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Logistics, Supply Chain and Operations Management Case Study Collection is a rich and varied compilation of relevant case studies from across logistics, supply chain management and operations. It contains real life scenarios from leading companies including Volvo, Vortex, Honda of America, Green Cargo and Swedish Transport Administration. It includes a foreword by Martin Christopher. Comprehensive in scope and scrupulous in detail, Logistics, Supply Chain and Operations Management Case Study Collection includes actual events experienced by businesses of every size, from SMB's to some of the most successful corporations in manufacturing, transportation, hospitality and other industries. In these pages readers will discover proven tactics and innovative solutions for handling uncertainties, solving problems and circumventing risk, plus a wealth of information to guide strategy and decision making. Readers who are involved in logistics and supply chain management will find the collection extremely helpful. Directors and managers will find immediate application of strategies and tactics to their own situations and challenges and learn to identify potential pitfalls before they become chronic issues. Training professionals will have a valuable tool for testing management proficiency in crisis mitigation and resolution, and particularly useful in academic curriculum, independent learning modules and professional training programs. Academics and professional trainers will benefit from expanded question and answer sections designed to measure knowledge transfer and lessons learned. Students will learn from engaging, topical situations that are highly relevant to the fields of logistics, supply chain management and operations, and both students and prospective managers will learn crucial skills to meet current

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challenges, qualify for professional advancement and achieve success.

Sustainable Logistics and Supply Chain Management is the essential guide to the principles and practices of sustainable logistics operations and the responsible management of the entire supply chain. Based on extensive research by experts in the field, this comprehensive book covers the whole scope of sustainable logistics. The book provides carefully reviewed researched applications and case studies that have been especially developed for this revised edition with particular attention for use in a teaching context. The mini case studies are highly topical, relating the theoretical concepts to practice and what is actually happening 'on the ground'. Examining the subject in an integrated manner, this book examines all the key areas in sustainable logistics and supply chain management, including: sustainable product design and packaging; sustainable purchasing and procurement; cleaner production; environmental impact of freight transport; sustainable warehousing and storage; sustainable supply management; reverse logistics and recycling; supply chain management strategy, and much more. The book provides an excellent insight into the topic that will help managers, students, and scholars grasp the fundamentals of green supply and logistics management. This revised edition of Sustainable Logistics and Supply Chain Management includes valuable supporting online materials, including PPT presentations, chapter summaries, learning objectives, tips for teaching and in class activities.

This book provides an overview of important trends and developments in logistics and supply chain research, making them available to practitioners, while also serving as a point of reference for academicians. Operations and logistics are cornerstones of modern supply chains that in turn are essential for global business and economics. The composition,

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

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THE PRACTICAL, EASY INTRODUCTION TO MODERN SUPPLY CHAIN/LOGISTICS MANAGEMENT FOR EVERY PROFESSIONAL AND STUDENT! COVERS CORE CONCEPTS, PLANNING, OPERATIONS, INTEGRATION, COLLABORATION, NETWORK DESIGN, AND MORE SHOWS HOW TO MEASURE, CONTROL, AND IMPROVE ANY SUPPLY CHAIN INCLUDES PRACTICAL ADVICE FOR JUMPSTARTING YOUR OWN SUPPLY CHAIN CAREER This easy guide introduces the modern field of supply chain and logistics management, explains why it is central to business success, shows how its pieces fit together, and presents best practices you can use wherever you work. Myerson explains key concepts, tools, and applications in clear, simple language, with intuitive examples that make sense to any student or professional. He covers the entire field: from planning through operations, integration and collaboration through measurement, control, and improvement. You'll find practical insights on hot-button issues ranging from sustainability to the lean-agile supply chain. Myerson concludes by helping you anticipate key emerging trends—so you can advance more quickly in your own career. Trillions of dollars are spent every year on supply chains and logistics. Supply chain management is one of the fastest growing areas of business, and salaries are rising alongside demand. Now, there's an easy, practical introduction to the entire field: a source of reliable knowledge and best practices for students and professionals alike. Paul A. Myerson teaches you all you'll need to start or move forward in your own supply chain career. Writing in plain English, he covers all the planning and management tasks needed to transform resources into finished products and services, and deliver them efficiently to customers. Using practical examples, Myerson reviews the integration, collaboration, and technology issues that are essential to success in today's

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complex supply chains. You'll learn how to measure your supply chain's performance, make it more agile and sustainable, and focus it on what matters most: adding customer value.

