

# ai impact on supply chain management

## The AI Revolution: Reshaping Supply Chain Management

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**Publisher:** Supply Chain Digest, a highly respected and influential publication dedicated to providing in-depth analysis and reporting on all aspects of supply chain management. Their reputation for accuracy and insightful commentary within the industry makes them a trusted source of information.

**Editor:** Mark Johnson, a veteran supply chain executive with over 20 years experience in logistics and operations, possesses a deep understanding of the challenges and opportunities presented by the integration of AI into supply chain management.

**Keywords:** AI impact on supply chain management, artificial intelligence supply chain, AI in logistics, supply chain optimization, AI-powered supply chain, predictive analytics supply chain, machine learning supply chain, AI supply chain transformation, digital supply chain, intelligent automation supply chain.

**Abstract:** This report explores the transformative impact of artificial intelligence (AI) on supply chain management. We will delve into specific applications of AI across various supply chain functions, examining both the benefits and challenges associated with AI adoption. The analysis will be supported by data and research findings from reputable sources, illustrating the significant improvements AI brings to efficiency, resilience, and profitability. The future implications of the AI impact on supply chain management will also be considered.

## 1. Introduction: The Evolving Landscape of Supply Chain Management

The global supply chain has always been a complex and dynamic system, susceptible to disruptions caused by unforeseen events like natural disasters, geopolitical instability, and even unexpected demand fluctuations.

Traditionally, managing these complexities relied heavily on human expertise and reactive strategies. However, the advent of artificial intelligence is fundamentally altering this landscape. The AI impact on supply chain management is rapidly becoming a defining factor in determining a company's competitiveness and resilience. This report will examine how AI is being leveraged to optimize various aspects of the supply chain, enhancing efficiency, reducing costs, and improving overall performance.

## **2. AI Applications Across the Supply Chain**

The AI impact on supply chain management is felt across various functions:

2.1. Demand Forecasting: Accurate demand forecasting is crucial for efficient inventory management. Traditional forecasting methods often struggle to account for numerous variables. AI algorithms, particularly machine learning models, can analyze vast datasets encompassing historical sales data, economic indicators, social media trends, and even weather patterns to generate significantly more accurate demand predictions. Research by Gartner shows that businesses using AI for demand forecasting experience a 10-20% improvement in forecast accuracy.

2.2. Inventory Optimization: Overstocking ties up capital and risks obsolescence, while understocking leads to lost sales and customer dissatisfaction. AI-powered inventory management systems can analyze real-time data on demand, lead times, and warehouse capacity to optimize inventory levels. This leads to reduced storage costs and improved service levels. A study by McKinsey found that AI-driven inventory optimization can reduce inventory holding costs by 20-40%.

2.3. Logistics and Transportation: AI is revolutionizing logistics and transportation by optimizing routes, scheduling deliveries, and predicting potential disruptions. AI-powered route optimization systems can analyze real-time traffic data, weather conditions, and other factors to determine the most efficient routes, reducing fuel consumption and delivery times. Predictive maintenance using AI can also prevent equipment failures, minimizing downtime and maintenance costs. The AI impact on supply chain management in this area has led to significant improvements in delivery speed and cost reduction.

2.4. Supply Chain Risk Management: Unexpected events can significantly disrupt supply chains. AI can help identify and mitigate these risks by analyzing data from various sources to predict potential disruptions. For instance, AI algorithms can monitor geopolitical events, natural disasters, and supplier performance to identify potential threats and suggest proactive mitigation strategies. This proactive approach significantly reduces the financial and operational impact of disruptions. The AI impact on supply chain management in risk management is particularly critical in today's volatile global environment.

2.5. Warehouse Management: AI-powered warehouse management systems automate

tasks such as picking, packing, and sorting, increasing efficiency and reducing errors. Robotics and automated guided vehicles (AGVs) integrated with AI systems are improving warehouse operations significantly. This automation also reduces labor costs and improves safety.

