

21. The Role of Human Factors in Supply Chains

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Abstract

A supply chain consists of all parties concerned, directly or indirectly, in satisfying a customer request. The supply chain not only includes the producer and suppliers, but also transporters, warehouses, retailers, and consumers themselves. Within each business, the supply chain includes all functions involved in receiving and satisfying a customer request. These functions include, but are not limited to, new product development, marketing, operations, sharing, finance, and customer service. Global supply chains are evolving into forceful process networks in which companies connect in novel combination based on the context and requirements of individual project. This dynamic environment requires effective communication, team management, and constant lifecycle modernization. Human factors insight in these areas is critical for the effective development of global process networks. The importance of human resources has increased significantly due to new places and the role of men in all sectors of the public. It is a rational, human being, which runs all the actions, and whose outcome depends on the knowledge, abilities, skill, inspiration. The purpose of the paper is to call attention to the importance of human factors in the action of each enterprise and the necessity of creating the arrangement of enterprise and caring for organizational background in line with available human resources. This paper also shows an overview of the arrangement of global supply chain networks and the human factors dimensions that affect their success.

Key words: supply chain, producer, suppliers, transporters, warehouses, retailers etc.

Objective of the study

The present paper has been prepared keeping in mind the following objectives.

1. To study the challenges faced in HUMAN FACTORS IN SUPPLY CHAINS
2. To study the opportunities available for development in supply chain management
3. To identify the challenges those affect the A supply chain consists of all parties concerned

4. To analyze the challenges and risk factor involved in Supply Chain Management process plays

Introduction

It is becoming impossible to remove or ignore source of turmoil and volatility in markets. Hence, supply chain managers must accept indecision, but they still need to develop a policy that enables them to match supply and demand at a suitable cost. Global supply chains are evolving into dynamic process networks in which companies attach in novel combination based on the context and necessities of individual projects. This dynamic environment require effective message, team management, and constant life cycle modernism. Human factors insights in these areas are critical for the efficient development of global procedure networks.

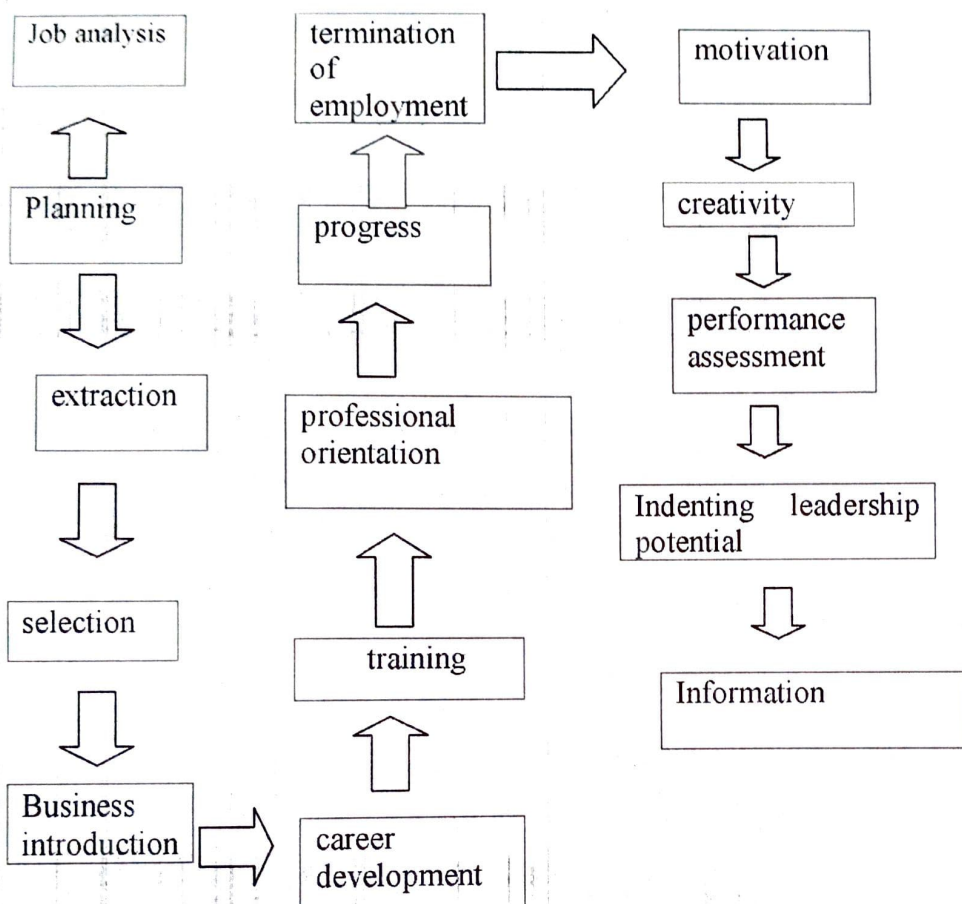
Successful companies are those that believe their human capital as their most important asset. Facts and figures are the quantitative elements of successful management, yet the qualitative, i.e. the cognitive aspects, are those that actually make or break an association. Assuming that the employees of an organization in some supply chain are persons with own mental maps and perception, own goals and own personality and as such they cannot be apparent as a whole, HRM holds that the association should be able to Marinko Jurčević, Morana Ivaković, Darko Babić THE ROLE OF HUMAN FACTORS IN SUPPLY CHAINS 2 Employ both individual and group psychology in classify to commit employees to the success of directorial goals. This paper presents an overview of the structure of global supply chain networks and the human factors scope that affect their success.