MASTER NUTS-AND-BOLTS OPERATIONAL BEST PRACTICES Improve procurement, transportation, warehousing, ordering, reverse logistics, and more

BUILD A BETTER GLOBAL SUPPLY CHAIN Manage new risks as you improve sustainability

STRENGTHEN KEY LINKAGES WITH YOUR PARTNERS AND CUSTOMERS Get supply chains right by getting collaboration right

PREVIEW THE FUTURE OF SUPPLY CHAINS—AND YOUR SUPPLY CHAIN CAREER Discover “where the puck is headed”—so you can get there first

"The documented benchmarks for success and the many examples help explicate the complexities for the reader. The book is organized and written so that it will be useful as an introduction to the field and also as a reference when special challenges arise for the practicing manager." -- DR. JOHN J. COYLE, Professor Emeritus of Logistics and Supply Chain Management, Department of Supply Chain and Information Systems, Smeal College of Business, Pennsylvania State University

"The book is a must-read for all supply chain managers seeking to drive down costs and improve profits and must be read before any investment is made in your supply chain. Get copies for your controller and all senior managers...this book lays it all out." -- DR. RICHARD LANCIONI, Chair, Marketing & Supply Chain Management, Fox School of Business, Temple University

Expert Strategies for Improving Supply Chain and Logistics Performance Using Lean This practical guide reveals how to identify and eliminate waste in your organization's supply chain and logistics function.

Lean Supply Chain and Logistics Management provides explanations of both basic and advanced Lean tools, as well as specific Lean implementation opportunities. The book then

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describes a Lean implementation methodology with critical success factors. Real-world examples and case studies demonstrate how to effectively use this powerful strategy to realize significant, long-term improvements and bottom-line savings. **COVERAGE INCLUDES:** * Using Lean to energize your supply chain * The eight wastes * Lean opportunities and JIT in supply chain and logistics * Lean tools and warehouse * Global lean supply chain and logistics * Lean opportunity assessment, value stream mapping, and Kaizen event management * Best-in-class use of technology with Lean * Metrics and measurement * Education and training Valuable training slides are available for download.

For undergraduate, MBA, and other courses in Business Logistics, Physical Distribution, Operations Management, Materials Management, and Supply Chain Management, in departments of business and engineering. This comprehensive discussion-covering the planning, organizing, and controlling of such activities as transportation, inventory maintenance, facility location, order processing, purchasing, warehousing, materials handling, packaging, customer service standards, and product scheduling-is specifically designed to help students solve actual challenges that they will encounter in today's marketplace. It provides the basic decision making tools and concepts used for finding cost reduction and strategic opportunities. Logware software on CD-ROM is included.

MANAGING SUPPLY CHAINS: A LOGISTICS APPROACH, 9E, International Edition refined its focus on the supply chain approach by blending logistics theory with practical applications. Each chapter opens with "Supply Chain Profiles" vignettes introducing students to real-world companies, people, and events. New and updated "On the Line" boxed features are applied examples providing students with hands-on managerial experience of the chapter's

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topics. "Supply Chain Technology" boxes appear throughout the text, helping students relate technological developments to supply chain management concepts and logistics practices while taking in consideration global changes. Short Cases at the end of each chapter are updated and build on what students have learned in the chapter.

Never HIGHLIGHT a Book Again! Virtually all of the testable terms, concepts, persons, places, and events from the textbook are included. Cram101 Just the FACTS101 studyguides give all of the outlines, highlights, notes, and quizzes for your textbook with optional online comprehensive practice tests. Only Cram101 is Textbook Specific.

