

INFORMATION TECHNOLOGY IN SUPPLY CHAIN MANAGEMENT

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ABSTRACT

Fundamental changes have occurred in today's economy. These changes alter the relationship we have with our customers, our suppliers, our business partners and our colleagues. It shows how IT developments have presented companies with unprecedented opportunities to gain competitive advantage. This paper focuses the role of Information technology (IT) in today's complex supply chain management. Critical IT contributions and drivers are discussed. According to the findings of research conducted in 14 industrial and service companies, the use of IT for SCM purposes can be divided into 1) transaction processing, 2) supply chain planning and collaboration, and 3) order tracking and delivery coordination. Fundamental changes have occurred in today's economy. These changes alter the relationship we have with our customers, our suppliers, our business partners and our colleagues. It also describes how IT developments have presented companies with unprecedented opportunities to gain competitive advantage.

KEYWORDS: Supply Chain Management, Information Technology, Inter-Organizational Systems, Supply Chain Collaboration, Information Sharing, Case Study