

## Customer-driven supply chains: from glass pipelines to open innovation networks

Andrew C. Lyons, editor

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### Abstrak

Customer-driven supply chains : strategies for lean and agile supply chain design reviews the concept of lean thinking and its relationship to other key initiatives associated with supply chain management. Detailed industrial case studies based on the authors' experience illustrate the principles behind lean supply chains. Moreover, a series of diagrams are used to illustrate critical concepts and supply chain architectures. Special emphasis is placed on the importance of transferring lean principles from the organisational level to the supply chain level. The theory and principles behind lean supply chains are reviewed. Other concepts related to lean supply chains discussed in the book include, mass customisation, agility, information sharing and the bullwhip effect. A methodology used to measure the performance of supply chains is introduced. This methodology comprises the tools of decision timeline, data-flow diagramming, supply chain value stream mapping and a performance measurement scorecard.