



KEMENTERIAN PENDIDIKAN TINGGI
JABATAN PENDIDIKAN POLITEKNIK DAN KOLEJ KOMUNITI



OVERVIEW OF SUPPLY CHAIN MANAGEMENT



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COMMERCE DEPARTMENT

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Thank you for your valuable contributions and commitment to knowledge sharing.

Sincerely,

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PREFACE

The field of Supply Chain Management (SCM) has become an essential pillar in today's dynamic and interconnected global economy. Organizations must now manage not only the movement of goods and services but also the flow of information and relationships across complex networks. This eBook, **Overview of Supply Chain Management**, is designed to provide readers with a clear and structured understanding of the fundamental concepts, models, and strategies that underpin effective supply chain operations.

The content is organized to guide readers from foundational knowledge to applied perspectives. It begins with the core concepts and importance of SCM in business, followed by an exploration of general supply chain models and their various applications. The discussion then extends to integrative management processes, value propositions, responsiveness models, and contemporary industry disruptors such as evolving consumer demands and technological advancements.

By engaging with this material, readers will gain insights into how supply chains function as strategic systems that drive competitiveness, efficiency, and sustainability. It is hoped that this eBook will serve as a valuable reference for students, educators, and practitioners seeking to strengthen their understanding and application of supply chain management principles.

THE AUTHOR



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“An efficient supply chain is not merely about moving goods, but about synchronizing value across every link in the network.”



Abdul Aziz Ishak

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“Supply chain excellence lies in the balance between efficiency, adaptability, and sustainability.”



Aznira Zainal

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“In a globalized economy, supply chain integration is the foundation of competitive advantage.”

OVERVIEW OF SCM

CONCEPT OF SCM

- Definition SCM
- SC Diagram : Second-tier, First-tier, Final Product Manufacturer, Distributor, Retailer
- Importance of SCM

SC VALUE PROPOSITION

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- 4 SC Value Strategy:
 - a. Effectiveness
 - b. Efficiency
 - c. Relevancy
 - d. Sustainability

SC MODEL IN BUSINESS

- Type of SC Application in Business

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- SC Responsiveness:
 - a. Anticipatory Business Model
 - b. Responsive Business Model

INTEGRATIVE MGT & SC PROCESSES

- Definition of Integrative Mgt.
- 8 SC Integrative Process

SC INDUSTRY DISRUPTOR

- Industry Disruptor:
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 - b. Technology Adoption

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**Summary
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1.1 CONCEPTS OF SUPPLY CHAIN MANAGEMENT IN BUSINESS

Supply Chain Management (SCM) involves coordinating the flow of goods, services, and information from suppliers to consumers. It includes key components such as second-tier and first-tier suppliers, manufacturers, distributors, and retailers. Effective SCM ensures efficiency, cost reduction, and customer satisfaction. A well-structured supply chain improves business performance by optimizing resources and reducing delays. Understanding SCM concepts helps businesses enhance competitiveness and adaptability in a dynamic market.

DEFINITION OF SUPPLY CHAIN MANAGEMENT

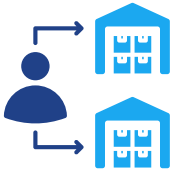
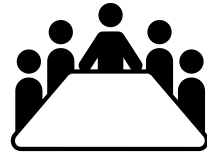
Supply Chain Management (SCM) is about how products move from start to finish. It starts with raw materials and ends with the customer. Each step

— **planning, sourcing, making, storing, and delivering** — must work together.

When done well, everything flows smoothly.

Ready to explore how it all connects?

The Council of Supply Chain Management Professionals (2024) says SCM links suppliers and customers. It manages products, information, and money — all working together as one smooth system.



SCM brings together suppliers, manufacturers, distributors, and retailers. Its goal is simple — get the right product to the right place, at the right time, and at the best cost. It helps cut delays, save money, and keep customers happy.

In the automotive industry, SCM works step by step:

Suppliers (steel & rubber) → Manufacturers (produce & assemble cars) → Storage & Transportation → Retailers (sell to customers) → Reverse Logistics (feedback & returns)

Each stage connects to the next, creating a complete and efficient supply chain cycle.

