Week 12:

MIS 3537: Internet and Supply Chains

Over Time What Changes, What Doesn't?
Does Experience Matter?

Lessons Learned:
35+ Years doing Supply Chain and I/T

What Did You Learn?

What did you learn from this course? (Not a specific fact – a set of principles, concepts)

What does it take for Technology (I/T or Supply Chain) to succeed?

What Did You Learn?

Content / Material is important

- Basic Concepts – Nuts and Bolts
  - Beer Game – Bullwhip Effect
  - Supplier Selection
  - Distribution Options
  - Standards (e.g. EDI)
  - Supply Chain Ethics / Green
- Innovative ways SC and IT Helps Firms
  - Leapfrog competition
    - Crocs, Zappos, Xbox
  - Succeed in a changing environment
    - Amazon, Starbucks, WalMart

Can you Apply to your work?

What Did You Learn?

- Another Aspect - Mindset
  - Most of Supply Chain Success comes from questioning the way things are – innovating
    - Nothing is sacred e.g. outsourcing
  - Implementation is not easy
    - Things taught in class don't all work well
    - IT still a relatively new technology

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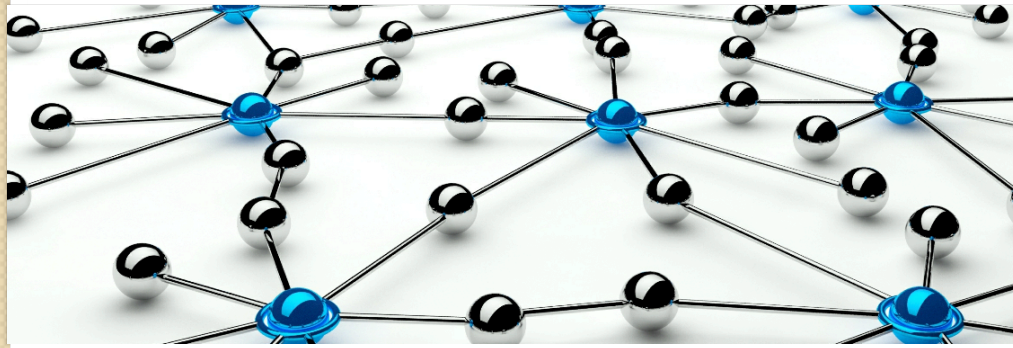TEMPLE UNIVERSITY

What Did You Learn?

- Mindset
  - Human aspect as important as technology
    - Collaboration, Teamwork critical
    - Information sharing useless without collaboration

  - Need a well-rounded business perspective
    - Technical expertise is great -> but doesn't get you far
    - Value (career, $$, etc.) from solving business problems – not from implementing technology
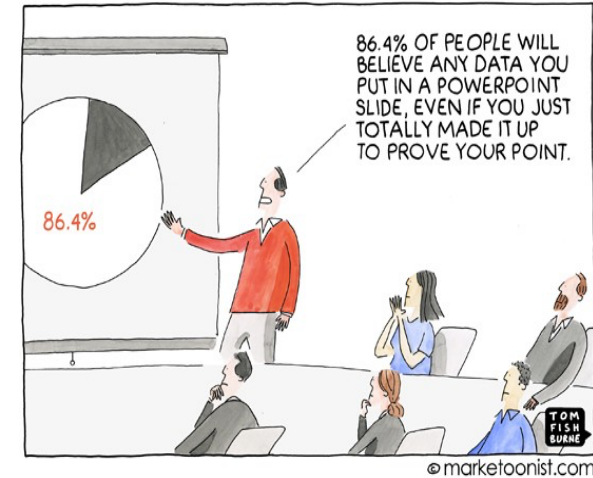
What I Think I Taught You

- World is changing – it's more connected than ever (IT Technology is enabler)
- Nothing symbolizes connections more than supply chains
- Understanding supply chains is a great way to understand how to succeed in the new economy

Supply Chain:

