

## Bibliography

“About the UN Global Compact.” United Nations Global Compact, [unglobalcompact.org/about](https://unglobalcompact.org/about).

Accruent. “What Is CMMS Software? How Does It Work? Definition & Benefits.” [website.maintenanceconnection.com/resources/knowledge-hub/what-is-a-cmms](https://website.maintenanceconnection.com/resources/knowledge-hub/what-is-a-cmms).

ADR International. “What Are Supplier Performance Measures?” [adr-international.com/what-are-supplier-performance-measures/#:~:text=Supplier%20performance%20measures%20are%20a,mixture%20of%20some%20of%20these](https://adr-international.com/what-are-supplier-performance-measures/#:~:text=Supplier%20performance%20measures%20are%20a,mixture%20of%20some%20of%20these).

American Productivity and Quality Center (APQC). “APQC’s Seven Tenets of Process Management.” [www.apqc.org/resource-library/resource-listing/apqcs-seven-tenets-process-management](https://www.apqc.org/resource-library/resource-listing/apqcs-seven-tenets-process-management), July 23, 2020.

American Productivity and Quality Center (APQC). “Seven Key Factors to Manage Process Maturity.” [www.apqc.org/blog/seven-key-factors-manage-process-maturity](https://www.apqc.org/blog/seven-key-factors-manage-process-maturity), March 15, 2022.

American Productivity and Quality Center (APQC). “Seven Tenets to Improve Your Process Management Effectiveness.” [www.apqc.org/blog/seven-tenets-improve-your-process-management-effectiveness](https://www.apqc.org/blog/seven-tenets-improve-your-process-management-effectiveness).

American Productivity and Quality Center (APQC). “Supply Chain Planning Benchmarking Assessment.” [www.apqc.org/what-we-do/benchmarking/assessment-survey/supply-chain-planning-benchmarking-assessment](https://www.apqc.org/what-we-do/benchmarking/assessment-survey/supply-chain-planning-benchmarking-assessment).

Ansoff, H. Igor. “Strategies for Diversification.” *Harvard Business Review*, 35(5), 1957.

Anvyl. “How to Conduct a Supply Chain Audit.” [anvyl.com/blog/supply-chain-audit/](https://anvyl.com/blog/supply-chain-audit/).

Arshavskiy, Marina. “Measuring eLearning Effectiveness: How Key Performance Indicators (KPIs) Can Help Validate Investment Decisions.” *Elearning Industry*, [elearningindustry.com/measuring-elearning-key-performance-indicators](https://elearningindustry.com/measuring-elearning-key-performance-indicators), November 25, 2016.

Association for Supply Chain Management (ASCM). “About the Digital Capabilities Model.” [www.ascm.org/corporate-solutions/standards-tools/dcm/](https://www.ascm.org/corporate-solutions/standards-tools/dcm/).

Association for Supply Chain Management (ASCM). “ASCM Education Helps Tamer Group Excel in Employee Development.” [www.ascm.org/corporate-transformation/case-studies/tamer-group/](https://www.ascm.org/corporate-transformation/case-studies/tamer-group/).

Association for Supply Chain Management (ASCM). “ASCM Enterprise Standards for Sustainability.” [www.ascm.org/globalassets/documents--files/ascm-files/ascm-enterprisecertificationstandardsguide.pdf](https://www.ascm.org/globalassets/documents--files/ascm-files/ascm-enterprisecertificationstandardsguide.pdf).

Association for Supply Chain Management (ASCM). “ASCM Global Health Supply Chain Initiative.” [ascm-ghsc.org/](https://ascm-ghsc.org/).

Association for Supply Chain Management (ASCM). *ASCM Supply Chain Dictionary*, 17th edition. Chicago, Illinois: ASCM, 2022.

Association for Supply Chain Management (ASCM). "ASCM Supply Chain Operations Reference Model SCOR Digital Standard." [www.ascm.org/globalassets/ascm\\_website\\_assets/docs/intro-and-front-matter-scor-digital-standard.pdf](http://www.ascm.org/globalassets/ascm_website_assets/docs/intro-and-front-matter-scor-digital-standard.pdf).

Association for Supply Chain Management (ASCM). "Digital Capabilities Model for Supply Networks." [dcm.ascm.org/about](http://dcm.ascm.org/about).

Association for Supply Chain Management (ASCM). "Enterprise Certification for Sustainability." [www.ascm.org/corporate-solutions/enterprise/](http://www.ascm.org/corporate-solutions/enterprise/).

Association for Supply Chain Management (ASCM). "Enterprise Supply Chain Self-Assessment." [www.ascm.org/enterprise-self-assessment/](http://www.ascm.org/enterprise-self-assessment/).

Association for Supply Chain Management (ASCM). "Introduction to Supply Chain Management Using SCOR." [ascm.force.com/community/s/learning-link/content-detail?vui\\_\\_mediaId=a2i60000006UoQlQAK&\\_gl=1\\*1opwiyp\\*\\_ga\\*NDQ00Tg0MTkwLjE2NTg4NTY3MzQ.\\*\\_ga\\_GDCS5PWB8J\\*MTY4NDI2Nzk4NC4xMzIuMS4xNjg0MjY5OTUxLjUxLjAuMA..&\\_ga=2.112407172.1411306324.1684254628-444984190.1658856734&\\_gac=1.179914326.1683755024.CjwKCAjwge2iBhBBEiwAfXDBR\\_7rZger9CpxJiMdmWAXA8\\_N9jaSv12sddGPKDawAlyoExM7lfZ-ShoCj0gQAvD\\_BwE](http://ascm.force.com/community/s/learning-link/content-detail?vui__mediaId=a2i60000006UoQlQAK&_gl=1*1opwiyp*_ga*NDQ00Tg0MTkwLjE2NTg4NTY3MzQ.*_ga_GDCS5PWB8J*MTY4NDI2Nzk4NC4xMzIuMS4xNjg0MjY5OTUxLjUxLjAuMA..&_ga=2.112407172.1411306324.1684254628-444984190.1658856734&_gac=1.179914326.1683755024.CjwKCAjwge2iBhBBEiwAfXDBR_7rZger9CpxJiMdmWAXA8_N9jaSv12sddGPKDawAlyoExM7lfZ-ShoCj0gQAvD_BwE).

