

Increasing Productivity through the use of Information Technology in Supply Chain

Albert Tan
Associate Director (Industry Research)
The Logistics Institute – Asia Pacific



A Collaboration Between



Winner for
Best Educational
Course Provider
2003-2010

The Logistics Institute – Asia Pacific

- Established in Nov 1998
- An initiative of Economic Development Board of Singapore
- A collaboration between
 - ★ National University of Singapore
 - ★ Georgia Institute of Technology
- Mission: To be the premier institute in Asia Pacific nurturing logistics excellence in research and education



Agenda

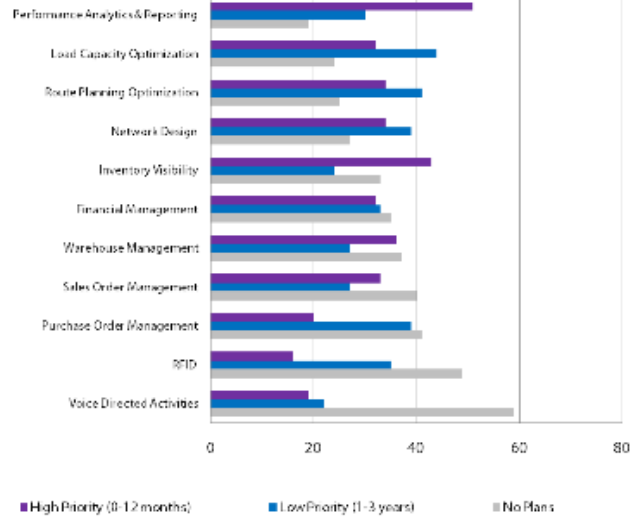
1. Study on the use of IT in supply chain
2. Case studies on innovative use of IT in some industries
3. Lessons learnt
4. Framework for effective IT implementation

Study to understand how companies make use of IT to improve their performance

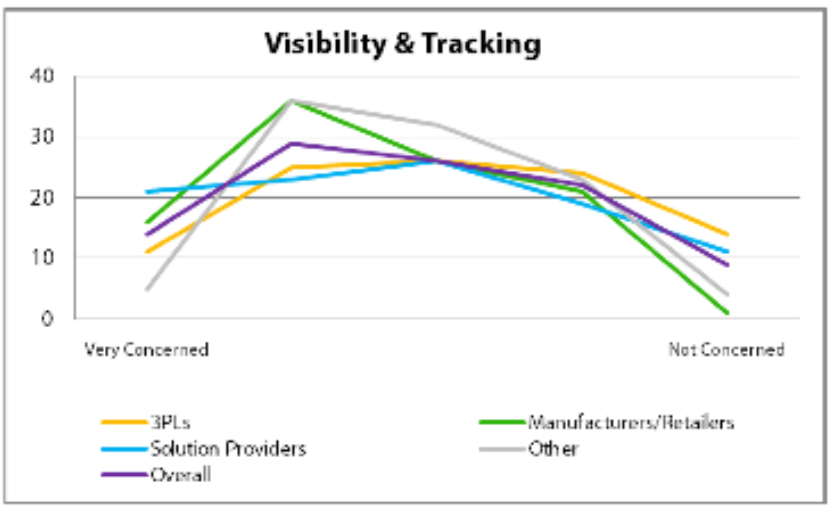
- A study was conducted in 2010 with 36 companies offering services in warehousing, transportation, forwarding and documentation.
- Key problems indicated by respondents are
 - Lack of software integration
 - Most processes are handle manually
- The main purpose of using IT are
 - To improve its productivity and reduce errors
 - To share information to improve its relationship with customers