Basics of Human Resources

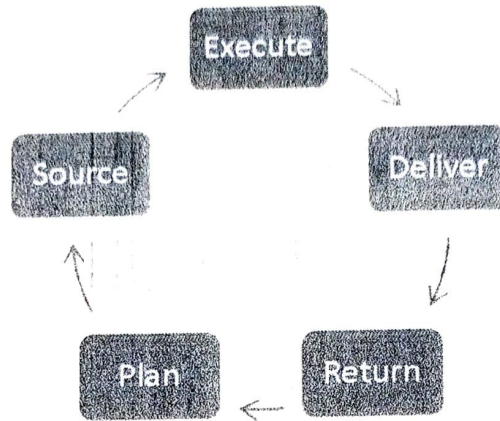
Every man, bearing in mind their wishes and promise, selects occupation and any association, keeping in mind the necessities of the environment and available resources will decide how to set up its organizational arrangement, define jobs and develop identifiable culture. arrangement of certain structures of the company, except for activities with which it deals, depends on the motivation of old workers to adapt to surroundings changes and the readiness of new staff to embrace the culture of the organization. If appropriate organizational structure is recognized, its person members and team behavior can create a stimulating and pleasant environment, to educate, adjust and to arrive at their goals. or else, undefined tasks, inability to self-decision making and the confirmation and unpleasant working ambiance which results with displeasure, higher staff income and poor commerce results

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Figure 1: Major processes and functions of human resources



Supply Chain Management process plays a huge insinuation in running key operations for almost every organization. Without a doing well supply chain, processes could halt at the floor level and finally bring down the results. For so many decades, supply chains have gone from side to side a journey of their own from being so simple to recently urban algorithm based ones. With ever-evolving supply chain concept, supply chain management process has become a devoted function. Supply chain manager are given the accountability to ensure that supply chain, be it external or internal, is efficient and money-making both. But another inquiry that comes up is how they do it? The machine to be follow for effectual supply chain organization process involves five essential stages explains here.



Plan – Planning is the strategic part of supply chain management process, to find out a best possible drawing of how to fulfill the end condition. SCM managers should name a list of key machinery like plant location & size, warehouse designing, delivery models, IT solutions’ selection etc. Not only this, supply chain management process would be unfinished if key matrices like transport cost modeling, store efficiency models etc. are not developed.

Source – At this stage of supply chain management, the stress is on to ascertain the most reliable of suppliers for raw materials so that manufacture process would never put at risk. But taxing conditions do arise during operations, supply chain managers must ensure key pain points of supply cycle are always being tracked to keep the engine running. Holisol believes that contractual structure as well as selection of a capable supplier is one thing, but there should be a tangible system in place for the continuous development of suppliers which would boost their competence as well.

Execute – This is the stage where well designed processes are implement so that a perceivable shape is given to existing plans in the form of artificial products which are ready for testing, packaging, and delivery. Not only this, results at this stage are quantify so that maximum possible competence is achieved. Holisol’s specialists design cost effective IT solutions which enable customers in building fineness and improving efficiency at the execution stage of the supply chain management process.

Deliver – Supply chain when reaches this stage, the managers have a task at hand to deliver the manufactured goods/service in the right quantity, at the right place and right time by employing suitable carriers. Supply chain managers should be fully equipped with modern IT tools to keep a track on warehousing networks, recordmodel as well as invoicing and payment take.

Return – Returns' handling is the last step of supply chain organization process. It not only involves reviewing returned products for quality purpose but also managing their inventory. At the ground level, supply chain managers should deploy their resources supporting them with knowledge for faster pickups, quicker replacement etc. Returns organization should be a value improvement measure in the eyes of supply chain managers and they must ensure every attractive measure is taken for most possible competence.

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