Business Process View
Ways to Get Smart

FCB Partners – Under license from Hammer and Company

SC Process: Smarts

1. Get the Data, then Think, and …. then Act
   - Don't act on reflex – reflect
   - Process measures illuminate improvement opportunities

2. Don't repeat inevitable mistakes, cherish them
   - Real world experimentation - where learning occurs
   - Accelerate to implementation, test early and often, then plan your iterative releases

SC Process: Smarts

3. Obey the 80 / 20 Pareto Principle
    *   Voltaire was right, the perfect is the enemy of the good
    *   Slow process projects -> dead; create value in 9 months or face extinction

4. Don't let the urgent drive out the Important
    *   Balance today and tomorrow
    *   Execute both incremental and transformational projects in a balanced portfolio

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How Do you get all the Rocks and Sand in the Jar?

How Do you get all the Rocks and Sand in the Jar?

How Do you get all the Rocks and Sand in the Jar?

Put the Big Rocks in First

SC Process: Smarts

WHY?
↳ WHY?
↳ WHY?
↳ WHY?
↳ WHY?
Real solution is found here

5. Solve root problems,
    don't manage symptoms

    - Institutionalize root cause analysis – 5 why's
    - When you find a solution -> manage thru adoption
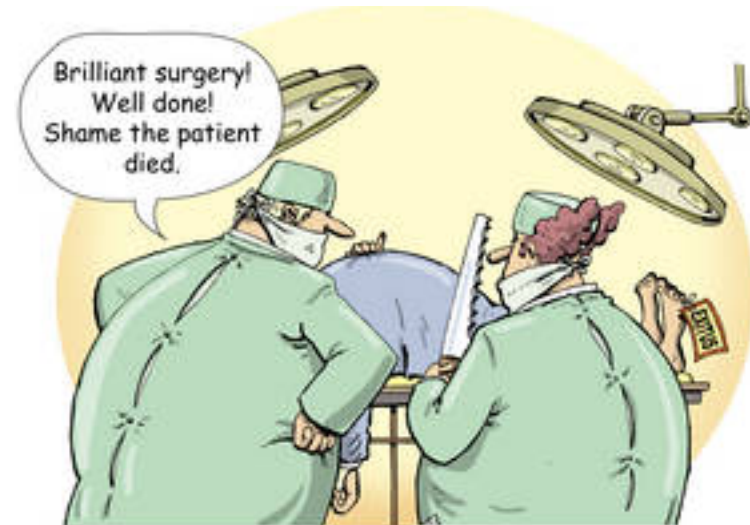   - Don't overlay new technology on antique processes

6. Build for Uncertainty

    - Heraclitus was right, Panta Rei, everything flows (everything is constantly changing)
    - You will never have enough data or certainty, so hedge like crazy and build flexibility in design, governance and technology

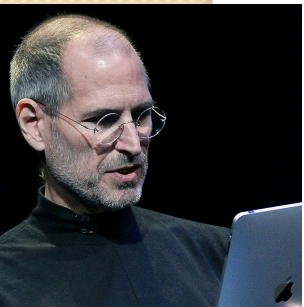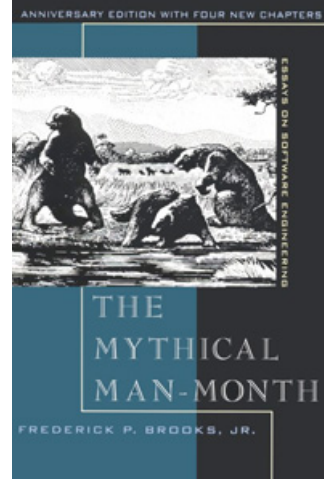Fox School
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SC Process View: Smarts

7. Focus on the outcomes – start at the end
   - The destination drives the path, discover 'why' before deciding 'how'
   - Make sure you know who is the customer (External and Internal)

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Information Technology:

