

Leveraging Supply Chain Process Improvement with KPIs

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Session Objectives

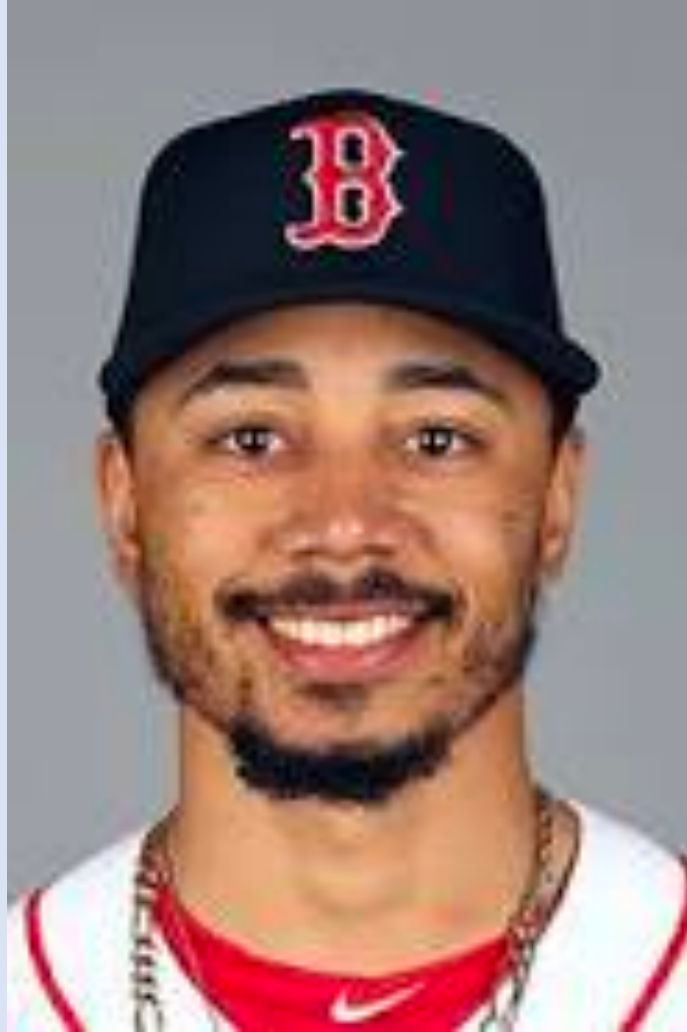
This session focuses on identifying the 'why' and 'how' necessary to develop a suite of KPIs, that will:

- Provide a quantitative method for measuring and improving supply chain performance and strategies
- Measure internal and external performance
- Evaluate upstream and downstream KPIs

A Bit About Me

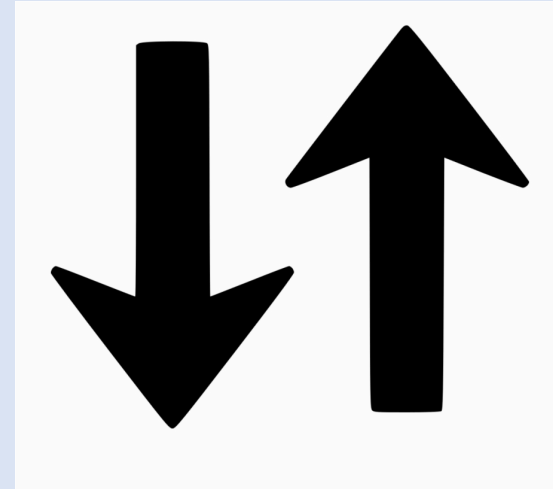
- Professor. Writer. Speaker. Practitioner. Coach.
- BA Economics from Rutgers University
- MS Management from Lesley University
- 25 year high tech supply chain career
- 15 year higher education teaching and administration, and program management
- I am a “professional customer”!

KPI Strategies



KPI Relationships to Strategy

- Strategy
- Goals
- Objectives
- Tactics
- KPIs



Supply Chain Strategy

- A collective pattern of decisions that act upon the formulation and deployment of supply chain resources.
- To be most effective, the supply chain strategy should act in support of the overall strategic direction of the business and provide for competitive advantages.

