

PROCESS AND INFORMATION MANAGEMENT IN SUPPLY CHAIN

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Supply chain management is the combination of different processes of supply, production and distribution in order to manage the flow of goods and service and transformation raw materials into final product. The main objectives of supply chain management are minimizing costs, decreasing fulfillment time, improving the quality of products, increasing flexibility, diversity and the reaction. Moreover, it is necessary to keep cost down by minimizing shortages. Supply chain management improves productivity. One more statement is the efficiency of operations that directly lies in logistics process management.

ISO 9001:2015 sets criteria of system of quality management and outlines the only standard in its series. The process approach is the component of the given standard. It incorporates the Plan-Do-Check-Act (PDCA) cycle and risk-based thinking. So, all processes are managed and kept under control.

The techniques above means the organization needs to determine required process inputs and expected outputs; assign responsibilities for processes; identify risks and opportunities for processes, and plan to address these.

There are some process examples:

- Manufacturing, distribution, delivery;
- Equipment management;
- Business process outsourcing;
- Audit and inspections;
- Information management.

The standards recommend establishing a structure of departments which are managed by a department head who is responsible for the final result. Usually they interact only with internal customers. Heads of the departments plan, specify, and control operations and maximize the performance of their departments. They see the whole picture and should understand how it goes from start to finish, from process initiation till its full implementation.

For instance, organization plans and implement processes for providing goods and service delivery. So, it is necessary to define the requirements for products and services, and then establish criteria for the processes and acceptance of them. Therefore, this is followed by determination of resources, development plan and updating.

Information management is the basis of communication between departments, individual employees, companies, outsourcing enterprises, public relations and any other connections. It can be paper based and electronic, used to aggregate, analyze, validate and display data from all level of the logistics systems that can be used to make logistics decisions and manage the supply chain.

Some data elements include stock on hand, losses, shipment status and other information each need to perform their supply chain role.

Also Process Management is to control and analyze unforeseen circumstances and changes. The most crushable for company's reputation is feedback from consumers in B2B and B2C sectors.

That is why the solution can be the customer relations department, which not only resolves bad reviews and complaints, but also prevents them with the help of different functions in a way. These functions are providing general information about services and products, processing contracts or orders, generating requests or requests for their change.

Thus, the primary task of process approach is the determinant of achieving the efficiency, productivity, flexibility etc. But Information management is the driving force of internal and external connections in order to implement process from the very beginning till the full completion with minimum losses and maximum profit making everybody satisfied.

References

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