

Supply chain management

[Business](#), [Management](#)



Case: American Vinyl Products Apparently, it is evident that these two companies have partnered in business for a decade. However, there have been extreme cases of poor communication particularly when it comes consulting on the product durability and other related issues. As a result, an interruption has been experienced in supplying the products because most customers have the tendency to buy such products only when they are satisfied with product information.

As such it is advisable that AVP gets their communication systems changed and improved immediately to avoid losing their business partner and being rated among the least in the coming review, which automatically result to poor supply management(Shah 7).

Case: Sonnie's Gourmet Sandwich Café'

Sonnie's Gourmet Sandwich Café is the newest café in the local and the most frequented by working clients with limited time to wait especially now that the café is experiencing an out of door line for customers during the two hours lunch break.

Nevertheless, Sonnie's ambition is to supply services to at least 40 people, an ambition she is yet to achieve.

In light of this, Sonnie should increase the number of workers in the café. Apparently, the order fulfillment process seems to take more time as compared to the order placement process. As such, there should be a professional worker who comes around in the line and collects the orders. In a general sense, the prerequisite towards improvement and maintenance of a good supply chain is that Sonnie must be time conscious on her potential clients (Shah 8).

Case: Tom and the phone system

The mentioned phone is perceived to be among the busiest in the region with a high number of customers calling in for assistance. However, the staff present have experienced 11- hours working period with two-hours staggering lunch period.

Essentially, this company requires an increase in the number of workers who should work in shifts for 24 hours in order to cover for the distinct places such as Nevada, Oregon and California and Washington which have different time zones. Once this is achieved, then the supply chain will automatically increase leading to a wider market for the company (Shah 8).

Work Cited:

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Shah, Janat. Supply Chain Management: Text and Cases. Upper Saddle River, N. J: Pearson Education, 2009. Print.

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