We've Come such a long way but some things are still the same
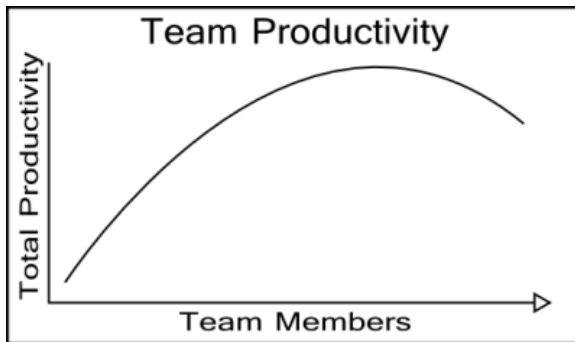
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The Mythical man-Month

- Book Still Relevant
  - I read in the 70's – Undergrad
  - Essay's from largest System Development at the time (S360 Mainframe Operating System)
- Lesson 2: Chief Surgeon / Architect
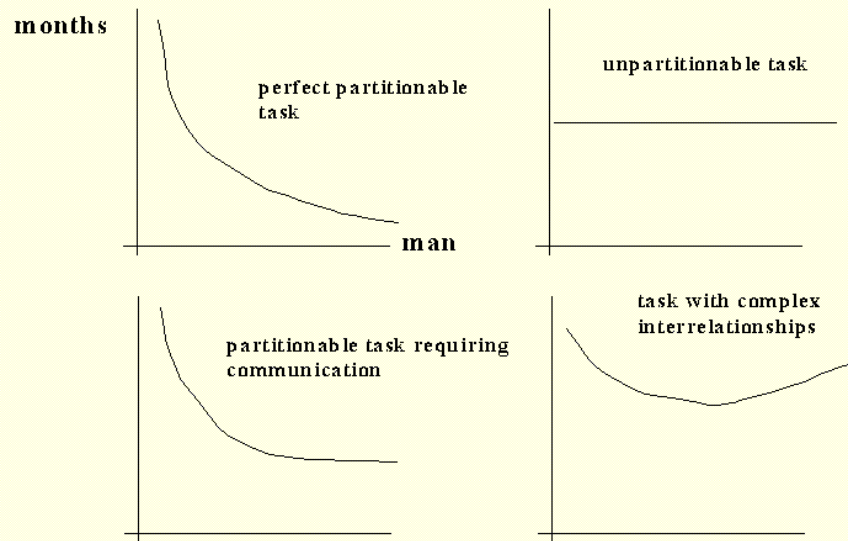 - There has to ultimately be One Ultimate Decision maker, Designer

The Mythical Man-Month F. P. Brooks Jr

The Mythical man-Month

- Lesson #1 – Mythical man-Month
  - Diminishing returns from Additional Resources

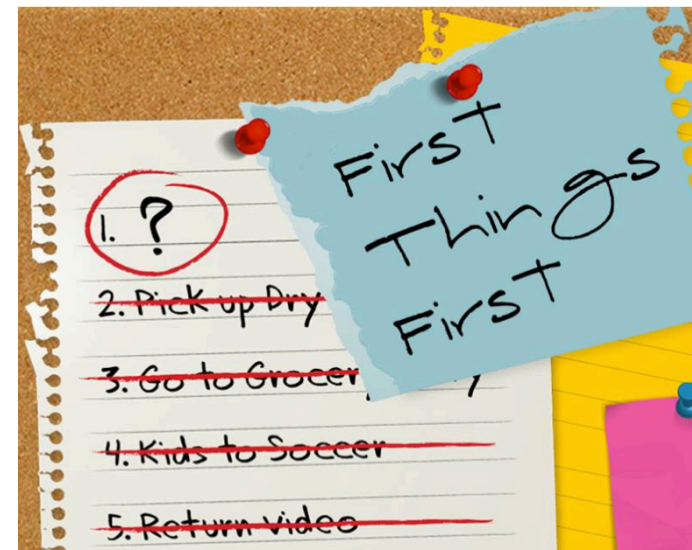The Mythical Man-Month F. P. Brooks Jr

Professor Ed Beaver

Thoughts on Success
(Gleaned from my 39 Year Career)