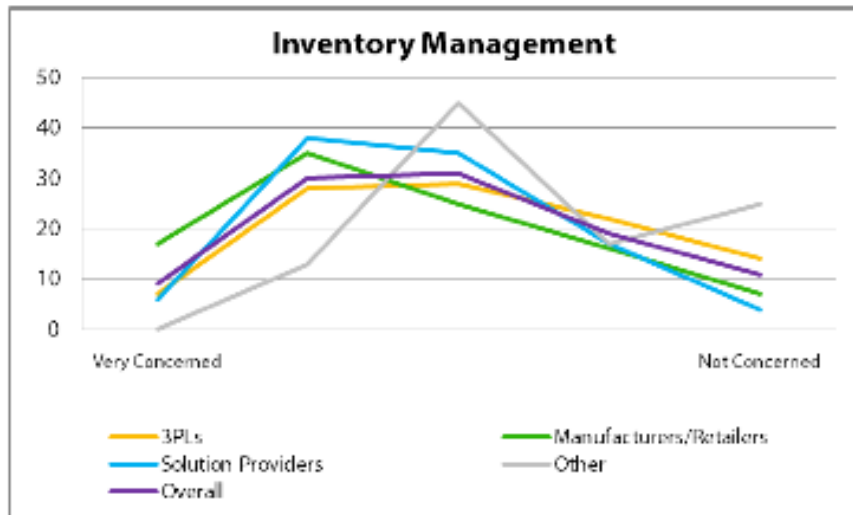


Technology Investment Priorities for 3PLs



Visibility & Tracking

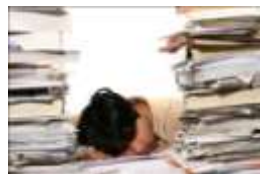




Service industries (Before)

Law firms and insurance firms

- A lot of documents for storage
- Misplace of documents
- Missing documents
- Difficulty in retrieval
- Located in central business district
- Need to keep for 7 years



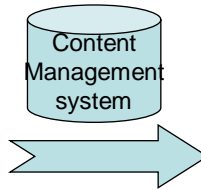
Service industries (After)

Outsource to 3PL for e-filing

- Scan and index all documents
- Ease of retrieval
- No more missing documents
- Cheaper locations for storage
- Compliant with law

