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