

Module 1

Section C: Drivers of Supply Chain Transformation

Term

Benchmark measures

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Benchmarking

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Corporate culture

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Total cost of ownership (TCO)

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Comparing products, processes, and services to those of another organization thought to have superior performance. The target may or may not be a competitor or even in the same industry.

A set of measurements or metrics that is used to establish goals for improvements in processes, functions, products, and so on. Often derived from other firms that display best-in-class achievement.

The sum of all the costs associated with every activity of the supply stream.

The set of important assumptions that members of the company share. It is a system of shared values about what is important and shared beliefs about how the company works. These common assumptions influence the ways the company operates.