Accompanys: 9780130661845 9780131076594 .

The tenth edition of SUPPLY CHAIN MANAGEMENT: A LOGISTICS PERSPECTIVE refined its focus on the supply chain approach by blending logistics theory with practical applications and includes updated material on the latest technology, transportation regulations, pricing, and other issues. Each chapter opens with Supply Chain Profiles vignettes introducing students to real-world companies, people, and events. New and updated On the Line boxed features are applied examples providing students with hands-on managerial experience of the chapter's topics. Supply Chain Technology boxes appear throughout the text, helping students relate technological developments to supply chain management concepts and logistics practices while taking in consideration global changes. Short Cases at the end of each chapter are updated and build on what students have learned in the chapter. Important Notice: Media content

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referenced within the product description or the product text may not be available in the ebook version.

Supply Chain Management (SCM) has always been an important aspect of an enterprise's business model and an effective supply chain network is essential to remaining competitive in a global environment. By properly managing the flow of goods and services, businesses can operate more efficiently while managing most of the workload behind-the-scenes. The Handbook of Research on Global Supply Chain Management is an in-depth reference source that covers emerging issues and relevant applications of information pertaining to supply chain management from an international perspective. Featuring coverage on topics such as the global importance of SCMs to strategies for producing an effective supply chain, this comprehensive publication is an essential resource for academics and business professionals alike interested in uncovering managerial insight and logistics solutions.

This state-of-the-art Handbook provides a comprehensive understanding and assessment of the field of global supply chain management (GSCM). Editors John T. Mentzer, Matthew B. Myers, and Theodore P. Stank bring together a distinguished group of contributors to describe and critically examine the key perspectives guiding GSCM, taking stock of what we know (and do not know) about them.

Revised edition of the author's Logistics & supply chain management, 2011.

This work presents a comprehensive model of supply chain management. Experienced

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executives from 20 companies clearly define supply chain management, identifying those factors that contribute to its effective implementation. They provide practical guidelines on how companies can manage supply chains, addressing the role of all the traditional business functions in supply chain management and suggest how the adoption of a supply chain management approach can affect business strategy and corporate performance.

Business Logistics Management 4e covers concepts and theories relating to the movement of goods, the coordination of supply chain, the most recent advances in logistics technology, the exchange of information, and the impact on business within the logistics management framework.

Delivering comprehensive coverage of current domestic and global trends, **TRANSPORTATION: A SUPPLY CHAIN PERSPECTIVE, 8E** equips readers with a solid understanding of what is arguably the most critical?and complex?component of global supply chains. Taking a managerial approach, the text explains the fundamental role and importance of transportation in companies and in society, as well as the complex environment in which transportation service is provided today. It provides a framework and foundation for the role of transportation from a micro and macro perspective in supply chains. It also offers an overview of the operating and service characteristics, cost structure, and current challenges faced by current providers of transportation. In addition, the authors spotlight a variety of critical transportation

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management issues, providing insightful discussions of the strategic activities and challenges involved in the movement of goods through the supply chain. Completely up to date, the Eighth Edition features new readings, cases, and examples. It emphasizes global topics throughout, includes new coverage of hard and soft technology, and offers expanded discussions of fuel, energy, managerial, economic, and environmental issues. Important Notice: Media content referenced within the product description or the product text may not be available in the ebook version.

Global Logistics and Supply Chain Management is a comprehensive, fully up-to-date introduction to the subject. Addressing both practical and strategic perspectives, this revised and updated fourth edition offers readers a balanced and integrated presentation of Logistics and Supply Chain Management (LSCM) concepts, practices, technologies, and applications. Contributions from experts in specific areas of LSCM provide readers with real-world insights on supply chain relationships, transport security, inventory management, supply chain designs, the challenges inherent to globalization and international trade, and more. The text examines how information, materials, products, and services flow across the public and private sectors and around the world. Detailed case studies highlight LSCM practices and strategies in a wide range of contexts, from humanitarian aid and pharmaceutical supply chains to semi-automated distribution centers and port and air cargo logistics. Examples of LSCM in global corporations such as Dell Computer and Jaguar Land Rover highlight the role of

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new and emerging technologies. This edition features new and expanded discussion of contemporary topics including sustainability, supply chain vulnerability, and reverse logistics, and places greater emphasis on operations management.

