Chapter Outline

# Chapter 10: Supplier Management

***See pages 358-384***

Operations Profile: Factory Fires: Fixing the Garment Supplier Pipeline

 Supplier Management and Its Goals

 Meeting Quality Standards

 Making Deliveries on Time

 Minimizing Costs

Operations Management: Lessons Learned: “Do You Want Fries With That?” Supplier Management Problems Lead to Horse Meat in Hamburgers

 Developing Better Products and Processes

 The Supplier Management Process

 Strategic Sourcing

 Purchasing

 Supplier Performance Management

Operations Profile: Coca-Cola: Managing an Orange’s Journey to the Customer

 Supplier Information Management

 Supplier Risk Management

 Supplier Relationship Management (SRM)

 Supplier Phase Out

 Managing Service Providers

 Sourcing Service Providers

 Service Provider Risk Management

 Service Provider Performance and Relationship Management

 Global Supplier Management

 Have a Backup Pool of Suppliers

 Choose Suppliers From Countries That Have Better Laws and Regulations and Infrastructures

 Establish Collaborative Relationships With Global Suppliers

 Use Technology for Greater Supplier Visibility

 Select Suppliers From a Country Whose Language and Culture You Can Understand

 Legal, Ethical, and Sustainability Issues

 Chapter Summary

 Key Terms

 Discussion and Review Questions

 Solved Problem

 Problems

 Case Study 10.1: The Boeing 787, Batteries, and Supplier Management

 Video Case

 Critical Thinking Exercises