Content

Part I: Principles of Supply Chain Management
Chapter 1 Supply Chain Management – An Overview 3

Part II: Supply Chain Planning & Design
Chapter 2 Supply Chain Integration 17
Chapter 3 Demand Forecasting in a Supply Chain 28
Chapter 4 Managing Demand and Supply in a Supply Chain 48
Chapter 5 Facility Network Design 65

Part III: Supply Chain Processes
Chapter 6 Purchasing and Supply Chain Management 83
Chapter 7 Manufacturing in a Supply Chain Context 97
Chapter 8 Inventory Management 109
Chapter 9 Managing Transportation in a Supply Chain 128
Chapter 10 Warehousing 147
Chapter 11 Returns Management 162
Chapter 12 Customer Service in a Supply Chain 180
Chapter 13 Order Fulfillment 193

Part IV: Supply Chain Coordination
Chapter 14 Cooperation and Coordination in a Supply Chain 209
Chapter 15 Role of Outsourcing in a Supply Chain 221
Chapter 16 Measuring Supply Chain Performance 238

Part V: Contemporary Issues in Supply Chain Management
Chapter 17 Information Technology in Supply Chain 253
Chapter 18 E-Business and the Supply Chain 273
Chapter 19 Financial Flow in Supply Chain 289
Glossary 302
Bibliography 309
Index 320
Detailed Contents

Part I: Principles of Supply Chain Management

Part II: Supply Chain Planning & Design

Chapter 3: Demand Forecasting in a Supply Chain: Forecast Components – Forecasting Approaches – Steps Involved in Demand Forecasting Process: Understand the Objectives of Forecasting, Integrate Demand Planning and Forecasting, Identify the Major Factors that Influence Demand Forecast, Understand and Identify Customer Segments, Determine the Appropriate Forecasting Technique – Forecasting Techniques – Time Series Forecasting Methods: Static Forecasting Method, Adaptive Forecasting – Measures of Forecast Error: Mean Absolute Deviation, Mean Squared Error, Mean Absolute Percentage Error.


Part III: Supply Chain Processes

Chapter 7: Manufacturing in a Supply Chain Context: Intrafirm Production: Craft Production, Mass Production, Lean Production, JIT Production (Revised Layouts, Reduced set-up times, Kanban Controls) –
Interfirm Production: JIT Interfirm Production, Tiered Production – Supply Chain Production: Dispersed Production, Build-to-order production, Manufacturing Postponement.

**Chapter 8: Inventory Management:** Role of Inventory in a Supply Chain: Decoupling, Balancing Supply and Demand, Buffer Uncertainties – Inventory Related Definitions – Cost of Carrying Inventory – Basic Inventory Management Decisions: Determining the Order Point, Determining Lot Size – Inventory Decisions in a Supply Chain: Cycle Inventory Decisions (Fixed Costs, Quantity Discounts, Trade Promotions), Safety Inventory Decisions (Calculating Safety Inventory Under Demand Uncertainty, Calculating Safety Inventory Under Lead Time Uncertainty).


Part IV: Supply Chain Coordination

Chapter 14: Cooperation and Coordination in a Supply Chain: Bullwhip Effect: Causes of the Bullwhip Effect, Overcoming the Bullwhip Effect – Partnering in Supply Chain Management: Strategic Partnering, Operational Partnering, Environmental Pressures Inducing Partnering, Prerequisites for Effective Partnering – Obstacles in Supply Chain Coordination: Incentive Obstacles, Information Processing Obstacles, Operational Obstacles, Pricing Obstacles, Behavioral Obstacles – Managerial Levers to Achieve Coordination – Designing Effective Supply Chain Partnerships that Help Build Cooperation and Trust.


Part V: Contemporary Issues in Supply Chain Management

