

# Future of supply chain: Navigating the challenges

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## Key considerations for businesses on the future of supply chain



### Customer centricity

Build customer-centric competitive advantage by understanding and meeting customer expectations.



### Platforms

Be characterized by an outside-in operating model empowered by as-a-service platforms, which is driven by business, customer, and employee insights and powered by technology and talent.



### Cognitive decision centers

Be more collaborative, transparent and evidence-based, with cognitive decision centers complementing human decision-making, harnessing big data across the entire environment.



### Micro supply chains

Balancing the cost of complexity with the value gained from variety, re-balancing global versus local supply chain operations to better manage risks, enhancing resiliency, and increasing customer service levels.



### Ethical supply chains

As climate and social issues have found their place firmly on boardroom agendas, businesses realize they need to act to operationalize their sustainability strategy.



### Workforce

Deliver rapid workforce reskilling and hiring as an organizational critical success factor; focusing on emerging digital skills such as AI management, design thinking, predictive analytics and robotics.



### Supply chain risk management

## Key takeaways and next steps

1 Establish clear strategy from the top



2 Modeling the 'voice of the customer'



3 Designing supply chain ecosystem



4 Enhancing supply chain digitization



5 Strengthening workforce for the future