### **3. Benefits of AI in Supply Chain Management**

The AI impact on supply chain management translates into significant tangible benefits:

**Improved Efficiency:** Automation of tasks and optimized processes lead to increased efficiency and reduced operational costs.

**Enhanced Visibility:** Real-time data analysis provides complete visibility across the entire supply chain, enabling proactive decision-making.

**Reduced Costs:** Optimized inventory levels, efficient transportation, and reduced waste lead to significant cost savings.

**Increased Resilience:** Proactive risk management and improved adaptability to disruptions enhance supply chain resilience.

**Better Customer Service:** Faster delivery times, improved order accuracy, and greater responsiveness to customer needs enhance customer satisfaction.

### **4. Challenges and Considerations in AI Adoption**

Despite the numerous benefits, adopting AI in supply chain management presents certain challenges:

**Data Quality and Availability:** AI algorithms require large amounts of high-quality data to function effectively. Data silos and inconsistent data formats can hinder AI adoption.

**Integration Complexity:** Integrating AI systems with existing supply chain systems can be complex and costly.

**Skills Gap:** A shortage of skilled professionals with expertise in AI and supply chain management can limit the successful implementation of AI solutions.

**Cost of Implementation:** The initial investment in AI technology and infrastructure can be significant.

**Ethical Concerns:** Data privacy and security concerns need to be addressed when implementing AI systems that handle sensitive data.

### **5. The Future of AI in Supply Chain Management**

The AI impact on supply chain management is expected to grow exponentially in the coming years. We can anticipate further advancements in areas such as:

**Hyperautomation:** Increased automation of supply chain processes using AI and robotic process automation (RPA).

**Predictive Maintenance:** More sophisticated predictive maintenance models that can prevent equipment failures and minimize downtime.

**Blockchain Technology Integration:** Combining AI with blockchain to enhance supply chain transparency and traceability.

**Digital Twins:** Creating digital representations of supply chains to simulate different scenarios and optimize performance.

**AI-driven Sustainability:** Leveraging AI to optimize resource utilization and reduce the environmental impact of supply chains.

## 6. Conclusion

The AI impact on supply chain management is undeniable. AI is rapidly transforming the way businesses manage their supply chains, driving efficiency, improving resilience, and creating new opportunities for growth. While challenges exist, the benefits far outweigh the costs. Companies that embrace AI are positioning themselves for success in a highly competitive and dynamic global market. Investing in AI-powered supply chain solutions is no longer a luxury; it's a necessity for survival and growth in the modern business world.

## FAQs

1. What are the most common AI applications in supply chain management? Demand forecasting, inventory optimization, route optimization, risk management, and warehouse automation are among the most prevalent applications.
1. How can AI improve supply chain resilience? AI enables proactive risk identification and mitigation through predictive analytics and real-time monitoring of potential disruptions.
1. What are the biggest challenges in implementing AI in supply chains? Data quality, integration complexity, skills gap, cost of implementation, and ethical concerns are major hurdles.
1. What is the return on investment (ROI) of AI in supply chain management? ROI varies depending on the specific application and implementation, but studies suggest significant cost savings and efficiency gains.
1. How can companies ensure the ethical use of AI in their supply chains?

Companies must prioritize data privacy, security, and transparency, while also addressing potential biases in AI algorithms.

1. What are the future trends in AI-powered supply chain management? Hyperautomation, predictive maintenance, blockchain integration, digital twins, and AI-driven sustainability are key future trends.
1. What skills are needed to manage an AI-powered supply chain? A combination of supply chain expertise, data science skills, and AI knowledge is crucial.
1. How can small and medium-sized enterprises (SMEs) benefit from AI in supply chain management? Cloud-based AI solutions and partnerships with AI providers can make AI accessible to SMEs.
1. What are the best practices for successfully implementing AI in a supply chain? Start with a clear business case, choose the right AI solutions, invest in data quality, and ensure effective change management.

