), service-lines, channels, and customers. In addition, you will gain insight into the activity costs in end-to-end business processes, including the “drivers” for each type of cost. Learn how to access accurate cost and pricing information related to both your company and your trading partners Overcome siloed information by creating your own costing practices using proven methods drawn from leading firms Understand what drives activity costs for each step in end-to-end business processes Assess the performance of your costing activities with step-by-step measurement guidelines Make better decisions and improve performance and profitability with clearer, more transparent cost and price data The information in this book will empower supply chain

managers with the ability to
make better decisions and

improve their organizations'
performance and profitability.