***Supply Chain Management – Service Supply Chain***

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| **Service Supply Chain** |
| A supply chain that provides services to support a physical supply chain or a supply chain that provides services to meet external customer demand for services. |

🡨 Flow of Information 🡨

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| Supplier | 🡪 | Manufacturer | 🡪 | Distributor | 🡪 | Retailer | 🡪 | Customer |

🡪 Flow of Material 🡪

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| ***Supply Chain Industry*** |  |
|  |  | *Supply Chain Characteristics* |  |
|  |  | Lean(Cost,Waste) | Green(TBL,CSR) | Resilient(Risk) | Responsive(Agile) | Smart(Technology) |  |
| *Supply Chain Types* | Commodity Supply Chain |  |  |  |  |  |  |
| Global Supply Chain |  |  |  |  |  |  |
| Service Supply Chain |  |  |  |  |  |  |
| Reverse Supply Chain  |  |  |  |  |  |  |
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|  | *Functions* | Inventory – Logistics – Relationships – Information – Strategy |  |
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|  | *Drivers* | Analytics – Globalization – Sustainability |  |
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| **Service Supply Chain** |
| 1. The design, management, and control of the supply chain that provides service support to the various functions within a supply chain. |
| 2. The development, marketing, and delivery of professional service to a target market. |

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| **The Intra-Service Supply Chain***Service as a Support Function* |  | **The Inter-Service Supply Chain***Service as a Product Offering* |
| =Supply Chain Monitoring: Supplier, Production, Distribution, Customer=Business Flow Analysis: Material, Information, Money=Business Intelligence Reporting: Metrics, Scorecard, Maturity Model=Decision Support: Business Analytics (Descriptive, Predictive, Prescriptive)=Supply Chain Service Management: Supplier Governance, Production Efficiency, Logistics Tracking, Warehouse Management, Information Security, Facility Maintenance, Customer Relationship Marketing\*Communication, Coordination. . . |  | =Product-centric ServiceProduct access: Advertising, SpecificationsPurchase support: Warranty, FinancingPost-purchase support: Customer Service, Recalls=Service-centric ServiceMarketing: Product, ProgramSoftware: ERP, CRMCurrent Culture: Efficiency Business Strategy: Current, NewFuture Trends: SWOT. . . |