Association for Supply Chain Management (ASCM). "Is Your Supply Chain Ready for Anything? The Resilient Supply Chain Benchmark." [www.ascm.org/eiu-benchmark/infographic/](http://www.ascm.org/eiu-benchmark/infographic/).

Association for Supply Chain Management (ASCM). "SCOR Digital Standard, Introduction to Processes." [scor.ascm.org/processes/introduction](http://scor.ascm.org/processes/introduction).

Association for Supply Chain Management (ASCM). "SCOR Digital Standard, P1.1 Capture External Market Signals." [scor.ascm.org/processes/plan/P1.1](http://scor.ascm.org/processes/plan/P1.1).

Association for Supply Chain Management (ASCM). *SCOR Professional Training: Participant Workbook*, Version 2.5. Chicago: ASCM, 2020.

Association for Supply Chain Management (ASCM). "The Rebound Podcast, Episode 31: Simplifying Digital Transformation." [www.ascm.org/ascm-insights/podcasts/episode-31-simplifying-digital-transformation/](http://www.ascm.org/ascm-insights/podcasts/episode-31-simplifying-digital-transformation/), December 2, 2021.

Association for Supply Chain Management (ASCM). "The Resilient Supply Chain Benchmark." [www.ascm.org/eiu-benchmark/](http://www.ascm.org/eiu-benchmark/).

Association for Supply Chain Management (ASCM). "The SCOR Digital Standard (SCOR DS)." [www.ascm.org/corporate-solutions/standards-tools/scor-ds/](http://www.ascm.org/corporate-solutions/standards-tools/scor-ds/).

Awati, Rahul, and Wesley Chai. "What Is Supply Chain Transformation?" TechTarget, [www.techtarget.com/searcherp/definition/supply-chain-transformation](http://www.techtarget.com/searcherp/definition/supply-chain-transformation), March 2023.

Bain & Company. "RAPID®: Bain's Tool to Clarify Decision Accountability." [www.bain.com/insights/rapid-tool-to-clarify-decision-accountability/#:~:text=A%20loose%20acronym%20for%20Input,right%20choices%E2%80%9494swiftly%20and%20effectively.&text=RAPID%20requires%20practice%20and%20discipline](http://www.bain.com/insights/rapid-tool-to-clarify-decision-accountability/#:~:text=A%20loose%20acronym%20for%20Input,right%20choices%E2%80%9494swiftly%20and%20effectively.&text=RAPID%20requires%20practice%20and%20discipline), August 11, 2011.

BDO. "Section 1: Benchmarking Your Digital Transformation Journey." [www.bdo.com/insights/advisory/section-1-benchmarking-your-digital-transformation-journey](http://www.bdo.com/insights/advisory/section-1-benchmarking-your-digital-transformation-journey).

Being First. "Four Indicators to Determine Your Stakeholders' Readiness to Change." [blog.beingfirst.com/four-indicators-of-your-stakeholders-readiness-to-change](http://blog.beingfirst.com/four-indicators-of-your-stakeholders-readiness-to-change), July 17, 2017.

BIT.AI. "Resource Management Plan: What Is It and How to Create It?" [blog.bit.ai/resource-management-plan/](http://blog.bit.ai/resource-management-plan/).

Blue Ocean. "5 Compelling Strategy Canvas Examples You Can Learn From." [www.blueoceanstrategy.com/blog/strategy-canvas-examples/](http://www.blueoceanstrategy.com/blog/strategy-canvas-examples/).

Blue Ocean. "What Is Blue Ocean Strategy?" [www.blueoceanstrategy.com/what-is-blue-ocean-strategy/](http://www.blueoceanstrategy.com/what-is-blue-ocean-strategy/).

Bolstorff, Peter, and Robert Rosenbaum. *Supply Chain Excellence: A Handbook for Dramatic Improvement Using the SCOR Model*, third edition. New York: AMACOM, 2012.

Boston Consulting Group. "What Is the Growth Share Matrix?" [www.bcg.com/about/overview/our-history/growth-share-matrix](http://www.bcg.com/about/overview/our-history/growth-share-matrix).

BSC Designer. "Strategy Map: How-To Guide, PDF Template, and Examples." [bscdesigner.com/strategy-maps-guide.htm](http://bscdesigner.com/strategy-maps-guide.htm).

Burton, Colin. "SAM Instructional Design: A Guide for Online Course Creators." Thinkific, [www.thinkific.com/blog/sam-model-instructional-design/](http://www.thinkific.com/blog/sam-model-instructional-design/), January 12, 2022.

Business Continuity Institute (BCI). "Three Things Executives Should Know About Organizational Resilience Standard ISO 22316." [www.thebci.org/news/three-things-executives-should-know-about-organizational-resilience-standard-iso-22316.html](http://www.thebci.org/news/three-things-executives-should-know-about-organizational-resilience-standard-iso-22316.html).

Change Management Institute. "Animations to Help You in Your Change Practice: What Does a Change Leader Do?" [change-management-institute.com/animations/](http://change-management-institute.com/animations/).