## **Related Articles:**

1. "AI-Powered Demand Forecasting: A Comparative Analysis of Machine Learning Algorithms": This article compares the performance of different machine learning algorithms for demand forecasting in the context of supply chain management.
1. "Optimizing Logistics with AI: Case Studies in Route Optimization and Delivery Scheduling": This article presents real-world examples of how AI is used to optimize logistics and transportation in various industries.
1. "The Role of AI in Supply Chain Risk Management: Proactive Mitigation

Strategies": This article explores how AI can be used to identify, assess, and mitigate supply chain risks.

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1. "The Future of Supply Chain Management: The Rise of Autonomous Supply Chains": This article discusses the long-term implications of AI and other technologies on the future of supply chain management.

**ai impact on supply chain management: AI and Machine Learning Impacts in Intelligent Supply Chain** Pandey, Binay Kumar, Kanike, Uday Kumar, George, A. Shaji, Pandey, Digvijay, 2024-01-29 Businesses are facing an unprecedented challenge - the urgent need to adapt and thrive in a world where intelligent factories and supply chains are the new norm. The digital transformation of supply chains is essential for staying competitive, but it is a complex journey

fraught with uncertainties. How can organizations harness the power of emerging technologies like Artificial Intelligence (AI) and Machine Learning (ML) to increase profitability, cut supply chain costs, elevate customer service, and optimize their networks? The answers to these questions are crucial for business survival and success. *AI and Machine Learning Impacts in Intelligent Supply Chain* is a groundbreaking book that offers a comprehensive solution to the challenges posed by the Industry 4.0 revolution. This book is your indispensable guide to navigating the intricate world of supply chain digital transformation using innovative technologies. It provides real-world examples and insights that illustrate how AI and ML are the keys to solving complex supply chain problems, from inventory management to route optimization and beyond. Whether you are an academic scholar seeking to delve into the impact of AI and ML on supply chain management or a business leader striving to gain a competitive edge, this book is tailored to meet your needs.

**ai impact on supply chain management: Artificial Intelligent Techniques for Wireless Communication and Networking** R. Kanthavel, K. Anathajothi, S. Balamurugan, R. Karthik Ganesh, 2022-02-24 ARTIFICIAL INTELLIGENT TECHNIQUES FOR WIRELESS COMMUNICATION AND NETWORKING The 20 chapters address AI principles and techniques used in wireless communication and networking and outline their benefit, function, and future role in the field. Wireless communication and networking based on AI concepts and techniques are explored in this book, specifically focusing on the current research in the field by highlighting empirical results along with theoretical concepts. The possibility of applying AI mechanisms towards security aspects in the communication domain is elaborated; also explored is the application side of integrated technologies that enhance AI-based innovations, insights, intelligent predictions, cost optimization, inventory management, identification processes, classification mechanisms, cooperative spectrum sensing techniques, ad-hoc network architecture, and protocol and simulation-based environments. Audience Researchers, industry IT engineers, and graduate students working on and implementing AI-based wireless sensor networks, 5G, IoT, deep learning, reinforcement learning, and robotics in WSN, and related technologies.

**ai impact on supply chain management: The Oxford Handbook of Supply Chain Management** Thomas Y. Choi, Julie Juan Li, Dale S. Rogers, Tobias Schoenherr, Stephan M. Wagner, This handbook is currently in development, with individual articles publishing online in advance of print publication. At this time, we cannot add information about unpublished articles in this handbook, however the table of contents will continue to grow as additional articles pass through the review process and are added to the site. Please note that the online publication date for this handbook is the date that the first article in the title was published online.

**ai impact on supply chain management: The Art of Structuring** Katrin Bergener, Michael Räckers, Armin Stein, 2019-01-25 Structuring, or, as it is referred to in the title of this book, the art of structuring, is one of the core elements in the discipline of Information Systems. While the world is becoming increasingly complex, and a growing number of disciplines are evolving to help make it a better place, structure is what is needed in order to understand and combine the various perspectives and approaches involved. Structure is the essential component that allows us to bridge the gaps between these different worlds, and offers a medium for communication and exchange. The contributions in this book build these bridges, which are vital in order to communicate between different worlds of thought and methodology – be it between Information Systems (IS) research and practice, or between IS research and other research disciplines. They describe how structuring can be and should be done so as to foster communication and collaboration. The topics covered reflect various layers of structure that can serve as bridges: models, processes, data, organizations, and technologies. In turn, these aspects are complemented by visionary outlooks on how structure influences the field.

