



Smart Supply Chain Decisions in the New Normal

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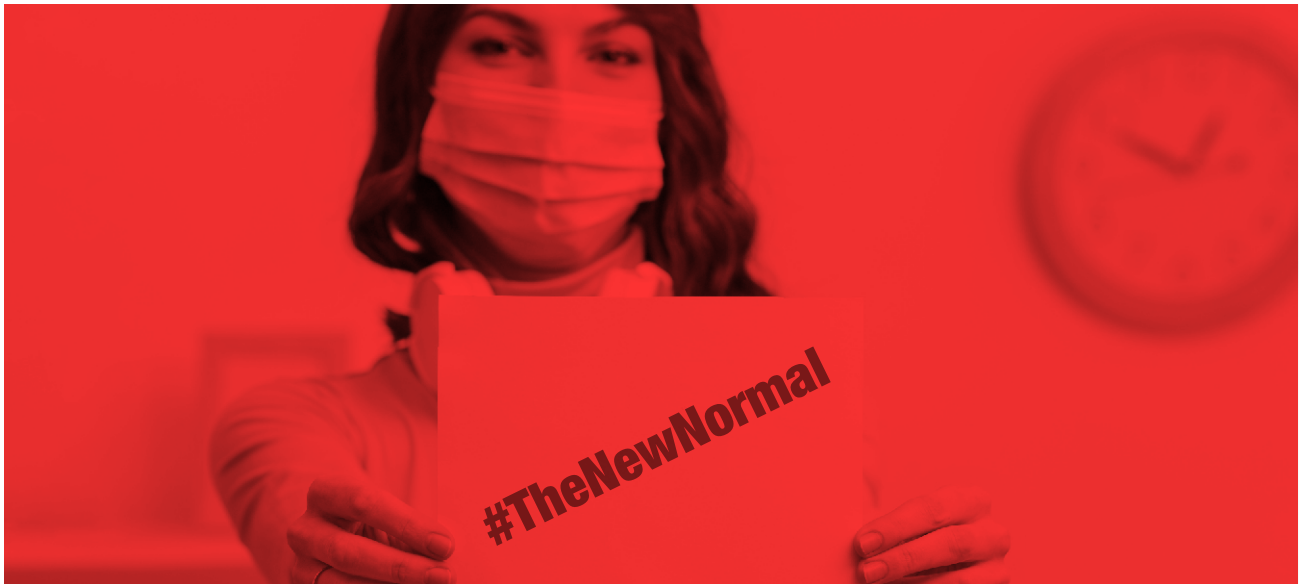
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Introduction

Supply chain practitioners are always looking to rationalize on top of reducing risks. The Covid-19 outbreak has exposed this idea to new challenges, and this is not temporary as disruptions are increasing in frequency and magnitude.

**THE NEW NORMAL IS DISRUPTIVE (NOT IN A GOOD WAY).
THE NEW SUPPLY CHAIN TO TACKLE THIS WILL BE
DIGITAL-DRIVEN.**

The year 2020 has had unprecedented challenges. Covid-19 threatens to wipe out the result of years of hard work put into supply chain planning. This pandemic has taught us a hard lesson: keeping our supply chain safe is as important as keeping it lean.

Supply chain processes that were running smoothly and effectively just months ago, now require reengineering.

COMPANIES WITH DIGITIZED SUPPLY CHAINS HAVE NAVIGATED THE DISRUPTIONS BETTER THAN THOSE THAT WERE NOT EQUIPPED WITH DIGITAL TOOLS IN THE PAST FEW MONTHS.

The biggest challenge during a crisis is the high level of uncertainty. Although we don't have a precise idea as to what is in store for us, we do know that this uncertainty may last for some time, and we will have to learn to thrive with it beyond survival.

If “surviving” was successfully achieved during the Covid-19 crisis, success in the new normal for that company will be about “thriving.”

“ADVANCED ANALYTICS CAN IMPROVE SUPPLY FORECAST ACCURACY BY 20% TO 60%,” WRITE BAIN & COMPANY CONSULTANTS OLAF SCHATTEMAN, DREW WOODHOUSE AND JOE TERINO. (Read Article)

Supply chain operators will face new and far-reaching decision making challenges.

THOSE WHO ARE UNPREPARED TO MAKE THESE DECISIONS BASED ON DATA WILL BE CHALLENGED TO EVEN SURVIVE; THOSE ARMED WITH CRITICAL VISIBILITY AND INSIGHT TO MAKE FACT-BASED REAL-TIME DECISIONS WILL THRIVE IN THIS NEW ENVIRONMENT.

