MONITORING SUPPLY CHAINS IN REAL-TIME

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ABSTRACT

This study proposes a guiding framework that helps practitioners and researchers to understand how supply chain control tower solutions can be used to achieve supply chain visibility (SCV). We first motivate the importance of SCV and discuss boundary conditions in terms of business requirements and critical success factors. Next, we use a design science approach coupled with a longitudinal case study of a leading, global automotive OEM to develop a nine-step framework that describes the design and implementation of an SCV-facilitating supply chain control tower solution. Finally, we highlight the practical relevance and the benefits that the case company was able to realize by leveraging this framework. Most notably, our findings show that the case company substantively reduced inventory in each stage of its automobile distribution network.