Success . . . First Things First

- Solve Business Problems
  - Learn all you can about the business
  - Outcome is business success / value

- Right role of Technology (IT and SC)
  - Technology is Fun
  - Business Value is the end – not Technology (Beware of technology driven initiatives)
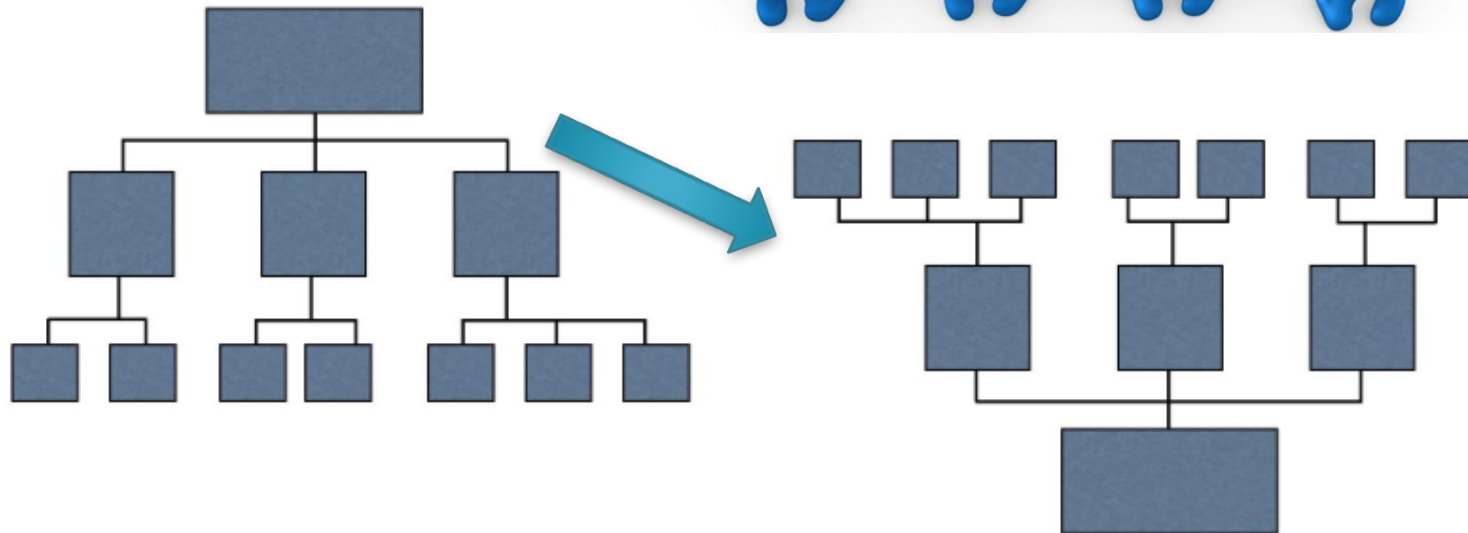
Success . . . Your Personal Act

- Whatever our Job / Role is – Do it Well

- Interpersonal Skills are Critical – hone them
  - Speak and write well

- Be Inquisitive, Learn Continually

- Energy – in all you do, ,exude it

- In your career you'll have many bosses – some good, some bad. Manage the relationship
  - Boss knows what you're working on – contributions
  - Boss working to support your efforts

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Success . . . Beyond Yourself

- Team

- Leadership
  - Vision
  - Other Focus

Success . . .

- Initial Focus in life (business) - *Success*

- Later focus of life (personal)   - *Significance*
  - More to life than work – work / Life balance
  - Me
    - Faith
    - Family

Success is winning
Significance is helping others win.
Success leaves a fingerprint.
While significance leaves a footprint
On the hearts and minds
Of others.

D. Trinidad Hunt

Ref: Halftime book by Bob Buford

- Questions!