In context of this digital-led supply chain transformation in the new normal, the five 'pro tips' in this handbook from industry experts can aid your supply chain transition and enable you to make prompt, yet productive decisions.

The New Supply Chain Context

The Covid-19 outbreak has exposed supply chains to a new reality which many expect to acknowledge – at least to a certain extent – into a new normal.

OVERCOMING THE PANDEMIC-CAUSED CHALLENGES IS PROBABLY NOT THE END. UNCERTAINTY AND CHANGE WILL PREVAIL. THE IMPACT OF THE COVID-19 SITUATION CAN BE SEEN IN MULTIPLE AREAS.

DEMAND WILL REMAIN HIGHLY VOLATILE.

People have been stockpiling essentials, like sanitizers, soap and toilet paper, creating a mismatch in demand and supply. This will cause a ripple effect on the way toward equilibrium. As many of the products in question have a long life with expiry dates months or years ahead, we can expect a steep fall after the short-term sharp increase in demand, causing supply challenges and surplus storage needs. If nothing else, this has taught us a lot about the possibility of disruptive consumer behavior which we now need to factor into the planning.

THE SUPPLY CHAIN PARTNER LANDSCAPE IS SHIFTING.

- New partners are emerging.
- Some existing partners may go out of business.
- New transport models like drone deliveries may get traction, requiring validation before they can be fully trusted.

CONSUMPTION AND BUYING PATTERNS ARE TRENDING TOWARD OMNI-CHANNEL SOLUTIONS.

- Ecommerce usage is expected to significantly increase. This has been a strong trend for years now, but post the pandemic, it may accelerate even more rapidly.
- The distribution partner ecosystem may be re-organized, creating demand for new shipping lanes and new service level agreements (SLAs).

SUPPLY CHAINS ARE EXPOSED TO THE SO-CALLED BULLWHIP EFFECT – WHICH IS THE TERM FOR SUPPLY CHAIN OSCILLATION WITH AMPLIFICATION IN DEMAND VARIATION WHILE MOVING UP ALONG THE SUPPLY CHAIN TOWARD MANUFACTURERS AND SUPPLIERS.

HIGH VOLATILITY, SUPPLIER SHIFTS, DEMAND CHANGES, AND A CERTAIN LEVEL OF UNCERTAINTY ARE ALL FACTORS THAT ARE EXPECTED TO PERSIST.

This forms the new supply chain context and accepting these changes in the supply chain lays the foundation to navigate it successfully.

How to Successfully Navigate the New Normal

Today's decisions will have long-term ramifications on the performance of your supply chain, and, thereby the success of your business.

Reducing risk, ensuring quality requirements, and minimizing logistics costs, is the day-to-day balancing act for most supply chain practitioners.

A SUPPLY CHAIN THAT IS TOO RESILIENT LEADS TO PROHIBITIVE COST LEVELS, WHILE ONE THAT IS TOO LEAN ADDS A HIGH LEVEL OF VULNERABILITY.

A resilient supply chain is one that has the ability to resist disruptions as well as recover from the operational anomalies that the disruptions generate — not just supply shocks and demand shocks, but also, aftershocks. Covid-19 has provided supply and demand shocks simultaneously and its consequences will linger for some time.

A resilient supply chain is one that has the ability to resist disruptions as well as recover from the operational anomalies that the disruptions generate — such as supply shocks and demand shocks, but also, aftershocks. Covid-19 has provided supply and demand shocks simultaneously and its consequences will linger for some time.

TWO CAPABILITIES CAN BE CONSIDERED FOUNDATIONAL TO RESILIENCY:

- 1. The ability to audit new business decisions on demand: by the lane, by the transporter, by the channel, and by the mode of transport.**
- 2. The ability to quickly establish SLAs based on understood lane performance and parameters, without first operating inefficiently for months to document and quantify.**

Obviously, the realization of these two capabilities will also allow companies to better manage their quality and costs which is tantamount to lean.

DIGITIZATION IS A WAY TO REACH “LEAN RESILIENCE”. YOU CANNOT CONTROL WHAT YOU CANNOT SEE TO MAKE THE RIGHT DECISIONS.