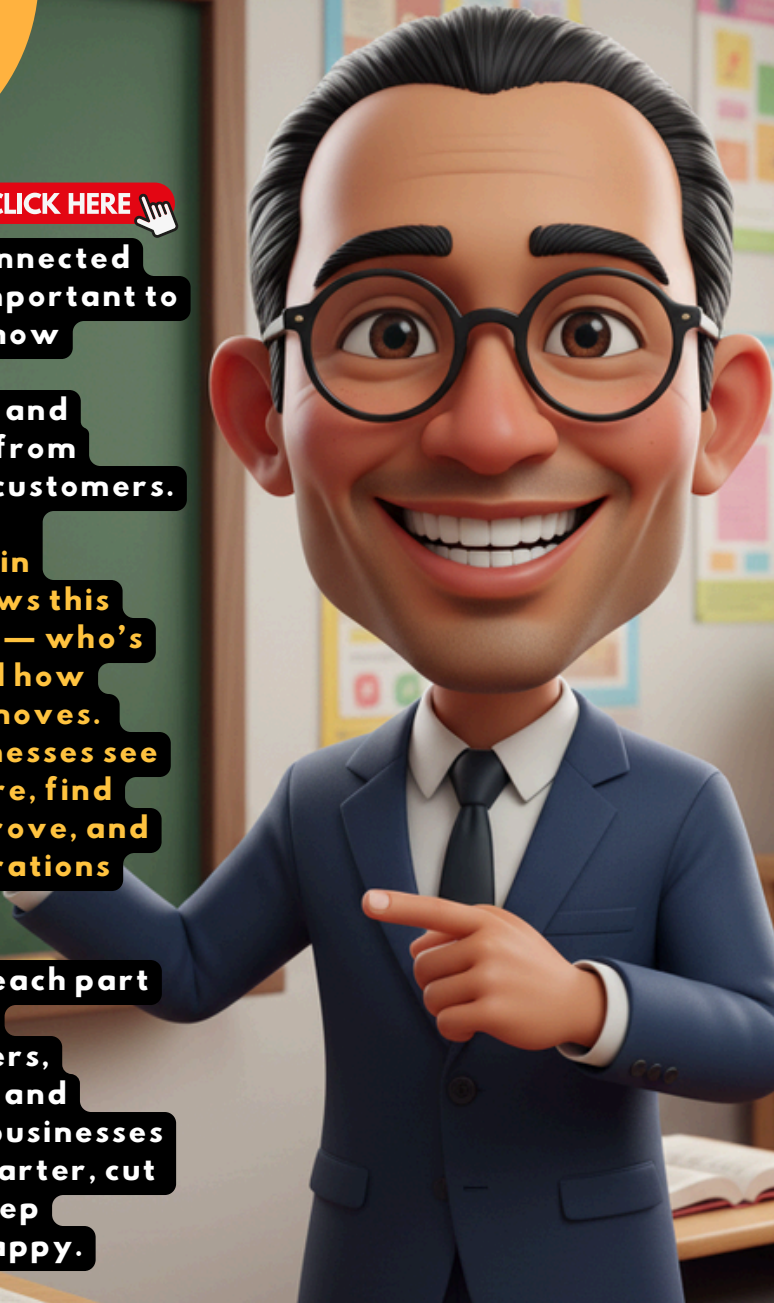
SUPPLY CHAIN DIAGRAM

[CLICK HERE](#) 

In today's connected world, it's important to understand how materials, information, and money flow from suppliers to customers.

A supply chain diagram shows this flow clearly — who's involved and how everything moves. It helps businesses see the big picture, find ways to improve, and manage operations better.

By knowing each part — suppliers, manufacturers, distributors, and retailers — businesses can work smarter, cut costs, and keep customers happy.



SUPPLY CHAIN DIAGRAM

[CLICK HERE](#) 



a. Second-Tier Supplier

Second-tier suppliers provide raw materials or basic components to first-tier suppliers. They don't deal directly with manufacturers but play a key role in the process.

Example: A company that mines aluminium ore and sells it to a supplier that makes aluminium sheets for car bodies.



b. First-Tier Supplier

First-tier suppliers deliver parts or materials straight to the manufacturer. They handle advanced processing or assembly close to the final product.

Example: A company that makes engines or tires and supplies them directly to Toyota.

c. Final Product Manufacturer

The manufacturer puts all the parts together to create the final product. They handle production, quality, and distribution.

Example: Toyota, which assembles cars from parts made by its suppliers.



d. Distributor

Distributors move finished goods from manufacturers to retailers or customers. They manage storage, transport, and delivery.