The latest edition of this market leading text has adopted a supply chain approach, one of the latest developments in logistics management. Its managerial focus blends logistics theory with practical applications and includes updated material of latest transportation regulations and carrier pricing.

This book covers the planning, organizing, and controlling of activities such as transportation, inventory maintenance, order processing, purchasing, warehousing, materials handling, packaging, customer service standards, and product scheduling. It is specifically designed to help learners solve the actual problems that they will encounter in today's market place. It provides the basic decision making tools and concepts used for finding cost reduction and strategic opportunities.

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

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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.

Purchasing and Supply Chain Management introduces students to purchasing as it relates to the supply chain and other functions and systems within an organization, such as marketing, logistics, and operations. Author W. C. Benton, Jr. draws from more than 30 years of practice, instruction, research, and consulting experience to teach students proactive collaboration, negotiation, and analytics. Through a step-by-step

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approach, readers will gain data-driven purchasing skills crucial for the next generation of professionals. The Fourth Edition is fully updated with new real-world cases, the latest research, and current coverage of key trends in the field. Included with this title: The password-protected Instructor Resource Site (formally known as SAGE Edge) offers access to all text-specific resources, including a test bank and editable, chapter-specific PowerPoint® slides. Learn more.

Using a reader-friendly style and straightforward, interesting approach, **SUPPLY CHAIN MANAGEMENT: A LOGISTICS PERSPECTIVE, 11E** blends logistics theory with practical applications. The latest content highlights emerging issues, technology developments, and global changes in the constantly evolving field of supply chain management today. This digital edition examines today's real companies and how public and private organizations are responding to the continual pressure to modernize and transform their supply chains. Updated features and short cases offer hands-on managerial experience as you examine the key decisions and circumstances that supply chain managers face daily. New profiles introduce each chapter with real organizations, people, or events that emphasize the relevance of what you are learning. Technology-focused features and global content examine key areas where change is occurring and provide a meaningful perspective on how today's changes impact current and future supply chains.

The managed flow of goods and information from raw material to final sale also known

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as a "supply chain" affects everything--from the U.S. gross domestic product to where you can buy your jeans. The nature of a company's supply chain has a significant effect on its success or failure--as in the success of Dell Computer's make-to-order system and the failure of General Motor's vertical integration during the 1998 United Auto Workers strike. Supply Chain Integration looks at this crucial component of business at a time when product design, manufacture, and delivery are changing radically and globally. This book explores the benefits of continuously improving the relationship between the firm, its suppliers, and its customers to ensure the highest added value. This book identifies the state-of-the-art developments that contribute to the success of vertical tiers of suppliers and relates these developments to the capabilities that small and medium-sized manufacturers must have to be viable participants in this system. Strategies for attaining these capabilities through manufacturing extension centers and other technical assistance providers at the national, state, and local level are suggested. This book identifies action steps for small and medium-sized manufacturers--the "seed corn" of business start-up and development--to improve supply chain management. The book examines supply chain models from consultant firms, universities, manufacturers, and associations. Topics include the roles of suppliers and other supply chain participants, the rise of outsourcing, the importance of information management, the natural tension between buyer and seller, sources of assistance to small and medium-sized firms, and a host of other issues. Supply Chain

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Integration will be of interest to industry policymakers, economists, researchers, business leaders, and forward-thinking executives.

Business Logistics Management third edition is an updated and expanded edition of a textbook aimed at BCom or National Diploma students studying logistics or supply chain management for the first time either in the first or second year. It is also suitable for MBA students.