**POWERFUL ANALYTICS EMPOWER
PROFESSIONALS TO SCAN THE
SUPPLY CHAIN ECOSYSTEM AND
FOCUS THEIR ATTENTION ON THE
ESSENTIAL ACTIVITIES: TO AVOID
AND SOLVE PROBLEMS.**

With access to smart end-to-end visibility and monitoring, you get clarity. “End-to-end” means visibility from the supplier in Accra, the capital of Ghana, to the factory in North Carolina, to consumers in Chicago and Detroit. Whether it is coffee, textiles, or electronics, companies need to know the location and condition of their merchandise. But, to make the right decisions, they also need to see what lies ahead, what kind of disruptions can occur and what needs to be done to avoid a “predicted” disruption.

Smart end-to-end visibility is based on data generated and gathered all along the chain of custody.

Powerful analytics empower professionals to scan the supply chain ecosystem and focus their attention on the essential activities: to avoid and solve problems.

DIGITIZED SUPPLY CHAINS ENABLE INFORMATION SYSTEMS TO PROVIDE EARLY WARNING SIGNALS AS WELL AS DEPLOY ARTIFICIAL INTELLIGENCE-DRIVEN RECOMMENDATION ENGINES TO DRIVE BETTER DECISION-MAKING.

The future is not a world of machines but one of machine and human collaboration. This makes it critical for a supply chain organization to respond effectively to the machine-generated signals and recommendations.

So, what are these critical responses to focus on with the help of digitization, visibility, and predictive technologies?

With the power of advanced monitoring systems providing end-to-end visibility and AI-assisted recommendations, making the right decision in these five areas of your supply chain will empower you to navigate the new normal successfully and achieve lean resilience:

- 1.Sensing demand signals early.**
- 2.Managing warehouse inventory and compliance remotely.**
- 3.Acting faster in case of condition excursion.**
- 4.Evaluating new lanes rapidly.**
- 5.Benchmarking your transport partners.**

But are these five areas only relevant to the new normal? What about the longer term?

Covid-19 has probably affected every supply chain. **But even before the pandemic began, supply disruptions were a day-to-day challenge.**

IN BCI'S 2018 REPORT, 56% OF RESPONDENTS SAID THAT THEY HAD SUFFERED A SUPPLY CHAIN DISRUPTION DURING THE PAST 12 MONTHS. [\(View Report\)](#)

The causes ranged from adverse weather to cyberattacks to transport network problems.

Therefore, these five tips can help you navigate supply chains not only in the new normal, but also in the longer term to achieve resilience, plus lean (performance). The new normal just makes it more compelling than ever before to focus on these areas.

5 Pro Tips to Navigate Your Supply Chain

This comprehensive handbook is based on true industry experiences and addresses some of the potential challenges your supply chain may face today, soon, or a bit farther down the road in the new normal.

THE ECONOMIC IMPLICATIONS OF THE COVID-19 PANDEMIC ARE PROBABLY GOING TO LINGER AROUND FOR MONTHS, AND SOME MAY EVEN STAY WITH US FOREVER. BUT IF ADDRESSED THOUGHTFULLY, WE CAN OVERCOME MANY OF THE NEW CHALLENGES, MAYBE EVEN EASIER THAN WE EXPECT.

Considering the high level of uncertainty, we also believe that timely reengineering of the chains is paramount.

These five tips will help you successfully navigate in the short and the long run by making the timely, accurate decisions.

1. Sensing Demand Signals Early

Why This Is Important

KEEPING A SUPPLY CHAIN LEAN WAS NEVER EXACTLY AN EASY TASK.

Now, add the task of making it resilient.

Lockdowns, restricted movement, panic buying, and changing consumer behavior, has significantly increased the volatility of markets, creating new challenges for supply chain planners.

PREDICTABILITY HAS DECLINED DUE TO LACK OF INFORMATION AND ASSESSMENT OF IMPACTS. TRADITIONAL PLANNING MODELS ARE FAILING IN THE NEW NORMAL.

Sudden needs to reroute inventories due to lanes that close overnight, or to respond to demand spikes in areas that have just opened up again have become part of daily supply chain operating.

In a typical demand planning scenario, weeks or months of planning data is fed into systems to model and predict demand at consumer points. However, the luxury of time does not exist in the new normal and thus, a way to sense demand signals as and when they are generated will bridge the decision-lag.

How to Achieve It

FOR STOCK PLANNING SIGNALS, A WELL-MANAGED INVENTORY MONITORING SYSTEM WILL HELP YOU KEEP TRACK OF LIVE SALES AND CONSUMPTION DATA SUCH AS SALES VELOCITY.