Change Management Institute. "Competency Model: Success and You—The Change Manager Competency Model." [change-management-institute.com/competency-model/](http://change-management-institute.com/competency-model/).

Chartered Institute of Logistics and Transport, The (CILT). "CILT International Certificate." [ciltinternational.org/education-development/global-training-directory/cilt-international-certificate/](http://ciltinternational.org/education-development/global-training-directory/cilt-international-certificate/).

Chartered Institute of Procurement and Supply (CIPS). [www.cips.org/about-us](http://www.cips.org/about-us).

Chittoor, Radhika. "Project Audit Guidelines." [project-management.com/project-audit-guidelines/](https://project-management.com/project-audit-guidelines/), February 22, 2022.

Circular Economy Club (CEC). "Circularity Indicators." [www.circulareconomyclub.com/listings/circularity-indicators-2/](https://www.circulareconomyclub.com/listings/circularity-indicators-2/).

Cohen, Shoshanah, and Joseph Roussel. *Strategic Supply Chain Management: The Five Core Disciplines for Top Performance*, second edition. New York: McGraw-Hill Education, 2013.

Crandall, Richard E., William R. Crandall, and Charlie C. Chen. *Principles of Supply Chain Management*, second edition. Boca Raton, Florida: CRC Press, 2015.

Daly, Catherine. "Five Ways to Achieve Team Alignment in Your Organization." Thought Exchange, [thoughtexchange.com/blog/5-ways-to-achieve-team-alignment-in-your-organization](https://thoughtexchange.com/blog/5-ways-to-achieve-team-alignment-in-your-organization), July 7, 2021.

"Decision Support System for Production (DSS-P)." [web.itainnova.es/elogistica/activity-fields/smart-logistics/decision-support-system-for-production-dss-p/](https://web.itainnova.es/elogistica/activity-fields/smart-logistics/decision-support-system-for-production-dss-p/).

Deloitte. "Deloitte's Digital Capabilities Model for Supply Networks." [www2.deloitte.com/content/dam/Deloitte/us/Documents/process-and-operations/us-dcm-poc.pdf](https://www2.deloitte.com/content/dam/Deloitte/us/Documents/process-and-operations/us-dcm-poc.pdf), 2020.

Deloitte. "Digital Maturity Model." [www2.deloitte.com/content/dam/Deloitte/global/Documents/Technology-Media-Telecommunications/deloitte-digital-maturity-model.pdf](https://www2.deloitte.com/content/dam/Deloitte/global/Documents/Technology-Media-Telecommunications/deloitte-digital-maturity-model.pdf), February 2018.

Deloitte Insights. "Tech Trends 2021." [www2.deloitte.com/us/en/insights/focus/tech-trends/2021.html](https://www2.deloitte.com/us/en/insights/focus/tech-trends/2021.html).

Digital Supply Chain Institute. "Digital Supply Chain Transformation Guide: Essential Metrics, The Frontside Flip: Focusing on Customers and Revenue." [www.studocu.com/id/document/institut-teknologi-bandung/operations-management/digital-supply-chain-transformation-guide-pdf/34903388](https://www.studocu.com/id/document/institut-teknologi-bandung/operations-management/digital-supply-chain-transformation-guide-pdf/34903388), October 2017.

Dittmann, J. Paul. *Supply Chain Transformation: Building and Executing an Integrated Supply Chain Strategy*. New York: McGraw Hill, 2013.

Ducrot, Leo, and Steven Depue. "How Your Supply Chain Business Case Will Put You on Track (and Save You)." OMP, [omp.com/blog/supply-chain-business-case](https://omp.com/blog/supply-chain-business-case), September 8, 2020.

Duncan, Rodger Dean. "Discover Your True North." *Forbes*, September 1, 2018. [www.forbes.com/sites/rodgerdeanduncan/2018/09/01/discover-your-true-north/?sh=60e99fd66988](https://www.forbes.com/sites/rodgerdeanduncan/2018/09/01/discover-your-true-north/?sh=60e99fd66988).

Eby, Kate. "The Essential Key Performance Indicators for Program Management." Smartsheet, [www.smartsheet.com/content/program-management-kpi-metrics-dashboard](https://www.smartsheet.com/content/program-management-kpi-metrics-dashboard), March 14, 2022.

Eccles, Robert, Ioannis Ioannou, and George Serafeim. "Is Sustainability Now the Key to Corporate Success?" *The Guardian*, [www.theguardian.com/sustainable-business/sustainability-key-corporate-success](https://www.theguardian.com/sustainable-business/sustainability-key-corporate-success), January 6, 2012.

Economist Intelligence Unit, The. "Is Your Supply Chain Ready for Anything?" [www.ascm.org/eiu-benchmark/infographic/](http://www.ascm.org/eiu-benchmark/infographic/).

Economist Intelligence Unit, The. "The Resilient Supply Chain Benchmark Methodology Report." [www.ascm.org/globalassets/ascm\\_website\\_assets/docs/the-resilient-supply-chain-benchmark-methodology-report.pdf](http://www.ascm.org/globalassets/ascm_website_assets/docs/the-resilient-supply-chain-benchmark-methodology-report.pdf), 2021.

eMaint. "What Is a Computerized Maintenance Management System?" [www.emaint.com/what-is-a-cmms/](http://www.emaint.com/what-is-a-cmms/).

Eshkenazi, Abe. "Transitioning to Digital Supply Networks." *ASCM Insights*, April 6, 2018. [www.ascm.org/ascm-insights/scm-now-impact/transitioning-to-digital-supply-networks/](http://www.ascm.org/ascm-insights/scm-now-impact/transitioning-to-digital-supply-networks/)

Felsberger, Andreas, Bernhard Oberegger, and Gerald Reiner. "A Review of Decision Support Systems for Manufacturing Systems." Workshop at i-Know 2016; October 18-19, 2016.