Example: DHL or FedEx, which distribute electronics from factories to stores or homes.



e. Retailer

Retailers are the last stop in the supply chain. They sell products directly to customers and provide support or service.

Example: Walmart or Best Buy, where customers buy products for everyday use.



IMPORTANCE OF SUPPLY CHAIN MANAGEMENT IN BUSINESS

Supply Chain Management (SCM) plays a big role in how a business runs. It affects efficiency, costs, and customer satisfaction.

In today's global market, strong SCM helps companies stay competitive and meet customer demands.

When done well, it ensures products arrive on time, at the right cost, and with good quality.

SCM covers everything — from getting raw materials to making, storing, delivering, and serving customers.

SCM is vital in today's logistics and business world.

It helps companies run smoothly, stay competitive, and keep customers happy.

Let's explore the key factors that show why SCM matters!

1. Helps Achieve Business Success

SCM keeps goods, information, and money flowing smoothly. It supports smart decisions, cost control, and flexibility.

Example: Top Glove manages raw materials, production, and delivery in-house, ensuring global supply, cost savings, and top quality.

2. Builds Competitive Advantage

A strong supply chain helps companies deliver faster, maintain quality, and offer better prices.

Example: Zara controls every step — from design to store delivery — bringing new fashion trends in just three weeks.

3. Improves Efficiency and Effectiveness

SCM reduces waste and ensures every task meets business goals. Tools like automation and real-time tracking help achieve this.

Example: Unilever uses AI and data analytics to cut waste and deliver products quickly and accurately.

4. Manages Risks

SCM helps identify and control risks like supplier issues, disasters, or delays.

Example: During COVID-19, P&G used multiple suppliers and new routes to keep essential goods available worldwide.

IMPORTANCE OF SUPPLY CHAIN MANAGEMENT IN BUSINESS

SUPPLY CHAIN MANAGEMENT (SCM) IS KEY TO RUNNING A BUSINESS EFFICIENTLY. IT AFFECTS COSTS, QUALITY, AND CUSTOMER SATISFACTION.

GOOD SCM HELPS COMPANIES STAY COMPETITIVE BY ENSURING PRODUCTS ARE MADE, STORED, AND DELIVERED ON TIME AND AT THE RIGHT COST.

SCM is essential in today's business and logistics environment. It enables companies to operate efficiently, remain competitive, and satisfy customers.

Now, let's look at the other main reasons why SCM is so important!

5. Enhances Customer Satisfaction

SCM ensures products arrive on time, in good condition, and at fair prices – keeping customers loyal.

Example: Lazada Malaysia uses tracking systems and smart warehouses to deliver fast and accurately.

6. Promotes Sustainability

Sustainable SCM reduces environmental impact and promotes ethical practices.

Example: Petronas applies green logistics and invests in renewable energy to cut carbon emissions.

7. Encourages Collaboration and Integration

SCM connects suppliers, manufacturers, and retailers through shared data and teamwork.

Example: Petronas works closely with partners using integrated systems to improve coordination and performance.

8. Drives Innovation and Improvement

SCM inspires companies to adopt new technologies and continuous improvement methods.

Example: Maybank applies Lean principles to speed up processes and enhance service quality.





1.2 GENERAL SUPPLY CHAIN MODEL IN BUSINESS

Supply chain applications help businesses manage and optimize operations, covering procurement, production, logistics, and distribution. These applications improve efficiency, decision-making, and competitiveness.



TYPES OF SUPPLY CHAIN APPLICATIONS IN BUSINESS

[CLICK HERE](#)

The supply chain shows how materials move – from raw supplies to finished products – and how they're stored and delivered to customers.

Supply chain concepts can also be applied in many environments, showing how operations and management work in real life.

Supply chain applications are tools and technologies that help businesses manage and improve their supply chain.

They support every stage – from buying materials and making products to moving and delivering them.

By using these applications, companies can work faster, cut costs, and perform better.

Knowing the different types helps them choose the right tools for their goals and needs.

Let's look at how supply chain concepts work in different settings!

Each type plays a special role in keeping operations smooth and efficient.

TYPES OF SUPPLY CHAIN APPLICATIONS IN BUSINESS



1. Product Supply Chain

This type focuses on moving goods – from suppliers to manufacturers, then to retailers, and finally to customers. It's all about production, stock control, and timely delivery.