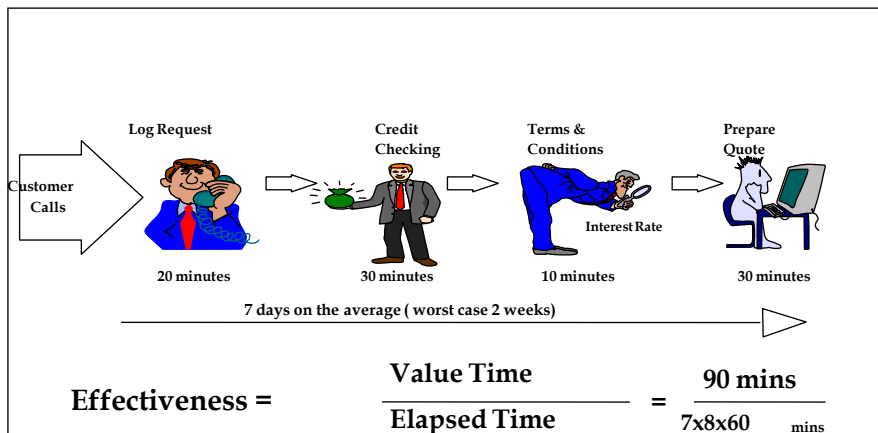


Office in Business District

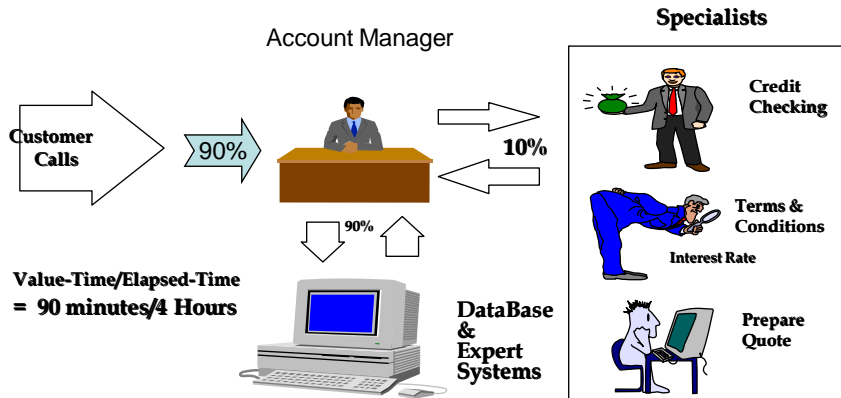


Warehouse in rural Area

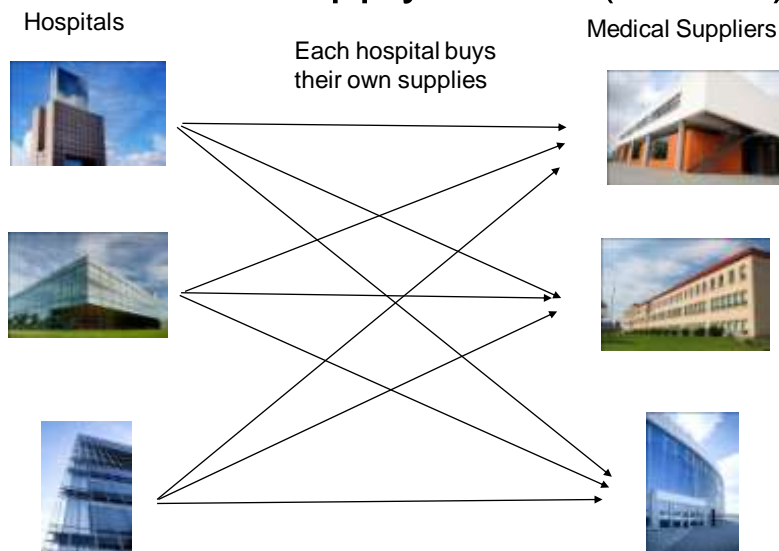
Finance company (Before)