Fernandez, Alain. "Strategy Maps—Balanced Scorecard." Executive Dashboard.org, [www.executive-dashboard.org/balanced-scorecard/balanced-scorecard-strategy-maps.htm](http://www.executive-dashboard.org/balanced-scorecard/balanced-scorecard-strategy-maps.htm), May 19, 2022.

Forsyth, Edith. "Intensive Distribution Strategy and Examples." Study.com, [study.com/learn/lesson/intensive-distribution-strategy-examples.html](http://study.com/learn/lesson/intensive-distribution-strategy-examples.html), March 29, 2022.

Friedman, Hershey H. "Cognitive Biases That Interfere with Critical Thinking and Scientific Reasoning: A Course Module." SSRN Electronic Journal, April 2017, [www.researchgate.net/publication/316486755\\_Cognitive\\_Biases\\_that\\_Interfere\\_with\\_Critical\\_Thinking\\_and\\_Scientific\\_Reasoning\\_A\\_Course\\_Module](http://www.researchgate.net/publication/316486755_Cognitive_Biases_that_Interfere_with_Critical_Thinking_and_Scientific_Reasoning_A_Course_Module).

FTSE Russell. "There Is No Single Approach to Sustainability." [www.ftserussell.com/data/sustainability-and-esg-data/sustainability-esg-indexes](http://www.ftserussell.com/data/sustainability-and-esg-data/sustainability-esg-indexes).

Gartner. "Five Stages of Logistics Maturity." [www.gartner.com/smarterwithgartner/5-stages-of-logistics-maturity](http://www.gartner.com/smarterwithgartner/5-stages-of-logistics-maturity), August 28, 2017.

Gartner. "Understanding the Five Stages of Gartner's Maturity Model for Manufacturing Operations." [www.gartner.com/en/documents/3892291](http://www.gartner.com/en/documents/3892291), October 30, 2018.

Gattorna, John, and Deborah Ellis. *Transforming Supply Chains: Realign Your Business to Better Serve Customers in a Disruptive World*. Harlow, United Kingdom: 2020.

George, Bill. "Discover Your True North: Synopsis." [billgeorge.org/book/discover-your-true-north](http://billgeorge.org/book/discover-your-true-north).

GEP. "Digital Transformation Roadmap for Supply Chains." [www.gep.com/supply-chain-transformation](http://www.gep.com/supply-chain-transformation).

Global Reporting Initiative (GRI). "Consolidated Set of the GRI Standards." [www.globalreporting.org/how-to-use-the-gri-standards/gri-standards-english-language/](http://www.globalreporting.org/how-to-use-the-gri-standards/gri-standards-english-language/), June 30, 2022.

Griffis, Stanley E., Thomas J. Goldsby, Martha Cooper, and David J. Closs. "Aligning Logistics Performance Measures to the Information Needs of the Firm." *Journal of Business Logistics*, Autumn 2007, Volume 28, Issue 2.

Guru of Biz, The. "The Blue Connection." [www.theguruofbiz.com/tbc](http://www.theguruofbiz.com/tbc).

Harrington, H. James. "The Sponsor as the Face of Organizational Change." PMI White Paper, [www.pmi.org/learning/library/sponsor-face-organizational-change-11131](http://www.pmi.org/learning/library/sponsor-face-organizational-change-11131), 2013.

Hilletoft, Per, and David Eriksson. "Coordinating New Product Development with Supply Chain Management." *Industrial Management & Data Systems*, March 15, 2011. [www.emerald.com/insight/content/doi/10.1108/02635571111115173/full/html](http://www.emerald.com/insight/content/doi/10.1108/02635571111115173/full/html).

Hoban, Sarah M. "Project Resource Management Process: 5 Step Expert Guide." DPM, [thedigitalprojectmanager.com/projects/managing-schedules/project-resource-management-process/](http://thedigitalprojectmanager.com/projects/managing-schedules/project-resource-management-process/).

Iberdrola. "What Is Hyperautomation and Why Is It Essential for the Digital Transformation?" [www.iberdrola.com/innovation/hyperautomation](http://www.iberdrola.com/innovation/hyperautomation).

Inchainge. "Business Simulation Games." [inchainge.com/business-games/](http://inchainge.com/business-games/).

Inchainge. "Introducing the Triple Connection." [inchainge.com/pdf/ttc-flyer.pdf](http://inchainge.com/pdf/ttc-flyer.pdf).

Inchainge. "The Blue Connection." [inchainge.com/business-games/tbc/](http://inchainge.com/business-games/tbc/).

Inchainge. "The Triple Connection." [inchainge.com/business-games/ttc/](http://inchainge.com/business-games/ttc/).

Indeed. "10 Useful Strategies for Managing a Cross-Functional Team." [www.indeed.com/career-advice/career-development/managing-cross-functional-team](http://www.indeed.com/career-advice/career-development/managing-cross-functional-team), June 24, 2022.

Interaction Design Foundation. "What Is the Business Model Canvas?" [www.interaction-design.org/literature/topics/business-model-canvas](http://www.interaction-design.org/literature/topics/business-model-canvas).

International Organization for Standardization (ISO). "ISO 22300:2021(en) Security and Resilience—Vocabulary." [www.iso.org/obp/ui/#iso:std:iso:22300:ed-3:v1:en](http://www.iso.org/obp/ui/#iso:std:iso:22300:ed-3:v1:en).

International Organization for Standardization (ISO). "ISO 22316:2017 Security and Resilience—Organizational Resilience—Principles and Attributes." [www.iso.org/standard/50053.html](http://www.iso.org/standard/50053.html).