This allows you to understand changes in demand and act in a timely manner. It also helps shorten planning cycles – a vital element of modern supply chain management, especially during volatile and uncertain times.

Shipment tracking systems help planners to overcome some of the challenges when it comes to considering in-transit inventory in demand planning. They give you the true picture, replacing the need to rely on a driver, transporter, or third-party operator that may have their own constraints and are, therefore, not be able to focus on your shipment at the granularity you wish to achieve.

Using small [beacons](#) equipped with Bluetooth Low Energy (BLE) or with direct-to-cloud sensors communicating over Nb-IoT, Sigfox, CAT-M or GSM, retailers and distributors can [keep track of live inventory](#) at warehouses and points of sale.

YOU CAN REMOTELY DETECT WHEN GOODS ARE PRESENT OR NOT, WHICH INDICATES FAST, SLOW, OR NO SALES TRENDS.

With this data, you can replenish promptly to meet demand.

Stagnating inventory can be routed to places that demonstrate high demand. With an end-to-end monitoring system, you always know the level of stock in transit, in your warehouse, and at customer point of sale.

“

LenovoTM

**WE WERE ABLE TO SEE WHEN
SHIPMENTS WERE BEING TURNED
AWAY AT BORDERS AND RE-
ROUTED TO ALTERNATE LOCATIONS.
WE WERE ALSO ABLE TO SEE
WHERE OUR SHIPMENTS WERE
BEING STORED WHILE WAITING FOR
FURTHER SHIPPING INSTRUCTIONS
FROM OUR CUSTOMERS.**

Jude Carey, Global Logistics Execution Manager

How You Will Benefit

Firstly, real-time understanding of demand allows you to detect instant changes in buying behavior and avoid stockouts.

ACCORDING TO A STUDY BY THE IHL GROUP, RETAILERS MAY MISS OUT ON NEARLY \$1 TRILLION IN SALES BECAUSE THEY DO NOT HAVE WHAT CUSTOMERS WANT TO BUY ON THEIR STORE SHELVES. (View Article)

Secondly, visibility on inventory levels permits timely supply adaption. You don't have to place high volume purchase orders to reduce the risk of stockouts.

Thirdly, working capital locked up in the form of unnecessarily inventory will be freed.

Lastly, a well-executed supply chain also helps improve your overall market presence and increases brand loyalty across your customer base. Implementing an inventory monitoring system helps reduce overstocking and shortages.

2. Managing Warehouse Inventory and Compliance Remotely

Why This Is Important

Labor and skill shortages is not a new phenomenon. The situation increased the complexity by forcing people to work from home, with travel bans, and with migrant workers moving back to their place of origin.

REGARDLESS OF PERSONNEL SHORTAGES, LOCKDOWN RESTRICTIONS, OR THE NEED TO LIMIT THE WORKERS PER SHIFT TO ACCOMMODATE SOCIAL DISTANCING REQUIREMENTS, COMPANIES NEED TO SATISFY DEMAND.

Cancer treatment drugs, vaccines and delicatessens need to stay within certain temperature ranges. Compliance controls are required by law and are conducted with the help of specific technology.

Finally, nobody wishes that pandemics become part of the new normal, but we should be prepared to continue to operate during an outbreak. It is hard to imagine that we regularly close the global economy and create the harm we are observing now.

How to Achieve It

REMOTE WORKING IS THE ONLY SOLUTION TO KEEP US GOING DURING A PANDEMIC.

While not every job can be performed by machines, it is becoming increasingly feasible to automate repetitive processes with technologies like artificial intelligence (AI) and robotic process automation (RPA). Mundane tasks like inventory cycle counts and cold chain integrity inspection or verification can be automated.

Remote monitoring eliminates the need for people performing mundane tasks. A lot of tasks can be replaced with automated live data capture systems. A live capture system obtains data from various sources without the need for human intervention.

ONE PART OF AN IMPACTFUL AUTOMATION STRATEGY IS TO TAG INVENTORY AND KEEP COUNT.

It takes very little time and effort to set up [a monitoring solution — without cumbersome radio frequency identification \(RFID\) infrastructure](#) — that can continuously keep track of all your goods in the warehouse as well as in transit.