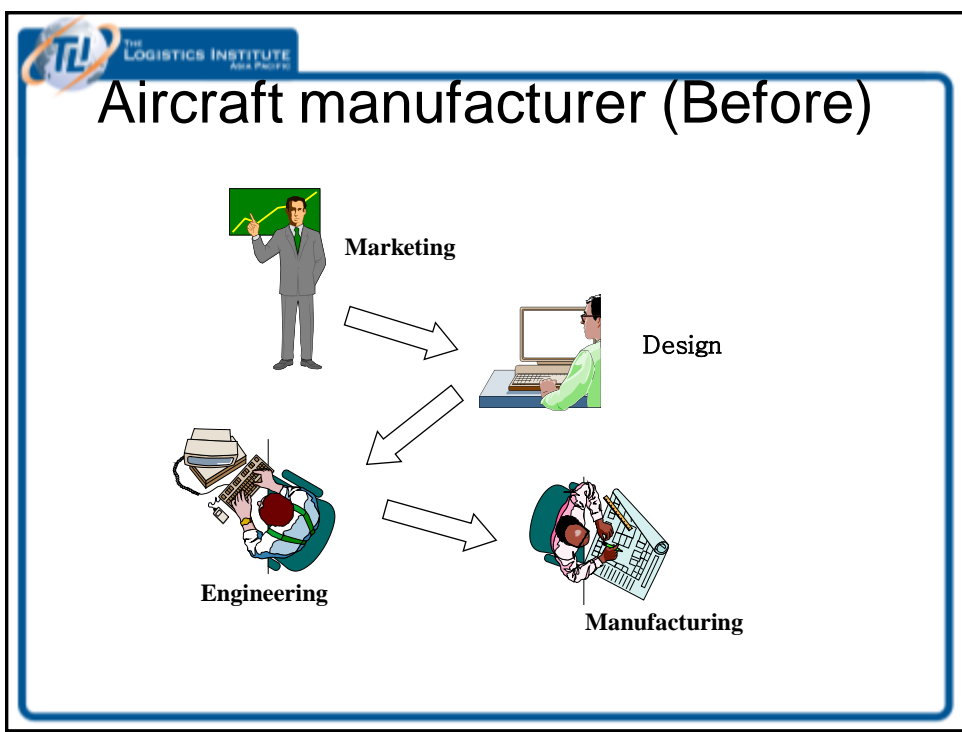


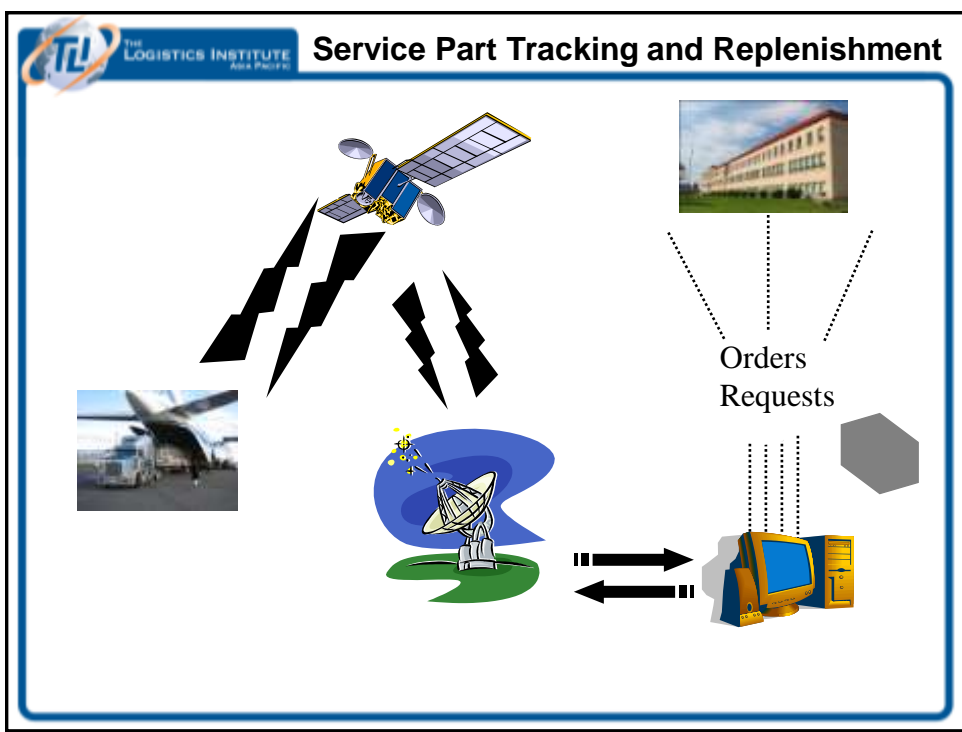
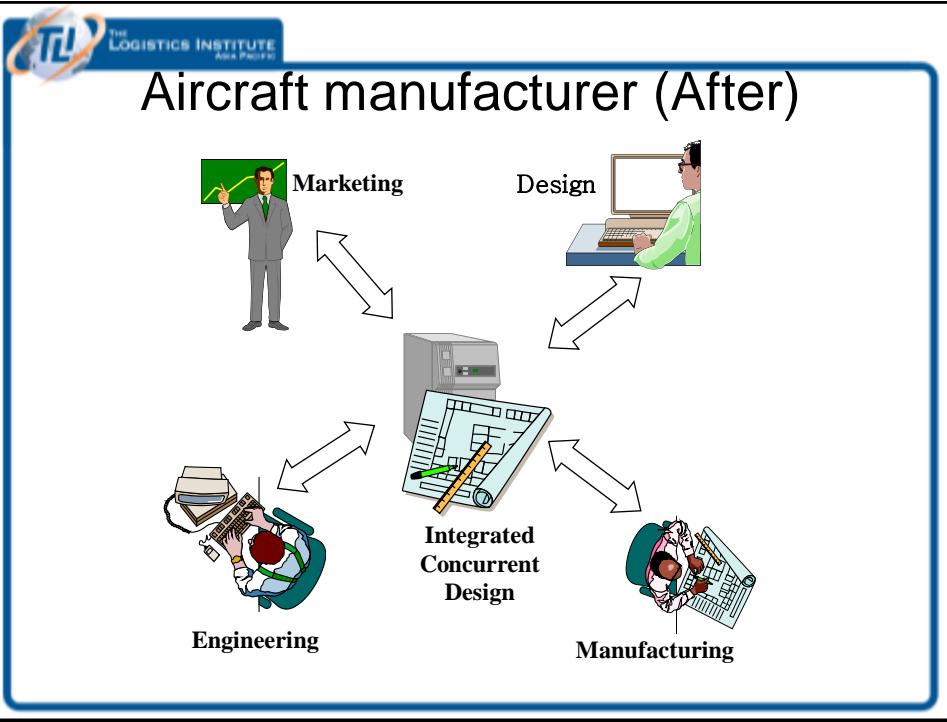
Finance company (After)

