AL-FARABI KAZAKH NATIONAL UNIVERSITY
Department of Business technologies

Strategic logistics planning and inventory management strategies

Aida Yerimpasheva, c.e.s., Senior Lecturer

Lecture 5. Measuring Supply Chain Performance

Introduction

Measuring supply chain performance is a critical aspect of supply chain management and is necessary for companies to understand their strengths and weaknesses, identify areas for improvement, and make informed decisions about their operations. Effective performance measurement can help companies achieve their goals, reduce costs, and improve customer satisfaction.

Section 1: Key Metrics for Supply Chain Performance

A number of metrics can be used to measure supply chain performance, including cost, quality, delivery, and customer satisfaction.

These metrics can provide a snapshot of how well a company is performing across a range of key areas and can be used to identify areas for improvement.

Companies must select the metrics that are most relevant to their operations and focus on continuous improvement in these areas.

Section 2: The Importance of Data Analytics in Measuring Supply Chain Performance

Data analytics is a critical tool for measuring supply chain performance and can help companies make informed decisions about their operations.

By analyzing data from multiple sources, companies can identify patterns and trends that can inform their decision-making and support continuous improvement.

Companies must invest in the development of data analytics capabilities to support effective performance measurement and decision-making.

Section 3: Best Practices for Measuring Supply Chain Performance

Effective supply chain performance measurement requires a number of best practices, including the selection of relevant metrics, the use of data analytics, and the continuous improvement of performance.

Companies must also focus on the integration of performance measurement into their overall supply chain strategy and ensure that performance metrics are aligned with their goals and objectives.

Additionally, companies must continuously evaluate and adjust their performance measurement practices to ensure that they are meeting their needs and are delivering value to their customers.

Questions

1. What metrics are important for measuring supply chain performance?
2. How can data analytics be used to support supply chain performance measurement?
3. What are best practices for measuring supply chain performance?
4. How can companies ensure that their performance measurement practices are aligned with their overall supply chain strategy and goals?