

Exploring the Practices and Measures Towards Supply Chain Performance: A Case Study of ACICO Company

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Abstract

Supply Chain performance measures are a set of metrics used to assess the efficiency and effectiveness of a company's supply chain operations. These measures are used to monitor key areas such as inventory management, transportation, production, and procurement. By tracking these measures, organizations can identify areas for improvement and make data-driven decisions to optimize their supply chain processes, reduce costs, and improve customer satisfaction. Effective performance measurement also helps companies stay competitive in a rapidly evolving business environment by allowing them to continuously improve their supply chain operations. This case study investigates the supply chain performance measures of ACICO Company, a leading building materials manufacturer based in the Middle East. The research analyzed key performance indicators (KPIs) such as inventory turnover, lead time, order fulfillment rate, and transportation costs, among others. The findings were obtained through a combination of primary and secondary data collection methods, including surveys and analysis of company records. The results showed that ACICO has a well-structured supply chain operation, with efficient processes in place for inventory management, procurement, and transportation. The company consistently achieved high order fulfillment rates, low lead times, and competitive transportation costs. The study also identified some areas for improvement, such as reducing inventory levels to reduce holding costs and increasing collaboration with suppliers to improve delivery times. This research provides valuable insights into the supply chain performance measures of ACICO Company and highlights best practices that can be replicated by other organizations in the building materials industry.

Keywords: Supply Chain Performance, practices and measures, ACICO, case study