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

|  |
| --- |
| **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 🡨

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

🡪 Flow of Material 🡪

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| ***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 |  |  |  |  |  |  |
|  |  |  |  |  |  |  |  |
|  | *Functions* | Inventory – Logistics – Relationships – Information – Strategy | | | | |  |
|  |  |  |  |  |  |  |  |
|  | *Drivers* | Analytics – Globalization – Sustainability | | | | |  |
|  |  |  |  |  |  |  |  |

|  |
| --- |
| **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. |

🡨 Flow of Information 🡨

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

🡪 Flow of Material 🡪

|  |  |  |
| --- | --- | --- |
| **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 Service  Product access: Advertising, Specifications  Purchase support: Warranty, Financing  Post-purchase support: Customer Service, Recalls  =Service-centric Service  Marketing: Product, Program  Software: ERP, CRM  Current Culture: Efficiency  Business Strategy: Current, New  Future Trends: SWOT  . . . |