Example: Proton Malaysia makes sure car parts arrive at the plant on time. This smooth flow helps them meet customer demand for new vehicles.

2. Talent Supply Chain

Here, the “product” is people. It's about finding, training, and keeping the right talent for the right jobs.

Example: Petronas uses its talent supply chain to hire skilled engineers and match them to roles that bring out their best performance.

3. Recycling Supply Chain

This one gives materials a second life. It manages how waste is collected, processed, and reused – reducing harm to the planet.

Example: E-Waste Malaysia recycles old electronics into reusable materials, helping to protect the environment.

TYPES OF SUPPLY CHAIN APPLICATIONS IN BUSINESS

Let's explore how supply chain concepts apply in various contexts!

Each type has a unique role in ensuring operations run smoothly and efficiently.



4. Humanitarian Supply Chain

When disaster strikes, this supply chain saves lives. It ensures quick delivery of food, shelter, and medical aid.

Example: The Red Crescent Society Malaysia runs a humanitarian supply chain that supports communities during floods and other crises.

5. Global Supply Chain

This type connects countries and continents. It handles international transport, customs, and global logistics.

Example: AirAsia sources aircraft parts from around the world and assembles them in Malaysia to keep its fleet flying.

6. Agricultural Commodity Supply Chain

This one focuses on farming — managing how crops and products move from farms to markets.

Example: Felda Global Ventures (FGV) oversees palm oil production from plantation to processing and delivery, ensuring efficiency at every step.

OTHER TYPES OF SUPPLY CHAINS:

LET'S EXPLORE MORE UNIQUE TYPES OF SUPPLY CHAINS USED IN DIFFERENT INDUSTRIES

TYPES OF SUPPLY CHAIN APPLICATIONS IN BUSINESS

i. Innovative Supply Chain

Uses new tech to improve speed and reduce costs.

Example: Lazada Malaysia uses AI and robots in warehouses for faster, smarter deliveries.

ii. Military Supply Chain

Ensures supplies reach military operations on time.

Example: Malaysian Armed Forces manages food, medicine, and equipment for missions.

iii. Clinical Trial Supply Chain

Delivers drugs and medical tools for research safely and on time.

Example: KPJ Healthcare supplies hospitals with approved materials for clinical trials.

iv. Promotional Supply Chain

Handles marketing items for campaigns and product launches.

Example: Nestlé Malaysia sends branded merchandise to stores to promote new products.

v. Bulk Material Supply Chain

Moves large amounts of raw materials efficiently to cut costs.

Example: BASF Malaysia transports bulk chemicals to factories quickly and safely.

OTHER TYPES OF SUPPLY CHAINS:

LET'S TAKE A LOOK AT ADDITIONAL
UNIQUE SUPPLY CHAIN MODELS USED
ACROSS VARIOUS INDUSTRIES!

TYPES OF SUPPLY CHAIN APPLICATIONS IN BUSINESS

vi. Resource Supply Chain

Manages energy, water, and other key resources responsibly.

Example: Sime Darby reduces water use in palm oil production for sustainability.

vii. Construction Supply Chain

Supplies materials and tools for building projects.

Example: Gamuda Malaysia ensures cement and steel reach construction sites on time.

viii. Recovery Supply Chain

Provides aid and essentials during disasters.

Example: MERCY Malaysia delivers food, water, and medicine after natural disasters.

ix. B2B Supply Chain

Connects businesses that buy and sell products to each other.

Example: Intel Malaysia supplies microchips to Dell Malaysia for computer production.

x. Durables Supply Chain

Handles long-lasting goods like furniture and electronics.

Example: IKEA Malaysia manages delivery of furniture to stores and homes efficiently.



1.3

INTEGRATIVE MANAGEMENT AND SUPPLY CHAIN PROCESSES

Integrative management in supply chain refers to the coordination and collaboration of various business functions to ensure a seamless flow of goods, services, and information. It focuses on improving efficiency, reducing costs, and enhancing customer satisfaction.



DEFINITION OF INTEGRATIVE MANAGEMENT

[CLICK HERE](#) 

Integrative management means working together across all functions — marketing, operations, finance, and logistics — to reach shared supply chain goals.

According to Bowersox, this teamwork boosts performance and strengthens competitiveness.

The Supply Chain Management Professional (SCMP) explains that collaboration is the heart of integration. When procurement, production, and distribution align, products, information, and finances flow smoothly.

The goal?

