Technological Enhancements in Supply Chain Management Post COVID-19

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Abstract : COVID-19 has caused widespread disruption in all economical sectors and industries around the world. The COVID-19 lockdown measures have resulted in production halts, restrictions on persons and goods movement, border closures, logistical constraints, and a slowdown in trade and economic activity. The main subject of this paper is to leverage technology to manage the supply chain effectively and efficiently through the usage of artificial intelligence. The research methodology is based on empirical data collected through a questionnaire survey. One of the approaches utilized is a case study of industrial organizations that face obstacles such as high operational costs, large inventory levels, a lack of well-established supplier relationships, human behavior, and system issues. The main contribution of this research to the body of knowledge is the empirical insights and on supply chain sustainability performance measurement. The results provide guidelines for the selection of advanced technologies to support supply chain processes and for the design of sustainable performance measurement systems.

Keywords : information technology, artificial intelligence, supply chain management, industrial organizations

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