**ai impact on supply chain management: Blockchain, IoT, and AI Technologies for Supply Chain Management** Priyanka Chawla, Adarsh Kumar, Anand Nayyar, Mohd Naved, 2023-05-05 Supply chain management, often known as SCM, refers to the extensive variety of operations that are required to plan, monitor, and coordinate the movement of a product from its raw materials to

its finished state in the most time- and money-efficient manner possible. How the supply chain is managed has an impact not only on the quality of the product and the service but also on the distribution, costs, and overall customer experience. Supply chain management is a massive undertaking that needs firms to reevaluate the method in which they operate their supply chains. Blockchain, IoT, and AI Technologies for Supply Chain Management discusses the problems and difficulties that the facilitators of the supply chain confront, in addition to the possible solutions to such problems and difficulties. This book will be the only one of its kind to address the impact of COVID-19 on supply chain systems involving different stakeholders such as producers, dealers, and manufacturers and will provide a foundation for future research opportunities that will allow for the unrestricted expansion and prosperity of business. It will serve as a foundation for academics, scientists, and educationists interested in the use of modern technologies in the field of supply chain management, such as the Internet of Things (IoT), Artificial Intelligence (AI), and Blockchain. In addition to those engaged in research, undergraduate and postgraduate students in higher education can also use this publication as a reference book. This book also presents a multifaceted perspective for the general public, including topics such as computer science, the food business, hotel management, fashion, medical, inventory management, and agricultural spheres.

**ai impact on supply chain management: Artificial Intelligence for COVID-19** Diego Oliva, Said Ali Hassan, Ali Mohamed, 2021-07-19 This book presents a compilation of the most recent implementation of artificial intelligence methods for solving different problems generated by the COVID-19. The problems addressed came from different fields and not only from medicine. The information contained in the book explores different areas of machine and deep learning, advanced image processing, computational intelligence, IoT, robotics and automation, optimization, mathematical modeling, neural networks, information technology, big data, data processing, data mining, and likewise. Moreover, the chapters include the theory and methodologies used to provide an overview of applying these tools to the useful contribution to help to face the emerging disaster. The book is primarily intended for researchers, decision makers, practitioners, and readers interested in these subject matters. The book is useful also as rich case studies and project proposals for postgraduate courses in those specializations.

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**ai impact on supply chain management: Data-Driven Technologies and Artificial Intelligence in Supply Chain** Mahesh Chand, Vineet Jain, Puneeta Ajmera, 2023-11-22 This book highlights the importance of data-driven technologies and artificial intelligence in supply chain management. It covers important concepts such as enabling technologies in Industry 4.0, the impact of artificial intelligence, and data-driven technologies in lean manufacturing. Provides solutions to solve



complex supply chain management issues using artificial intelligence and data-driven technologies. Emphasizes the impact of a data-driven supply chain on quality management. Discusses applications of artificial intelligence, and data-driven technologies in the service industry, and lean manufacturing. Highlights the barriers to implementing artificial intelligence in small and medium enterprises. Presents a better understanding of different risks such as procurement risks, process risks, demand risks, transportation risks, and operational risks. The book comprehensively discusses the applications of artificial intelligence and data-driven technologies in supply chain management for diverse fields such as service industries, manufacturing industries, and healthcare. It further covers the impact of artificial intelligence and data-driven technologies in managing the FMGC supply chain. It will be a valuable resource for senior undergraduate, graduate students, and academic researchers in diverse fields including electrical engineering, electronics and communications engineering, industrial engineering, manufacturing engineering, production engineering, and computer engineering.

