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Title: Execution in Retail Supply Chains: Vendor-Retail Relationships

Date: March 22, 2006 (Wednesday)

Time: 1:30 pm

Place: Goldwater Center GWC 510

Abstract:

Researchers and managers alike have been touting the benefits of supply chain coordination. Such benefits include information sharing for improved supply chain visibility, joint planning, and improved physical flow of products through the supply chain. Despite these benefits, few manufacturers and retailers have developed the partnerships needed for such coordination to occur. The magnitude of distribution center receiving errors highlights this gap between theory and practice. Using data collected from one distribution center of a large retail chain with more than 700 stores, we show that 8% of the orders received from manufacturers were incorrect and resulted in a delay in distribution. We categorized the types of receiving errors observed and discuss the root cause of these disruptive events.

Bio:

Nicole DeHoratius is currently Assistant Professor of Operations Management at the University of Chicago Graduate School of Business. She received her PhD from Harvard University in 2002. Her research interests include execution problems in retail supply chains, in particular exploring how collaboration between manufacturers and retailers can improve execution in retail distribution centers and, consequently impact stove level product availability. She has been working on identifying the magnitude and drivers of execution failures such as inventory record inaccuracy and its implication for the use of automated supply chain decision tools.