Greater efficiency, faster response to change, and more value for everyone in the supply chain.

EIGHT SUPPLY CHAIN INTEGRATIVE PROCESSES



1. Demand Planning Responsiveness
Being responsive means reacting fast to changing customer needs. Real-time data helps businesses forecast demand, plan production, and schedule deliveries.

Example: Zara uses sales data from stores worldwide to adjust production quickly, restocking popular items and avoiding excess inventory.

2. Customer Relationship Collaboration
Strong customer relationships start with listening. Companies gather feedback to improve products and services.

Example: Salesforce collects customer input through surveys and meetings, shaping new updates that match user needs.

3. Order Fulfilment and Service Delivery

Fast and accurate delivery builds trust. Efficient systems help orders move smoothly from warehouse to customer.

Example: Amazon uses automated warehouses and tracking tools to process and deliver orders within a day or two.

4. Product and Service Launch

Before a launch, products must meet market standards and customer expectations.

Example: Apple tests and researches carefully before releasing each iPhone, ensuring top quality and customer satisfaction.

EIGHT SUPPLY CHAIN INTEGRATIVE PROCESSES



5. Manufacturing Customization

Customization means making products that fit customer preferences.

Example: Proton Malaysia lets buyers choose car features or colours, creating a personalized experience that boosts satisfaction.

6. Supplier Relationship Collaboration

Good supplier ties keep production smooth and flexible.

Example: Toyota works closely with suppliers through its Just-In-Time system, ensuring a steady flow of quality parts.

7. Life Cycle Support

Support doesn't stop after purchase – it continues throughout the product's life.

Example: Dell offers repairs, warranties, and software updates to keep devices running well and customers happy.

8. Reverse Logistics

When products are returned or recycled, reverse logistics steps in. It manages returns efficiently and reduces waste.

Example: IKEA refurbishes or recycles returned items, supporting sustainability and customer confidence.



1.4 SUPPLY CHAIN MODEL VALUE PROPOSITION

A **supply chain value proposition** defines how a business delivers value through its supply chain operations. It focuses on optimizing processes to enhance customer satisfaction, reduce costs, and improve overall efficiency.

DEFINITION OF SUPPLY CHAIN VALUE PROPOSITION

[CLICK HERE](#)

The supply chain value proposition shows how a company creates value through every step of its supply chain.

It covers the flow of goods, services, information, money, and customer support — from suppliers to customers.

The main goal?

To make the supply chain efficient, cost-effective, and responsive — delivering the best value to both customers and stakeholders.

a. Effectiveness

Effectiveness is all about making sure every part of the supply chain works together – smoothly and smartly – to meet customer needs on time.

It's about accurate forecasting, solid production planning, and seamless coordination. An effective supply chain doesn't just react – it anticipates what customers want and delivers right when they need it.

Example:

Walmart uses smart data and analytics to predict customer needs. By working closely with suppliers and stores, they ensure shelves are always stocked – keeping customers satisfied and operations running efficiently.

b. Efficiency

Efficiency means doing more with less – less time, less cost, and less waste.

It's about optimizing every step of the supply chain to get the maximum value from every resource. The goal? Faster processes, smoother operations, and higher profitability.

Example:

Toyota's Just-In-Time (JIT) system ensures that parts arrive exactly when needed. This cuts storage costs, avoids waste, and speeds up production – helping Toyota deliver quality cars quickly and economically.

c. Relevancy

Relevancy keeps the supply chain in tune with the market. It's about adapting quickly to what customers want today – not yesterday.

By using data, technology, and customer feedback, companies stay ahead of changing trends and expectations.

Example:

Apple constantly evolves its products by analyzing market data and listening to customers. With tools like AI and machine learning, Apple responds rapidly to new demands – keeping its brand fresh, desirable, and ahead of the game.



d. Sustainability

Sustainability ensures that supply chain success doesn't come at the planet's expense.

It's about protecting the environment, supporting communities, and ensuring long-term growth. A sustainable supply chain values green practices, renewable resources, and ethical sourcing.

Example:

Unilever leads the way with its Sustainable Living Plan – reducing waste, lowering emissions, and sourcing responsibly. By going green, Unilever not only protects the planet but also earns customer trust and loyalty.





1.5 SUPPLY CHAIN MODEL RESPONSIVENESS

Supply chain responsiveness refers to how quickly and effectively a business adapts to changes in demand, supply disruptions, or market trends. A responsive supply chain enhances customer satisfaction and minimizes risks.