Ideally, the monitoring solution you choose should be capable of generating consolidated dashboards that provide maximum information and control over your goods and shipments, remotely, permanently, and without the need for manual intervention. This solution should be able to further generate and distribute a real-time chain of alerts sent to defined stakeholders, aiding timely decision and action.

Monitoring solutions in cold-chain facilities sense conditions in real-time to ensure cold chain compliance.

AT THE CORE OF SUCH SYSTEMS ARE SENSORS AND RELIABLE DATA TRANSMISSION FOR CONDITION TRACKING, WARNING SIGNALS, AND ALERTS.

How You Will Benefit

Firstly, remote management systems allow you to easily operate during pandemics and with reduced staff on site.

Secondly, supply chain monitoring solutions ensure real-time compliance.

Thirdly, remote warehouse controls are convenient and free up personnel for more important tasks like supervision and remote decision-making.

Lastly, running a remote warehousing operation backed by real-time visibility enables you with efficiency gains by allowing you to keep “an eye on” inventories at all times, so your reaction times are faster and you are more agile when compared with a labor-intensive approach.

3. Acting Faster in Case of Condition Excursions

Why This Is Important

Keeping your supply chain lean and reliable is a challenge, but effectively managing a cold chain can be a bigger ordeal, even more so when it is a pharmaceutical cold chain with added compliance.

The challenges around cold chains include high handling costs, the need for a uniform infrastructure, compliance with rules and regulations governing cold chain management, risk of theft, damage, spoilage, and [drug counterfeiting](#).

THE COVID-19 PANDEMIC HAS ADDED TO COMPLEXITIES LIKE CHANGES AND SPIKES IN DEMAND, REGULATORY UNCERTAINTIES, INFRASTRUCTURE, LANE SHUTDOWNS, AND CARGO CAPACITY LIMITATIONS.

Compliance can become a real challenge when inventory needs to be rerouted or put into storage due to lockdowns or other restrictions. Vaccines are particularly sensitive to temperature variations.

How to Achieve It

BY MONITORING INVENTORY THAT MAY BE WAYLAID OR STOPPED, YOU CAN INCREASE THE ODDS OF REDUCING DAMAGED INVENTORY AND SALVAGING SHIPMENTS THAT MAY NEED TO BE REROUTED OR OTHERWISE SCRAPPED.

The key to cold chain excellence is the use of a cold chain monitoring system that not only provides tracking and tracing, but also monitors your cold chain from the first mile until the last mile in real time to provide you with an efficiency advantage beyond compliance.

Early warning features provide real-time visibility into the state of your supply chain: a more predictive and actionable way of monitoring that allows you to deal with anomalies proactively rather than once the damage has already occurred. Using sensors and Bluetooth-enabled beacons, these systems can monitor the live location and temperature not only at a shipment level but at the package level.

The system you choose must come calibrated for temperature monitoring and comply with global standards.

AN EFFECTIVE COLD CHAIN MONITORING SYSTEM PROVIDES LIVE DATA, WORKS GLOBALLY, AND PROVIDES ACCURATE, REAL-TIME, PACKAGE-LEVEL DATA.

If the usage is for pharma, it must meet all pharma compliance regulations like NIST (National Institute for Standards and Technology) for sensor-certification and 21 CFR Part 11 compliance, a regulation on Electronic Records and Electronic Signatures (ERES).

Setting up the system can be resource consuming. Outsourcing the task to a company that understands regulations, Internet-of-Things (IoT), and data analytics can save you time and spare you deployment hassles. You can use their expertise, infrastructure, and scalability to your advantage.

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**WE'RE IMPROVING OUR
EFFICIENCIES WITH VISIBILITY.
WITH CONDITION-SENSITIVE
SHIPMENTS EN-ROUTE,
REAL-TIME LOCATION AND
CONDITION VISIBILITY IS HELPING
MAKE DECISIONS ON DELIVERY
AND RE-ROUTING AMIDST
THE LOCKDOWN."**

Nilesh Dhoke, Transportation Manager

How You Will Benefit

Firstly, you can reduce the chances of encountering anomalies and subsequent revenue losses. **When you have timely information on temperature excursions, it becomes easier to salvage your goods without delay.**

Secondly, you can trigger counter measures and contingency plans, provided you have prepared them in advance. **Even otherwise, knowing ahead of time about disruptions that have happened or are about to happen, provides more room to execute emergency response.**

Thirdly, you can improve your risk management capabilities. Package-level temperature visibility helps you identify hotspots of high risk instantly.