International Organization for Standardization (ISO). "ISO 28000:2022 Security and Resilience—Security Management Systems—Requirements." [www.iso.org/standard/79612.html](http://www.iso.org/standard/79612.html).

ISACA. "What Is CMMI?" [www.cmmiinstitute.com](http://www.cmmiinstitute.com).

iSixSigma. "Voice of the Business (VOB)." [www.isixsigma.com/dictionary/voice-of-the-business-vob/](http://www.isixsigma.com/dictionary/voice-of-the-business-vob/), November 7, 2018.

iSixSigma. "Voice of the Employee (VOE)." [www.isixsigma.com/dictionary/voice-of-the-employee-voe/](http://www.isixsigma.com/dictionary/voice-of-the-employee-voe/), May 19, 2022.

Jadavpur University. "Constraint Analysis." [www.studocu.com/in/document/jadavpur-university/management/constraint-analysis/47443634](http://www.studocu.com/in/document/jadavpur-university/management/constraint-analysis/47443634).

Juliano, William J. "External Communication as an Integral Part of Project Planning." *PM Network*, 9(2), 1995, [www.pmi.org/learning/library/external-communication-integral-project-planning-5180](http://www.pmi.org/learning/library/external-communication-integral-project-planning-5180).

Juran, J. M., and J. A. DeFeo. *Juran's Quality Handbook*, 7th edition. New York: McGraw-Hill, 2016.

Jurevicius, Ovidijus. "IFE & EFE Matrices." *Strategic Management Insight*, August 16, 2022. [strategicmanagementinsight.com/tools/ife-efe-matrix/](http://strategicmanagementinsight.com/tools/ife-efe-matrix/).

Kaplan, Robert S., and David P. Norton. *The Balanced Scorecard: Translating Strategy into Action*. Boston: Harvard Business School Press, 1996.

Kaplan, Robert S., and David P. Norton. *The Strategy-Focused Organization*. Boston: Harvard Business School Press, 2001.

Kim, W. Chan, and Renée Mauborgne. "Blue Ocean Strategy." *Harvard Business Review*, October 2004. [hbr.org/2004/10/blue-ocean-strategy](http://hbr.org/2004/10/blue-ocean-strategy).

Kohn, Alfie. "Why Incentive Plans Cannot Work." *Harvard Business Review*, September-October 1993, [hbr.org/1993/09/why-incentive-plans-cannot-work](http://hbr.org/1993/09/why-incentive-plans-cannot-work).

Kotter. [www.kotterinc.com](http://www.kotterinc.com).

Kotter, John P. *Accelerate: Building Strategic Agility for a Faster-Moving World*. Boston: Harvard Business Review Press, 2014.

Kotter, John P. *Leading Change*. Boston: Harvard Business Review Press, 1996.

Kuebix. "How the Circular Supply Chain Model Will Replace the Linear Supply Chain." *Supply Chain 247*, [www.supplychain247.com/article/how\\_the\\_circular\\_supply\\_chain\\_model\\_will\\_replace\\_the\\_linear\\_supply\\_chain](http://www.supplychain247.com/article/how_the_circular_supply_chain_model_will_replace_the_linear_supply_chain), June 21, 2019.

Kurz, David B., and Muragan Anandarajan. *Digital Supply Chain Leadership*. New York: Routledge/Taylor & Francis Group, 2021.

Lamb, Tonya, and Ken Titmuss. "Introduction to the Fresh Connection: The Ultimate Value Chain Experience." [cdn.ymaws.com/www.sapics.org/resource/resmgr/staff\\_folders\\_/conor/the\\_fresh\\_connection\\_tonya.pdf](http://cdn.ymaws.com/www.sapics.org/resource/resmgr/staff_folders_/conor/the_fresh_connection_tonya.pdf).

Levy, Dustin. "Three Simple Ways Supply Chain Can Advance Product Introduction." *ASCM Insights*, June 26, 2018. [www.ascm.org/ascm-insights/three-simple-ways-supply-chain-can-advance-product-introduction/](http://www.ascm.org/ascm-insights/three-simple-ways-supply-chain-can-advance-product-introduction/).

Logility. "You Don't Have a Supply Chain Planning System Roadmap?" [www.logility.com/blog/you-dont-have-a-supply-chain-planning-system-roadmap/](http://www.logility.com/blog/you-dont-have-a-supply-chain-planning-system-roadmap/), November 17, 2016.

Loshin, Peter. "SCADA (Supervisory Control and Data Acquisition)." TechTarget, [www.techtarget.com/whatis/definition/SCADA-supervisory-control-and-data-acquisition](http://www.techtarget.com/whatis/definition/SCADA-supervisory-control-and-data-acquisition).

Lucht, Torben, Alexander Mutze, Tim Kampfer, and Peter Nyhuis. "Model-Based Approach for Assessing Planning Quality in Production Logistics." *IEEE Access*, August 2021. [www.researchgate.net/publication/353893796\\_Model-Based\\_Approach\\_for\\_Assessing\\_Planning\\_Quality\\_in\\_Production\\_Logistics#pf9](http://www.researchgate.net/publication/353893796_Model-Based_Approach_for_Assessing_Planning_Quality_in_Production_Logistics#pf9).

Lucidchart. "Top Strategies for Managing Cross-Functional Teams." [www.lucidchart.com/blog/managing-cross-functional-teams](http://www.lucidchart.com/blog/managing-cross-functional-teams).

Manners-Bell, John. *Supply Chain Risk Management: How to Design and Manage Resilient Supply Chains*, third edition. New York: Kogan Page, 2020.

Marketplace Simulations. [www.marketplace-simulation.com/](http://www.marketplace-simulation.com/).