SUPPLY CHAIN RESPONSIVENESS

[CLICK HERE](#) 

Supply chain responsiveness is the ability of a company to adapt quickly to changes — whether it's market shifts, customer demands, or supplier issues.

A responsive supply chain can make fast decisions, communicate effectively, and manage deliveries smoothly, ensuring customers still get what they need, even when challenges arise.

It combines both anticipatory (planning ahead) and responsive (reacting fast) strategies to handle uncertainties and keep the supply chain running efficiently.

SUPPLY CHAIN RESPONSIVENESS

ANTICIPATORY BUSINESS MODEL (PUSH)

Plan ahead based on forecasts
and market predictions



SONY

Sony Malaysia predicts customer demand for new gadgets using data and market trends

They produce and store items early — ensuring products are ready the moment customers want them.

a. Anticipatory Business Model (Push)

This model is all about planning ahead — predicting what customers will want before they even ask.

Companies use data, research, and smart tools to plan inventory, production, and delivery early.

Example:

Sony Malaysia predicts demand for new gadgets before launch.

By studying trends and past sales, they produce and store items in advance — ensuring shelves are stocked when customers rush in!

SUPPLY CHAIN RESPONSIVENESS



RESPONSIVE BUSINESS MODEL (PULL)

React quickly to actual customer demand



PADINI

Padini monitors fashion trends and social media buzz. When a style becomes popular, Padini designs, produces, and delivers new clothes within weeks — keeping pace with fast-changing

b. Responsive Business Model (Pull)

This model focuses on speed and flexibility — reacting fast to real-time market and customer changes.

It depends on strong supplier collaboration and instant data sharing to adapt quickly.

Example:

Padini keeps up with fast fashion by tracking social media trends and sales data. Within weeks, new styles hit the stores — a perfect example of a supply chain that moves at the speed of demand!





1.6 SUPPLY CHAIN INDUSTRY DISRUPTOR

Industry disruptors are factors that significantly change traditional supply chain operations, forcing businesses to adapt for survival and growth. Businesses that embrace these disruptions can improve agility, reduce costs, and stay competitive in an evolving market.

INDUSTRY DISRUPTOR

Industry disruptors are big changes that shake up how businesses work.

They bring in new technology or ideas that challenge the old ways – making things faster, cheaper, and better for customers.

To stay successful, companies must adapt quickly and embrace change in this fast-moving world.

CONSUMER REQUIREMENTS:

[CLICK HERE](#)

Customers today know what they want – and they want it their way.

Consumer requirements include quality, speed, personalization, and sustainability. When companies understand these needs, they build stronger loyalty and stay ahead in the market.

Let's explore what's changing

1. Want-It-Now Mentality

Today's customers expect speed. They want products right away!

That means businesses must move faster – from production to delivery.

Example:

Amazon nails this with same-day and next-day delivery using smart warehouses and real-time tracking.

2. Personalization

Customers want products made just for them!

Companies must be flexible to offer customized options quickly and accurately.

Example:

Nike lets customers design their own shoes – choosing colors, styles, and materials. Its flexible supply chain makes these custom orders fast and efficient.



INDUSTRY DISRUPTOR

INDUSTRY DISRUPTORS ARE MAJOR SHIFTS THAT TRANSFORM THE WAY BUSINESSES OPERATE.

THEY INTRODUCE NEW TECHNOLOGIES OR IDEAS THAT CHALLENGE TRADITIONAL METHODS, IMPROVING SPEED, COST, AND CUSTOMER EXPERIENCE.

TO REMAIN SUCCESSFUL, COMPANIES NEED TO ADAPT QUICKLY AND EMBRACE CHANGE IN TODAY'S FAST-PACED ENVIRONMENT.

CONSUMER REQUIREMENTS:

By understanding and meeting these demands, companies can boost loyalty and maintain a competitive edge.

3. Millennial Preferences

Millennials care deeply about the planet and ethical business.

They prefer brands that use sustainable materials and are honest about their practices.

Example:

The Body Shop Malaysia sources ingredients ethically and supports fair trade – values that resonate with eco-conscious millennials.

4. Omni-Channel Shopping

Shopping happens everywhere – online, in stores, or both!

Companies must keep stock and delivery perfectly coordinated across all channels.

