

OLS04

State of the Retail Supply Chain: Succeeding in a Turbulent World

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Abstract

This study, conducted as part of an ongoing investigation of best-in-class retail supply chain practices, examines North American (NA) retailer activities. The research targets key elements of fulfillment network strategy and operational tactics through the following questions:

- How are NA retailers using automation technologies and tools used to streamline product flows and improve labor utilization in their distribution and store operations?
- What approaches are NA retailers adopting across their supply chains to meet governmental and customer mandates for sustainability?
- How can NA retailers manage the growing influx of returned goods that threaten to create supply chain bottlenecks and decimate profits?

Conference Track

Operations, Logistics and Supply Chain Management