MasterClass. "STEEPLE Analysis: How to Conduct a STEEPLE Analysis." [www.masterclass.com/articles/steeple-analysis](http://www.masterclass.com/articles/steeple-analysis), November 2, 2022.

MasterClass. "TOWS Analysis: Using a TOWS Matrix for Strategic Planning." [www.masterclass.com/articles/tows-analysis](http://www.masterclass.com/articles/tows-analysis), June 8, 2022.

McGovern, Dana. "Secondary Metrics." [www.isixsigma.com/dictionary/secondary-metrics/#:~:text=While%20the%20primary%20metric%20is,directly%20tied%20to%20the%20result](http://www.isixsigma.com/dictionary/secondary-metrics/#:~:text=While%20the%20primary%20metric%20is,directly%20tied%20to%20the%20result), November 5, 2019.

McKinsey & Company. "Enduring Ideas: The 7-S Framework." *McKinsey Quarterly*, March 1, 2008. [www.mckinsey.com/capabilities/strategy-and-corporate-finance/our-insights/enduring-ideas-the-7-s-framework](http://www.mckinsey.com/capabilities/strategy-and-corporate-finance/our-insights/enduring-ideas-the-7-s-framework).

Melton, Samson. "Crafting Business and Supply Chain Strategies." SlidePlayer, [slideplayer.com/slide/7385671/](http://slideplayer.com/slide/7385671/).

MH&L. "Smart Operations New Key to Manufacturing Excellence." [www.mhlnews.com/technology-automation/article/22051658/smart-operations-new-key-to-manufacturing-excellence](http://www.mhlnews.com/technology-automation/article/22051658/smart-operations-new-key-to-manufacturing-excellence), August 15, 2016.

Miller, David. "Developing Effective Change Management Sponsorship." ChangeFirst, [blog.changefirst.com/developing-effective-change-management-sponsorship](http://blog.changefirst.com/developing-effective-change-management-sponsorship).

MindTools. "McKinsey 7-S Framework." [www.mindtools.com/aicks4s/the-mckinsey-7-s-framework](http://www.mindtools.com/aicks4s/the-mckinsey-7-s-framework).

MindTools. "Mind Maps." [www.mindtools.com/ahlezc4/mind-maps](http://www.mindtools.com/ahlezc4/mind-maps).

Miro. "Strategy Diamond." [miro.com/templates/strategy-diamond/](http://miro.com/templates/strategy-diamond/).

Moran, John W., and Grace L. Duffy. "Using Voice of the Customer to Align Processes in Service Industries." Process Excellence Network, [www.processexcellencenetwork.com/lean-six-sigma-business-performance/articles/using-voice-of-the-customer-to-align-processes-in](http://www.processexcellencenetwork.com/lean-six-sigma-business-performance/articles/using-voice-of-the-customer-to-align-processes-in), August 2, 2011.

Moromisato, Doug. "How to Establish Benchmarks for Operations." Empaxis, [www.empaxis.com/blog/how-to-establish-benchmarks-for-operations](http://www.empaxis.com/blog/how-to-establish-benchmarks-for-operations), January 30, 2021.

Nasrudin, Ahmad. "Business Environment: Meaning, Types, Why It Matters." Penpoin, [penpoin.com/business-environment/](http://penpoin.com/business-environment/), April 11, 2022.

Netshituni, Takadzani. "Emotional Intelligence (EQ) vs. Intellectual Intelligence (IQ)." LinkedIn, [www.linkedin.com/pulse/emotional-intelligence-eq-vs-intellectual-takadzani-netshituni#:~:text=\(EQ\)%20vs.-,Intellectual%20Intelligence\(IQ\),quickly%20and%20learn%20from%20experience](http://www.linkedin.com/pulse/emotional-intelligence-eq-vs-intellectual-takadzani-netshituni#:~:text=(EQ)%20vs.-,Intellectual%20Intelligence(IQ),quickly%20and%20learn%20from%20experience), May 11, 2016.

Nexus Integra. "Smart Operations: The Future of Smart Industry." [nexusintegra.io/smart-operations/](http://nexusintegra.io/smart-operations/).

NIST Computer Security Resource Center (CSRC). "Supervisory Control and Data Acquisition (SCADA)." [csrc.nist.gov/glossary/term/supervisory\\_control\\_and\\_data\\_acquisition](http://csrc.nist.gov/glossary/term/supervisory_control_and_data_acquisition).

Northern Territory Government. "Detailed Business Case Template." [industry.nt.gov.au/\\_data/assets/pdf\\_file/0010/751618/detailed-business-case-template.pdf](http://industry.nt.gov.au/_data/assets/pdf_file/0010/751618/detailed-business-case-template.pdf).

OleumTech. "What Is SCADA?" [oleumtech.com/what-is-scada#:~:text=SCADA%20is%20the%20acronym%20for,time%2Dsensitive%20materials%20or%20events](http://oleumtech.com/what-is-scada#:~:text=SCADA%20is%20the%20acronym%20for,time%2Dsensitive%20materials%20or%20events).

Oltmann, Jeff. "Project Portfolio Management." Project Management Institute, Inc. (PMI), [www.pmi.org/learning/library/project-portfolio-management-limited-resources-6948](http://www.pmi.org/learning/library/project-portfolio-management-limited-resources-6948), October 19, 2008.

Ontario Ministry of Agriculture, Food and Rural Affairs. "Stage IV: Collect, Analyze Data and Communicate the Results." [www.ontario.ca/document/performance-measurement-agriculture-agri-food-and-economic-development-organizations/stage-iv-collect-analyze-data-and-communicate-results](http://www.ontario.ca/document/performance-measurement-agriculture-agri-food-and-economic-development-organizations/stage-iv-collect-analyze-data-and-communicate-results), December 15, 2021.