Example:

Senheng Electric lets customers buy online and pick up in-store or get home delivery.

Their well-managed logistics make shopping easy and seamless.

5. Aging Consumer Needs

As Malaysia's population ages, there's growing demand for elderly-friendly products and fast, reliable delivery.

Example:

Pharmaniaga Berhad ensures seniors receive medicines and healthcare supplies on time through a dependable and accessible supply chain.

Technology Adoption

Technology is transforming how supply chains work!

It helps companies move faster, stay flexible, and compete smarter.

With tools like IoT, AI, Big Data, and even 3D printing, supply chains can think, react, and improve in real time – helping businesses keep up with customer needs and market changes.

Let's explore how these technologies make a difference

1. Internet of Things (IoT)

IoT connects machines, sensors, and devices through the internet – allowing instant data sharing and tracking.

In supply chains, IoT keeps an eye on everything: from warehouses and transport to product quality.

Example:

Pos Malaysia uses IoT sensors to track parcels in real time – ensuring they arrive safely and on time. This boosts efficiency and customer satisfaction.

2. Artificial Intelligence (AI)

AI uses smart algorithms to think ahead! It predicts demand, plans delivery routes, and helps businesses make better, faster decisions.

Example:

Lotuss Malaysia uses AI to study buying patterns and predict how much stock to order. This keeps shelves full and customers happy.



Technology Adoption

Technology is changing the way supply chains operate.

It allows companies to work faster, stay adaptable, and compete more effectively.

With innovations like IoT, AI, Big Data, and 3D printing, supply chains can respond, adjust, and improve in real time, helping businesses meet customer demands and keep up with market changes.

Let's see how these technologies create real impact

3. Uberization

Uberization brings the “on-demand” model to logistics – connecting users and service providers instantly through apps.

It makes deliveries faster, more flexible, and cost-effective.

Example:

Lalamove Malaysia lets businesses book deliveries anytime, track drivers live, and get goods delivered quickly with just a few taps.

4. 3D Printing

3D printing allows companies to make products on the spot!

It reduces storage needs, speeds up production, and enables quick design changes.

Example:

3D Printing Malaysia produces custom parts for machines whenever needed – cutting costs and improving turnaround time.

5. Big Data

Big Data means collecting and analysing huge amounts of information to find useful insights.

It helps companies understand trends, forecast demand, and make smarter supply chain decisions.

Example:

AirAsia uses Big Data to plan flights, manage supplies, and understand passenger preferences – ensuring smooth operations and better customer experiences.

6. Alternative fuels

Alternative fuels are energy sources used instead of regular fuels like gasoline or diesel.

They are better for the environment because they create less pollution and come from more renewable resources.

Some common types of alternative fuels include:

- i. Biofuels:** Made from organic materials like plants and algae. Examples include ethanol and biodiesel.
- ii. Electricity:** Used in electric vehicles (EVs) powered by batteries, reducing the need for gasoline.
- iii. Hydrogen:** Used in hydrogen fuel cells to power vehicles with zero emissions.
- iv. Natural Gas:** A cleaner alternative to gasoline and diesel, used in vehicles that run on compressed natural gas (CNG).
- v. Propane:** A clean-burning fuel used in some vehicles and heating systems.
- vi. Renewable Diesel:** A bio-based diesel alternative made from renewable resources.



SUMMARY

OVERVIEW OF SUPPLY CHAIN MANAGEMENT

SCM is how products, info, and money move from supplier to customer.

Includes suppliers, manufacturers, distributors, retailers.

Uses technology to improve planning and reduce delays.

Covers types like product, recycling, humanitarian, global supply chains.

Integration across all functions improves performance.

Focus on value (cost, speed, quality, flexibility).

Can be responsive (pull) or anticipatory (push).

Disruptors:
Customer trends and new tech (AI, IoT, Big Data).



QUESTIONS

1. State **FOUR (4)** parties in supply chain diagram.
2. Give **THREE (3)** importance of supply chain management in business activities.
3. Define supply chain management. Give example.
4. Identify the supply chain diagram.
5. Explain the importance of supply chain management in business.
6. Elaborate types of supply chain applications in business.
7. Define integrative management. Give example.
8. Describe Eight Supply Chain Integrative Processes.
9. Define supply chain value proposition. Give example.
10. Describe **FOUR (4)** supply chain value strategy.
11. Elaborate supply chain responsiveness.
12. Describe industry disruptor.

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