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**ai impact on supply chain management: Blockchain, IoT, and AI Technologies for Supply Chain Management** Veena Grover,

**ai impact on supply chain management: Blockchain and Supply Chain Management** Nir Kshetri, 2021-03-03 Blockchain and Supply Chain Management combines discussions of blockchain and supply chains, linking technologies such as artificial intelligence, Internet of Things, satellite imagery, and machine vision. The book examines blockchain's basic concepts, relevant theories, and its roles in meeting key supply chain objectives. The book addresses problems related to inefficiency, opacity, and fraud, helping the digitization process, simplifying the value creation process, and facilitating collaboration. The book is balanced between blockchain and supply chain application and theory, covering the latest technological, organizational and regulatory developments in blockchain from a supply chain perspective. The book discusses the opportunities, barriers, and enablers of blockchain in supply chain policy, along with legal and ethical implications. Supply chain management faces massive disruption with the dynamic changes in global trade, the impact of Covid-19, and technological innovation. Entire industries are also being transformed by blockchain, with some of the most promising applications in supply chain management. - Provides theoretical and practical insights into both blockchain and supply chains - Features numerous illustrative case studies, boxes, tables, and figures - Examines blockchain's impacts on supply chains in four key industries: Food and beverage, healthcare, pharmaceuticals, and finance

**ai impact on supply chain management: Handbook of Research on Applied AI for International Business and Marketing Applications** Christiansen, Bryan, Škrinjari?, Tihana, 2020-09-25 Artificial intelligence (AI) describes machines/computers that mimic cognitive functions that humans associate with other human minds, such as learning and problem solving. As businesses have evolved to include more automation of processes, it has become more vital to understand AI and its various applications. Additionally, it is important for workers in the marketing industry to understand how to coincide with and utilize these techniques to enhance and make their work more efficient. The Handbook of Research on Applied AI for International Business and Marketing

Applications is a critical scholarly publication that provides comprehensive research on artificial intelligence applications within the context of international business. Highlighting a wide range of topics such as diversification, risk management, and artificial intelligence, this book is ideal for marketers, business professionals, academicians, practitioners, researchers, and students.

**ai impact on supply chain management:** Handbook of Research on Innovative Management Using AI in Industry 5.0 Garg, Vikas, Goel, Richa, 2021-11-19 There is no industry left where artificial intelligence is not used in some capacity. The application of this technology has already stretched across a multitude of domains including law and policy; it will soon permeate areas beyond anyone's imagination. Technology giants such as Google, Apple, and Facebook are already investing their money, effort, and time toward integrating artificial intelligence. As this technology continues to develop and expand, it is critical for everyone to understand the various applications of artificial intelligence and its full potential. The Handbook of Research on Innovative Management Using AI in Industry 5.0 uncovers new and innovative features of artificial intelligence and how it can help in raising economic efficiency at both micro and macro levels and provides a deeper understanding of the relevant aspects of artificial intelligence impacting efficacy for better output. Covering topics such as consumer behavior, information technology, and personalized banking, it is an ideal resource for researchers, academicians, policymakers, business professionals, companies, and students.

**ai impact on supply chain management:** *Blockchain, IoT, and AI Technologies for Supply Chain Management* Veena Grover, Balamurugan Balusamy, Mariofanna Milanov, A. Yovan Felix, 2024-07-18 Examine the synergistic possibilities of combining blockchain, IoT, and AI technologies in supply chain management. This book will address the difficulties and possibilities of integrating these technologies and offer helpful implementation advice. The current state of supply chain management involves several challenges, including lack of transparency, limited visibility into product movements, inefficient inventory management, and difficulty in tracking and tracing products. Blockchain, IoT, and AI can potentially address some of these challenges and improve supply chain management. To help illustrate this, case studies and actual instances of businesses implementing or experimenting with blockchain, IoT, and AI technology in their supply chains are included in the book. You'll review helpful advice on implementation and highlight successful deployments, lessons learned, and the impact of these technologies on supply chain visibility, agility, sustainability, and customer experience. This book further elaborates the fundamental concepts of AI and ML algorithms and demonstrates how AI can process enormous volumes of supply chain data to produce actionable insights, improve inventory control, forecast demand, and increase forecasting precision. This collective work will serve as a comprehensive guide for supply chain professionals, researchers, and technology enthusiasts interested in understanding the potential of blockchain, IoT, and AI technologies in revolutionizing supply chain management practices. What You Will Learn Discuss the evolving landscape of technology, potential advancements, and how Blockchain, IoT, and AI can shape the future of supply chains Gain Insight into upcoming developments and prepare for changing dynamics of the industry Understand intricate details of blockchain, IoT, and AI Technologies in real-life scenarios Who Is This Book For Industry Professionals working in the domain of supply chain management who would be interested in understanding how these technologies can enhance efficiency, transparency, and optimization in their supply chains.