Lastly, by digitizing your cold chain, you can save on the additional cost and effort that goes into managing spoiled cold chain goods. **With a live location and condition monitoring system, your supply chain decisions can be made more quickly and with greater confidence.**

4. Evaluating New Lanes Rapidly

Why This Is Important

AS VOLATILITY INCREASES, STABILITY OF PERFORMANCE OF SUPPLY CHAINS IS THREATENED. MEASURES TAKEN TO FIGHT THE PANDEMIC EXPOSE LOCAL, REGIONAL, AND GLOBAL SUPPLY NETWORKS TO SEVERE RISK OF DISRUPTION.

Your container could be reaching the port of Durban on time for its journey to Namibia, but the Durban port may have restrictions on what they list as essential items. You will then need to re-route it through another port that allows these items or ship it directly to a port in Namibia.

You may also wish to know when a ship can and cannot enter a port like Manila, because of quarantine regulation or you might get a notification from your transport partner in the middle of the night informing you that trucks in Tennessee are not allowed to move any further.

IF YOU ARE SHIPPING BY TRAIN, YOU ARE NOT SAFE EITHER.

Your shipment could face disruption because the replacement crew did not get approval to travel. This forces port and airport operators, cargo airlines, and ocean liners to re-organize their movements.

Shipments can get diverted on their way from Valparaiso in Chile, to Seattle in the United States, or they could get stuck in customs in New Delhi, the capital of India.

Whichever part of the world you are shipping to, the alternate lanes you may choose to navigate this situation could pose further risks like theft, unplanned halts, and unknown transport laws.

ACCORDING TO THE BSI, 87 PERCENT OF THEFTS OCCUR IN THE TRUCKING INDUSTRY. THE BSI REPORT NOTED AN INCREASE IN 2019 IN THE NUMBER OF CARGO TRUCK HIJACKING INCIDENTS, WITH THEFTS OF AND FROM VEHICLES SIMILARLY RISING AS A PERCENTAGE OF ALL THEFT INCIDENTS RECORDED IN 2019. (View Report)

During a crisis, disruption is inevitable, and so is your operational need to rapidly adapt to these potential events.

How to Achieve It

You need accurate and timely information from visibility platforms to evaluate new lanes against existing and previous routes, while constantly monitoring goods in transit to spot deviations, stoppages, as well as understanding the associated risks.

SHIPMENT MONITORING IS AN INDISPENSABLE TABLE STAKE OF SUPPLY CHAIN MANAGEMENT DURING VOLATILE TIMES, ESPECIALLY WHEN YOU TRANSPORT GOODS TRAVEL ACROSS MULTIPLE MODES OF TRANSPORT USING A VARIETY OF LANES AND ACROSS THE GLOBE.

You need complete information on how a change of lane may affect a transport partner's performance, the risks associated with the shipped order, and any significant impact on the estimated time of arrival (ETA) to make an informed and timely decision.

A WELL-EXECUTED MONITORING SYSTEM PROVIDES REAL-TIME INFORMATION ON THE LOCATION AND CONDITION OF GOODS, ALONG WITH ROUTE DEVIATION AND STOPPAGE ALERTS, AND HELPS PREVENT POTENTIAL THEFT OR ROUTE-RELATED DAMAGE RISKS.

The system you choose must work from multi-modal shipments and provide you with intelligence about expected lane performance based on historical and real-time inputs to identify opportunities, improve performance, plug compliance gaps, and ensure security.

Companies can attach [shipment tracking devices](#) to their shipment as a whole or to individual packages for [package-level monitoring](#).

How You Will Benefit

ADDING NEW LANES, WITH POTENTIALLY NEW TRANSPORT PARTNERS INTRODUCES RISK BUT CAN ALSO BE REWARDING IF DONE PROPERLY.

Firstly, flexibility is pre-requisite to manage supply chains in volatile times with little predictability.

Secondly, On-Time, In-Full (OTIF) deliveries contribute to better customer satisfaction.

Thirdly, visibility helps reduce rerouting and operational costs.

Lastly, the constant monitoring of parameters like ETA, risk of theft, chances of damage, and route deviations, empowers you to get a better understanding of new and alternative lanes. This enhances the set of options you have to improve the performance of your shipping operations beyond resilience.