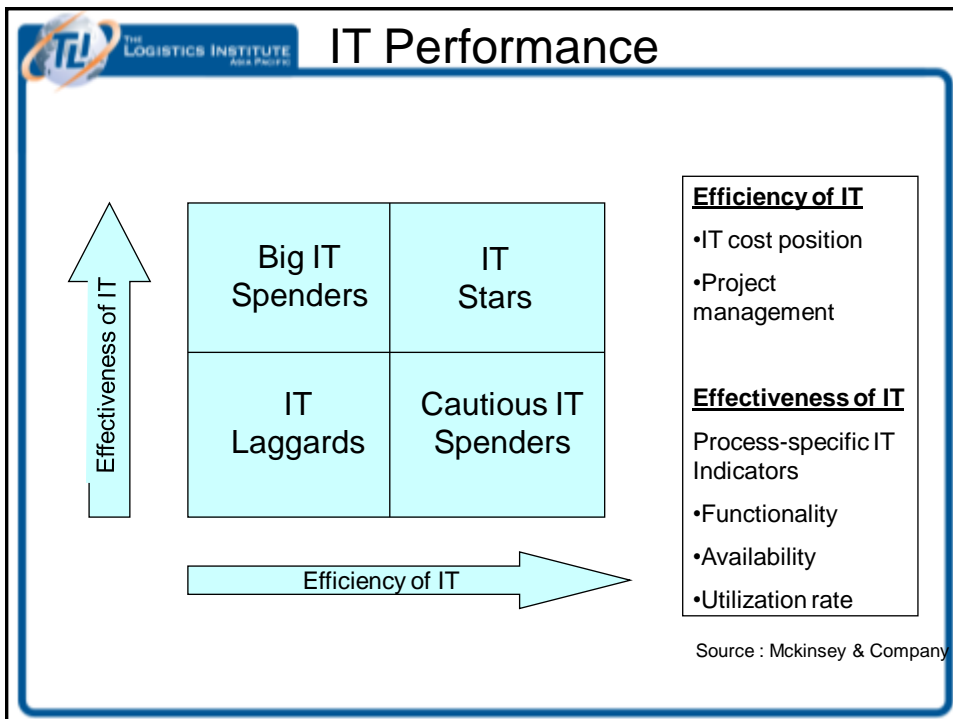
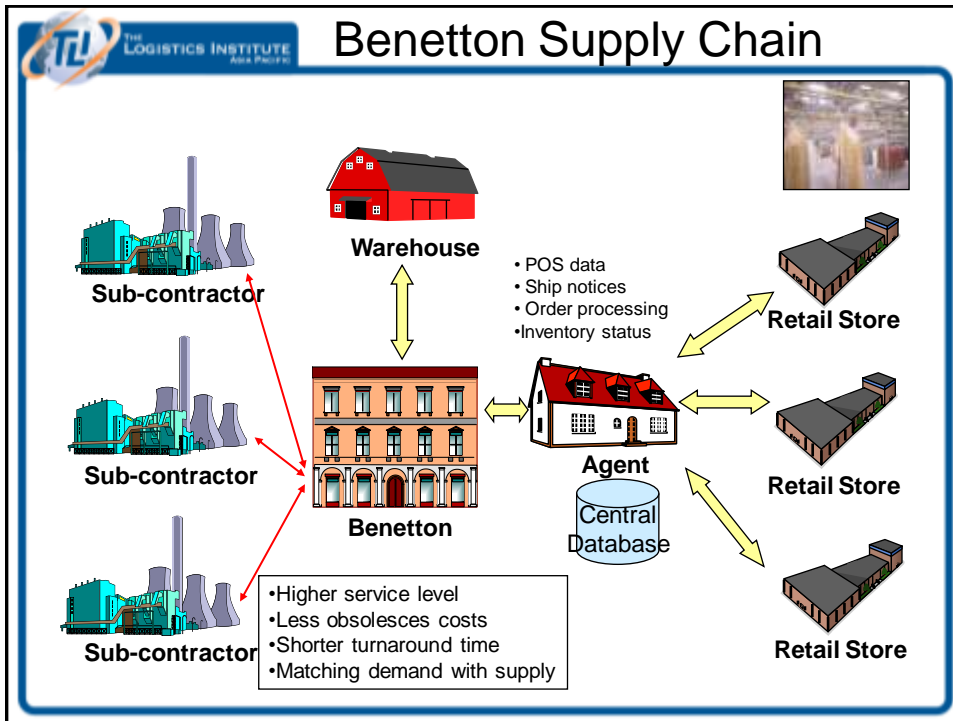