**ai impact on supply chain management:** The Digital Supply Chain Bart L. MacCarthy, Dmitry Ivanov, 2022-06-09 The Digital Supply Chain is a thorough investigation of the underpinning technologies, systems, platforms and models that enable the design, management, and control of digitally connected supply chains. The book examines the origin, emergence and building blocks of the Digital Supply Chain, showing how and where the virtual and physical supply chain worlds interact. It reviews the enabling technologies that underpin digitally controlled supply chains and examines how the discipline of supply chain management is affected by enhanced digital connectivity, discussing purchasing and procurement, supply chain traceability, performance management, and supply chain cyber security. The book provides a rich set of cases on current

digital practices and challenges across a range of industrial and business sectors including the retail, textiles and clothing, the automotive industry, food, shipping and international logistics, and SMEs. It concludes with research frontiers, discussing network science for supply chain analysis, challenges in Blockchain applications and in digital supply chain surveillance, as well as the need to re-conceptualize supply chain strategies for digitally transformed supply chains.

**ai impact on supply chain management: The New (Ab)Normal** Yossi Sheffi, 2020-10-01  
Much has been written about Covid-19 victims, how scientists raced to understand and treat the disease, and how governments did (or did not) protect their citizens. Less has been written about the pandemic's impact on the global economy and how companies coped as the competitive environment was upended. In his new book, *The New (Ab)Normal*, MIT Professor Yossi Sheffi maps how the Covid-19 pandemic impacted business, supply chains, and society. He exposes the critical role supply chains play in helping people, governments, and companies to manage the crisis. The book draws on executive interviews, pandemic media coverage, and historical analyses. Sheffi also builds on themes from his books *The Resilient Enterprise* (2005) and *The Power of Resilience* (2015) to enrich the narrative. The author paints a compelling picture of how the Covid-19 virus is changing many facets of human life and what our post-pandemic world might look like. This must-read book helps companies to redefine their business models and adjust to a fast-evolving economic landscape. The stage is set In Part 1 of the book, "What Happened," the author looks at how companies fought to mend the global economic fabric even as the virus ripped more holes in it. Part 2, "Living with Uncertainty," views the crisis through a supply chain risk management lens derived from Yossi Sheffi's previous books. This perspective shows how companies create corporate immune systems to quickly recognize and manage large-scale disruptions. The ongoing pandemic is creating a new normal in life, work, and education—covered in Part 3, "Adjustment Required." Consumer fears about the contagion as well as government mandates require businesses in industries such as retail, hospitality, entertainment, sports, and education to create "safe zones" for workers and customers. Many elements of the book - especially in Part 4, "Supply Chains for the Future" - show how the virus accelerated preexisting trends in technology adoption. China was the epicenter of the pandemic; it also was the first nation to be disrupted and recover. Part 5 of the book, "Of Politics and Pandemics," explains why reports that companies are abandoning China in favor of other offshore manufacturing centers do not reflect reality. Fundamentally, *The New (Ab)Normal* is about businesses trying to create a better future in a time of extreme uncertainty - a point emphasized in Part 6, "The Next Opportunities." The outlook is not necessarily gloomy. The advance of technology is accelerating, a trend that can level the playing field between small and large companies. Nimble small businesses are using a growing array of off-the-shelf cloud computing and mobile apps to deploy sophisticated technologies in their supply chains and customer interfaces. The New (Ab)Normal Another new normal is working from home. Remote working enables individuals to live anywhere and companies to recruit talent from anywhere. Education, especially higher education, faces a major disruption (and major opportunity) that is likely to shake the high-cost model of in-person education in favor of online or hybrid education. Regrettably, the book recognizes one trend accentuated by Covid-19--the growing inequality, and anticipates that the new normal will be more stratified.