Increase your knowledge of supply chain management and leverage it properly for your business. If you own or make decisions for a business, you need to master the critical concept of supply chain management. *Supply Chain Management For Dummies, 2nd Edition* guides you to an understanding of what a supply chain is and how to leverage this system effectively across your business, no matter its size or industry. The book helps you learn about the areas of business that make up a supply chain, from procurement to operations to distribution. And it explains the importance of supporting functions like sales, information technology, and human resources. You'll be prepared to align the parts of this system to meet the needs of customers, suppliers, and shareholders. By viewing the company as a supply chain, you'll be able to make decisions based on how they will affect every part of the chain. To help you fully understand supply chains, the author focuses on the Supply Chain Operations Reference (SCOR) model. This approach allows all types of professionals to handle their work demands.

- Use metrics to improve processes
- Evaluate business risks

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through analytics • Choose the right software and automation processes • Plan for your supply chain management certification and continuing education A single business decision in one department can have unplanned effects in one or more areas, such as purchasing or operations. Supply Chain Management For Dummies helps you grasp the connections between business lines for wiser decision making and planning. Revised edition of the authors' Global logistics and supply chain management, 2012. "This book explores the creation of integrated supply chains, the developments of virtual business, and the processes of re-engineering for business development"--Provided by publisher.

Examine the latest practices, trends, and developments from the field, PRINCIPLES OF SUPPLY CHAIN MANAGEMENT: A BALANCED APPROACH, 5E guides readers step-by-step through the management of all supply chain activities. Readers review real concerns related to domestic and global supply chains. Comprehensive, one-of-a-kind coverage encompasses important processes in operations, purchasing, logistics, as well as process integration. A balanced approach follows the natural flow through the supply chain. Well-organized chapters demonstrate the practical applications of supply chain management in today's workplace with the help of intriguing SCM Profiles and interesting real business examples. Relevant end-of-chapter questions, problems, and new cases help readers put skills into practice. Important Notice: Media content referenced within the product description or the product text may not be available in the

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ebook version.

Author of the bestselling text Supply Chain Management, John T. Mentzer's companion book Fundamentals of Supply Chain Management: Twelve Drivers of Competitive Advantage has been developed as a supplemental text for any course dealing with strategy and supply chains. Written in an entertaining, accessible style, Mentzer identifies twelve drivers of competitive advantage as clear strategic points managers can use in their companies. Research from more than 400 books, articles, and papers, as well as interviews with over fifty executives in major global companies, inform these twelve drivers. The roles of all of the traditional business functions—marketing, sales, logistics, information systems, finance, customer services, and management—in supply chain management are also addressed.

Transportation is arguably the most critical component of global supply chains. And one of the most complex. Delivering comprehensive coverage of current domestic and global transportation trends, **TRANSPORTATION: A SUPPLY CHAIN PERSPECTIVE, 7e** equips your students with a solid understanding of this dynamic field. More student friendly than ever, the **SEVENTH EDITION** helps readers understand both the fundamental role and importance of transportation in companies and in society, as well as the complex environment in which transportation service is provided today. Taking a managerial approach, the

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authors give students the tools to successfully adapt to this fast-paced and rapidly changing industry. The text is organized into three parts. Part I provides a framework and foundation for the role of transportation from a micro and macro perspective in supply chains. Discussions include both the theoretical and managerial dimensions of transportation in supply chains, including regulation and public policy. Part II focuses on the providers of transportation, offering an industry overview, operating and service characteristics, cost structure, and current challenges and issues. Part III focuses on a variety of critical transportation management issues, providing insightful discussions of the strategic activities and challenges involved in the movement of goods through the supply chain. Important Notice: Media content referenced within the product description or the product text may not be available in the ebook version.

The ninth edition of SUPPLY CHAIN MANAGEMENT: A LOGISTICS PERSPECTIVE refined its focus on the supply chain approach by blending logistics theory with practical applications and includes updated material on the latest technology, transportation regulations, pricing, and other issues. Each chapter opens with Supply Chain Profiles vignettes introducing students to real-world companies, people, and events. New and updated On the Line boxed features are applied examples providing students with hands-on managerial

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experience of the chapter's topics. Supply Chain Technology boxes appear throughout the text, helping students relate technological developments to supply chain management concepts and logistics practices while taking in consideration global changes. Short Cases at the end of each chapter are updated and build on what students have learned in the chapter. Important Notice: Media content referenced within the product description or the product text may not be available in the ebook version.