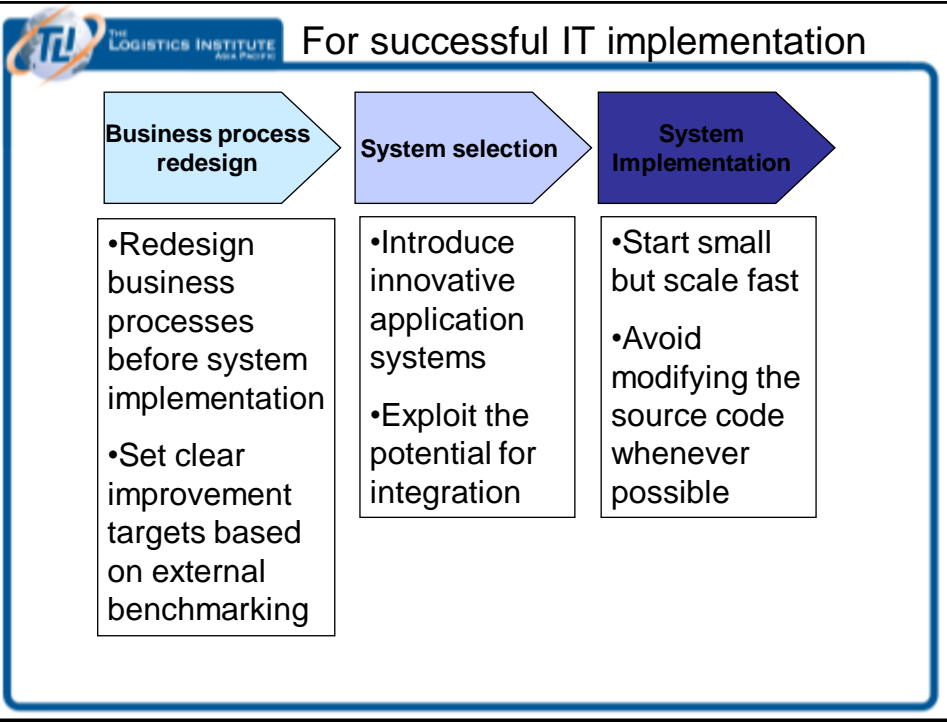
Healthcare Supply Chain (Before)











The Logistics Institute – Asia Pacific
 National University of Singapore
 21 Heng Mui Keng Terrace, #04-01
 Singapore 119613

Tel: (65) 6516 4842 • Fax: (65) 6775 3391
 E-mail: albertan@nus.edu.sg • Website: www.tliap.nus.edu.sg