**ai impact on supply chain management: Artificial Intelligence** Harvard Business Review, 2019 Companies that don't use AI to their advantage will soon be left behind. Artificial intelligence and machine learning will drive a massive reshaping of the economy and society. What should you and your company be doing right now to ensure that your business is poised for success? These articles by AI experts and consultants will help you understand today's essential thinking on what AI is capable of now, how to adopt it in your organization, and how the technology is likely to evolve in the near future. *Artificial Intelligence: The Insights You Need* from Harvard Business Review will help you spearhead important conversations, get going on the right AI initiatives for your company, and capitalize on the opportunity of the machine intelligence revolution. Catch up on current topics and deepen your understanding of them with the *Insights You Need* series from Harvard Business

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**ai impact on supply chain management:** Responsible AI and Analytics for an Ethical and Inclusive Digitized Society Denis Dennehy, Anastasia Griva, Nancy Pouloudi, Yogesh K. Dwivedi, Ilias Pappas, Matti Mäntymäki, 2021-08-25 This volume constitutes the proceedings of the 20th IFIP WG 6.11 Conference on e-Business, e-Services, and e-Society, I3E 2021, held in Galway, Ireland, in September 2021.\* The total of 57 full and 8 short papers presented in these volumes were carefully reviewed and selected from 141 submissions. The papers are organized in the following topical sections: AI for Digital Transformation and Public Good; AI & Analytics Decision Making; AI Philosophy, Ethics & Governance; Privacy & Transparency in a Digitized Society; Digital Enabled Sustainable Organizations and Societies; Digital Technologies and Organizational Capabilities; Digitized Supply Chains; Customer Behavior and E-business; Blockchain; Information Systems Development; Social Media & Analytics; and Teaching & Learning. \*The conference was held virtually due to the COVID-19 pandemic.

**ai impact on supply chain management:** Logistics 4.0 Turan Paksoy, Cigdem Gonul Kochan, Sadia Samar Ali, 2020-12-17 Industrial revolutions have impacted both, manufacturing and service. From the steam engine to digital automated production, the industrial revolutions have conducted significant changes in operations and supply chain management (SCM) processes. Swift changes in manufacturing and service systems have led to phenomenal improvements in productivity. The fast-paced environment brings new challenges and opportunities for the companies that are associated with the adaptation to the new concepts such as Internet of Things (IoT) and Cyber Physical Systems, artificial intelligence (AI), robotics, cyber security, data analytics, block chain and cloud technology. These emerging technologies facilitated and expedited the birth of Logistics 4.0. Industrial Revolution 4.0 initiatives in SCM has attracted stakeholders' attentions due to its ability to empower using a set of technologies together that helps to execute more efficient production and distribution systems. This initiative has been called Logistics 4.0 of the fourth Industrial Revolution in SCM due to its high potential. Connecting entities, machines, physical items and enterprise resources to each other by using sensors, devices and the internet along the supply chains are the main attributes of Logistics 4.0. IoT enables customers to make more suitable and valuable decisions due to the data-driven structure of the Industry 4.0 paradigm. Besides that, the system's ability of gathering and analyzing information about the environment at any given time and adapting itself to the rapid changes add significant value to the SCM processes. In this peer-reviewed book, experts from all over the world, in the field present a conceptual framework for Logistics 4.0 and provide examples for usage of Industry 4.0 tools in SCM. This book is a work that will be beneficial for both practitioners and students and academicians, as it covers the theoretical framework, on the one hand, and includes examples of practice and real world.

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