5. Benchmarking Your Transport Partners

Why This Is Important

Reducing supply chain risk is intricately linked to partner selection and assessment. **Measuring performance is the pre-requisite for assessing compliance with agreed service level agreements (SLAs), and, more importantly, what partners need to do to get better in various aspects.**

THE COVID-19 OUTBREAK HAS SHUTTERED SOME TRANSPORT PARTNERS, CREATING THE NEED FOR REPLACEMENTS.

Shipping in volatile times requires a good grip on performance. New players have to fit in, but you would also like to know whether existing partners have the ability to effectively operate during this crisis and in the new normal. Errors can be extremely expensive.

“SUPPLY CHAIN INEFFICIENCIES CAN CRUSH CUSTOMER EXPERIENCE AND COST YOU MILLIONS,” AS PER AN ARTICLE IN FORBES. (View Article)

This is especially true in the new normal if your top-class product cannot make it on time and in top condition to your customer.

BENCHMARKING AND RE-BENCHMARKING OF TRANSPORT PARTNERS WILL HELP IDENTIFY SHORTCOMINGS AND PRIORITIZE AREAS OF IMPROVEMENT.

How to Achieve It

Effective benchmarking requires access to industry best practices. This is not a one-off exercise but a continuous process to keep pace with the best-in-class companies in your peer group. Neutral partners can provide access to this important industry data however, in a new normal, the industry data may not be all that relevant.

COMPLETE INFORMATION ABOUT THE PERFORMANCE OF TRANSPORT PARTNERS REQUIRES MONITORING INDIVIDUAL SHIPMENTS ON DEMAND AND ANALYZING THEM RAPIDLY.

This allows for comparing agreed levels versus actual performance to assess whether transporters are meeting their commitments documented in the SLAs. **What would be helpful is a well-designed supply chain monitoring system which does not just monitor your shipments' location and condition, but also provides detailed analysis on the transporter's performance over time. This data helps in various ways.**

I YOU CAN COMPARE:

Your transporters partners' performance against their own past performance, for example based on On-Time, In-Full (OTIF) deliveries.

Their cold chain compliance against other partners' performance.

New partner performance against the performance of existing transport partners.

The performance of your partners against the new evolving industry standard.

How You Will Benefit

Firstly, you will benefit by reducing the risk introduced through working with new transport partners. You will not only know their performance but also the possible communication disconnects when parties in the chain of custody are not in sync yet.

Secondly, you will understand the level of compliance against the agreed SLA, potential partner shortcomings, and strength.

Thirdly, you will know how to improve the situation with real, accurate data.

THERE IS ENORMOUS COST SAVING POTENTIAL AND THE POSSIBILITY OF IMPROVING CUSTOMER SATISFACTION WHEN YOU ACT EARLY.

Furthermore, staying on top of what happens during the cargo's journey from the first mile through the last mile, say from Buenos Aires in Argentina to the Port of Copenhagen to the Danish town of Glostrup when it is on its last mile journey, can help you prevent disruption along local, regional and global supply chains, whether in times of Covid-19 or beyond.

In Summary

Supply chains throughout the globe have always been uncertain. The impact of administrative decisions following the COVID-19 outbreak have unveiled limitations and increased risk along the supply chains, as most of these decisions pertain to the unknown.

IF YOU HAVE SURVIVED THE PANDEMIC HOWEVER, YOUR SUPPLY CHAIN IS RESILIENT, AND THE OPPORTUNITY TO THRIVE IS NOW TO MAKE THE BEST OF THE NEW NORMAL THROUGH SMART DECISIONS.

These five pro-tips collected from our experience are compiled as the priority areas to enable you to better navigate a supply chain in the new normal, make the right decision, and position you for success.

If these tips are implemented with the assistance of accurate, actionable data, you will notice success just like supply chain professionals from global companies like Mondelez and Lenovo are experiencing.

With the availability of on-demand, real-time visibility systems, coupled with AI, and automation, actionable data is not hard to get today. This data-backed approach prepares you to combat most of the potential risks and disruptions through a better informed and smarter decision-making process.

WHETHER IT IS A CRISIS OR TIMES OF SMOOTH OPERATING, VISIBILITY SOLUTIONS AND DIGITAL MANAGEMENT SYSTEMS OFFERING REAL-TIME INVENTORY CONTROLS, LIVE SHIPMENT VISIBILITY, ROUTE MONITORING AND REROUTING SUPPORT IS A CRITICAL TOOL IN THE ARSENAL OF THE 21ST CENTURY SUPPLY CHAIN PROFESSIONAL.

Be in the know, work smart, and make the right decisions!



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