"This publication covers both strategic and operational level elements of logistics and supply chain research, providing a comprehensive overview of the field with particular attention to new technologies, digitization, and optimization as applied in the era of globalized business"--

LEVERAGE YOUR SUPPLY CHAIN FOR MAXIMUM PROFIT Do you have a global supply chain strategy designed for the long run? About 90 percent of global demand is not fully met by local supply, and global supply chains will soon account for 25 percent of multinational firms' performance--meanwhile, supply chains need to become 43 percent more global in the next decade just to maintain a firm's competitive edge. Written by three of today's leading experts on the subject--each from Michigan State University, the uncontested world leader of supply chain management--**Global Supply Chain Management** gives you the

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know-how and tools to dramatically boost supply chain efficiency by making it a core element of your overall corporate strategy. Global Supply Chain Management takes you step by step through the process of creating and managing a global supply chain strategy and aligning it with the conditions of your industry. Learn everything you need to know about developing a core strategy plus strategies for each of the critical supply chain functions:

- LOGISTICS--Integrate logistics strategy and tactical activities
- PURCHASING--Manage the transition to purchasing globally
- OPERATIONS--Systematically design, direct, and control processes
- MARKET CHANNELS--Effectively connect your supply chain to customers

With in-depth case studies and data showing how American Express, AB InBev, Dell, FedEx, Daimler, Microsoft, Nestlé, Nokia, and several other prominent companies have applied global supply chain strategy to increase profits and growth, Global Supply Chain Management helps you take action to drive similar success in your company. If you're serious about competing today--and in the future--you must integrate and leverage strategic supply chain management into your overall corporate strategy. Global Supply Chain Management provides everything you need to build a strategy designed for the long run. PRAISE FOR GLOBAL SUPPLY CHAIN MANAGEMENT "This book does a superb job of using a total

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value perspective and integrating business functions into a strategic framework for global supply chain management that can be leveraged for success." -- Leif Johansson, Chairman of the Board of Directors of AstraZeneca, Ericsson, European Round Table of Industrialists, and the International Advisory Board of the Nobel Foundation "Written by a superb team of world-leading authors on global supply chain management, this book provides a great framework for companies to leverage global supply chain functions and processes, measurements, and tools to achieve sustained strategic advantage in the global marketplace." -- Michael Lawton, Chief Financial Officer (CFO) and Executive Vice President of Finance of Domino's Pizza, Inc. "In our company, we have come to recognize the strategic importance of building and maintaining a global supply chain. This book does an excellent job of identifying a framework for considering the implications of an integrated model for global supply chain management. It's clear that the authors have tremendous experience, and they have shared their insights in an innovative and integrative way." -- John Shull, Vice President and Global Procurement Officer of Steelcase Inc. "Global supply chains are critically important to companies in delivering products and services that satisfy customers. Hult, Closs, and Frayer provide an excellent model for how to drive the strategic and operational dimensions of global supply chain

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management to maximize end-customer value." -- Claes Fornell, Chairman of the Board of Directors of CFI Group Worldwide and ForeSee, and founder of the American Customer Satisfaction Index (ACSI)

Business Logistics/supply Chain Management Planning, Organizing, and Controlling the Supply Chain Pearson Education India

The UK's bestselling book on logistics and supply chain management – over 100,000 copies sold. Effective development and management of supply chain networks helps businesses cut costs and enhance customer value. This updated 5th edition is a clear guide to all the key topics in an integrated approach to supply chains. As well as new and updated examples and case studies, there are two new chapters: Routes to Market: Many companies now have to manage multiple distribution channels - this chapter covers strategic issues on how companies “go to market” along with the cost implications of using alternative channels. Service Logistics: As companies begin to sell performance rather than physical product, this chapter explores the implications for logistics management as the need to provide higher levels of service and customer support becomes ever more critical.

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