Perfman HR. "Different Employee Selection Processes." [www.perfmanhr.com/different-employee-selection-processes/#:~:text=Top%2Ddown%20selection%20method,offered%20employment%20in%20the%20organization](http://www.perfmanhr.com/different-employee-selection-processes/#:~:text=Top%2Ddown%20selection%20method,offered%20employment%20in%20the%20organization), July 15, 2019.

Personio. "Great Employee Goals: Setting and Creating Target Agreements." [www.personio.com/hr-lexicon/target-agreement/](http://www.personio.com/hr-lexicon/target-agreement/).

Planview. "Resource Planning: How to Build a Resource Plan." [www.planview.com/resources/guide/resource-management-software/resource-planning/](http://www.planview.com/resources/guide/resource-management-software/resource-planning/).

Porter, Michael. *Competitive Strategy: Techniques for Analyzing Industries and Competitors*. New York: Free Press, 1998.

Porter, Michael. *The Competitive Advantage: Creating and Sustaining Superior Performance*. New York: Free Press, 1985.

PRINCE2 Wiki. "Communication Management Approach." [prince2.wiki/management-products/communication-management-approach/](http://prince2.wiki/management-products/communication-management-approach/).

PRINCE2 Wiki. "What Is PRINCE2?" [prince2.wiki/extras/what-is-prince2/](http://prince2.wiki/extras/what-is-prince2/).

Processim Labs. [www.processimlabs.com/](http://www.processimlabs.com/).

ProcurementFlow. "Procurement—A Critical Role in New Product Development and Introduction (NPDI) Process?" [www.procurementflow.com/blog/npd-npi-procurement](http://www.procurementflow.com/blog/npd-npi-procurement).

Project Management Institute, Inc. (PMI). *A Guide to the Project Management Body of Knowledge (PMBOK® Guide)—Sixth Edition*. Newtown Square, Pennsylvania: PMI, 2017.

Project Management Institute, Inc. (PMI). *Managing Change in Organizations: A Practice Guide*. Newtown Square, Pennsylvania: PMI, 2013.

Project Management Institute, Inc. (PMI). *The Standard for Portfolio Management*, third edition. Newtown Square, Pennsylvania: PMI, 2013.

Project Management Institute, Inc. (PMI). *The Standard for Program Management*, third edition. Newtown Square, Pennsylvania: PMI, 2013.

Prosci. "The Prosci ADKAR Model." [www.prosci.com/methodology/adkar?utm\\_term=the adkar model&utm\\_campaign=ADKAR&utm\\_source=adwords&utm\\_medium=ppc&hsa\\_acc=5529787200&hsa\\_cam=10286811822&hsa\\_grp=100632746377&hsa\\_ad=474863235034&hsa\\_src=g&hsa\\_tgt=kwd-923435905907&hsa\\_kw=the adkar model&hsa\\_mt=e&hsa\\_net=adwords&hsa\\_ver=3&gad=1&gclid=CjwKCAjwyqWkBhBMEiwAp2yUFu0Jjh6m9W5SHzAS-q4R5IZgNYgGVAJHcCstpBv9lCnBwIRkqFRe-xoCab8QAvD\\_BwE](http://www.prosci.com/methodology/adkar?utm_term=the%20adkar%20model&utm_campaign=ADKAR&utm_source=adwords&utm_medium=ppc&hsa_acc=5529787200&hsa_cam=10286811822&hsa_grp=100632746377&hsa_ad=474863235034&hsa_src=g&hsa_tgt=kwd-923435905907&hsa_kw=the%20adkar%20model&hsa_mt=e&hsa_net=adwords&hsa_ver=3&gad=1&gclid=CjwKCAjwyqWkBhBMEiwAp2yUFu0Jjh6m9W5SHzAS-q4R5IZgNYgGVAJHcCstpBv9lCnBwIRkqFRe-xoCab8QAvD_BwE).

Qualtrics. "What Is Voice of the Customer (VoC)?" [www.qualtrics.com/experience-management/customer/what-is-voice-of-customer/](http://www.qualtrics.com/experience-management/customer/what-is-voice-of-customer/).

Raeburn, Alicia. "Building a Cross-Functional Team in 2022: 9 Tips and Benefits." Asana, [asana.com/resources/cross-functional-team](https://asana.com/resources/cross-functional-team), November 6, 2022.

Raeburn, Alicia. "What Is RAPID Decision-Making?" Asana, [asana.com/resources/rapid-decision-making](https://asana.com/resources/rapid-decision-making), June 3, 2022.

Recruiter.com. "Understanding Intrinsic and Extrinsic Employee Motivation." [www.recruiter.com/recruiting/understanding-intrinsic-and-extrinsic-employee-motivation/](http://www.recruiter.com/recruiting/understanding-intrinsic-and-extrinsic-employee-motivation/).

Reed, Tom. "Five Steps for a Successful Waste Walk." American Lean, [americanlean.com/blog/lean-101/conducting-a-waste-walk/](https://americanlean.com/blog/lean-101/conducting-a-waste-walk/).

"Responsive Demand-Supply Matching." [dcm.ascm.org/level1/cap\\_1/level2/cap\\_1.2/learnMore](https://dcm.ascm.org/level1/cap_1/level2/cap_1.2/learnMore).

Robertson, Peter W. *Supply Chain Analytics: Using Data to Optimise Supply Chain Processes*. New York: Routledge, 2021.

Robertson, Peter W. *Supply Chain Leadership: Developing a People-Centric Approach to Effective Supply Chain Management*. New York: Routledge, 2022.

