



IT in a supply chain
 Chopra, S & Meindl, P (2007a)

Most important use of IT
Decision Making

Information

- Accurate
- Accessible
- Be of the right kind

Supply chain drivers

- Facility
- Inventory
- Transportation
- Sourcing
- Pricing & Revenue management

3 Macro processes

CRM - Customer Relationship

- Marketing
- Sell
- Order management
- Call/Service center

SRM - Supplier Relationship Management

- Design collaboration
- Source
- Negotiate
- Buy
- Supply Collaboration

ISCM - Internal supply chain management

- Strategic planning
- Demand planning
- Supply planning
- Fulfillment
- Field service

Ideas when deciding for an IT system

- 1 Select IT system that addresses company's success factors
- 2 Take incremental steps
- 3 Align level of sophistication with need for sophistication
- 4 Use IT systems to support not to make decisions
- 5 Think about the future

Risk Management

2 risks

Install new IT systems

Operating systems issues

Mitigation of risk through

Mitigation of risk through

- Install incremental and not big bang
- Run duplicate systems
- Only implement the level of complexity one needs

- Backup systems
- security software