Rockwell Automation. "Fiix: 10 Benefits of a CMMS." [www.rockwellautomation.com/en-us/company/news/blogs/10-benefits-cmms.html](https://www.rockwellautomation.com/en-us/company/news/blogs/10-benefits-cmms.html), November 11, 2021.

Root, George N., III. "Intrinsic and Extrinsic Motivation Used by Managers." CHRON, [smallbusiness.chron.com/intrinsic-extrinsic-motivation-used-managers-10429.html](https://smallbusiness.chron.com/intrinsic-extrinsic-motivation-used-managers-10429.html).

Saljoughian, Parsa. "Revenue Growth Benchmarking for Startups." [medium.com/parsa-vc/revenue-growth-benchmarking-for-startups-c682b98c0270](https://medium.com/parsa-vc/revenue-growth-benchmarking-for-startups-c682b98c0270), February 20, 2019.

SAP. "SAP Standard Application Benchmarks." [www.sap.com/about/benchmark/appbm/erp.html?url\\_id=text-glo-404-relink](https://www.sap.com/about/benchmark/appbm/erp.html?url_id=text-glo-404-relink) and <https://www.sap.com/about/benchmark/appbm.html>.

Sarkissian, Alfred. "What Is the Meaning of Strategic Intent?" Chron, [smallbusiness.chron.com/meaning-strategic-intent-59772.html](https://smallbusiness.chron.com/meaning-strategic-intent-59772.html).

SCADA International. "What Is SCADA?" [scada-international.com/what-is-scada/](https://scada-international.com/what-is-scada/).

ScienceDirect. "Capability Maturity Model Integration." [www.sciencedirect.com/topics/computer-science/capability-maturity-model-integration](https://www.sciencedirect.com/topics/computer-science/capability-maturity-model-integration).

Sen Gupta, Mark. "What Is Digitization, Digitalization, and Digital Transformation?" ARC Advisory Group, [www.arcweb.com/blog/what-digitization-digitalization-digital-transformation](https://www.arcweb.com/blog/what-digitization-digitalization-digital-transformation), March 24, 2020.

Shapiro, Benson P., V. Kasteri Rangan, and John J. Sviokla. "Staple Yourself to an Order." *Harvard Business Review*, July-August 2004, [hbr.org/2004/07/staple-yourself-to-an-order](https://hbr.org/2004/07/staple-yourself-to-an-order).

SimpleMind. "Mind Mapping." [simplemind.eu/how-to-mind-map/basics/](https://simplemind.eu/how-to-mind-map/basics/).

Slack, Nigel, and Michael Lewis. *Operations Strategy*. London: Pearson, 2015.

Software Engineering Institute. "CMMI® for Acquisition, Version 1.3." [resources.sei.cmu.edu/asset\\_files/TechnicalReport/2010\\_005\\_001\\_15284.pdf](https://resources.sei.cmu.edu/asset_files/TechnicalReport/2010_005_001_15284.pdf).

SSDSI. "What Is Leader Standard Work (LSW)?" [sixsigmadsi.com/leader-standard-work/](https://sixsigmadsi.com/leader-standard-work/).

SSDSI. "What Is the Voice of the Process (VOP)?" [sixsigmadsi.com/vop/](https://sixsigmadsi.com/vop/).

Sternberg, Robert J. "Rethinking What We Mean by Intelligence." Kappan, [kappanonline.org/rethinking-what-we-mean-by-intelligence-sternberg/](http://kappanonline.org/rethinking-what-we-mean-by-intelligence-sternberg/), October 26, 2020.

Stobierski, Tim. "What Is a Value Chain Analysis? 3 Steps." Harvard Business School Online, [online.hbs.edu/blog/post/what-is-value-chain-analysis](http://online.hbs.edu/blog/post/what-is-value-chain-analysis), December 3, 2020.

Strategyzer. "Building Blocks of Business Model Canvas." [www.strategyzer.com/business-model-canvas/building-blocks](http://www.strategyzer.com/business-model-canvas/building-blocks).

Tan, Albert, and Sameer Shukla. *Digital Transformation of the Supply Chain: A Practical Guide for Executives*. Hackensack, New Jersey: World Scientific Publishing Co., 2021.

Think Insights. "Competitive Profile Matrix (CPM)—A Tool for Rivals Analysis." [thinkinsights.net/strategy/competitive-profile-matrix/#:~:text=The%20Competitive%20Profile%20Matrix%20\(CPM,industry%2C%20firms%20often%20use%20CPM](http://thinkinsights.net/strategy/competitive-profile-matrix/#:~:text=The%20Competitive%20Profile%20Matrix%20(CPM,industry%2C%20firms%20often%20use%20CPM).

Thompson, Arthur A., Margaret Ann Peteraf, John Gamble, and A. J. Strickland. *Crafting and Executing Strategy: Concepts and Readings*, 20th edition. New York: McGraw-Hill Education, 2015.

Trianz. "What Is Competitive Digital Benchmarking?" [www.trianz.com/competitive-digital-benchmarking](http://www.trianz.com/competitive-digital-benchmarking).

U.S. Office of Personnel Management. "Training Needs Assessment." [www.opm.gov/policy-data-oversight/training-and-development/planning-evaluating/](http://www.opm.gov/policy-data-oversight/training-and-development/planning-evaluating/).

Value Based Management.net. "Communicating and Cascading the Strategy." [www.valuebasedmanagement.net/methods\\_strategy\\_maps\\_strategic\\_communication.html](http://www.valuebasedmanagement.net/methods_strategy_maps_strategic_communication.html).

World Health Organization (WHO). "External and Internal Audit Recommendations: Progress on Implementation." [apps.who.int/gb/ebwha/pdf\\_files/WHA75/A75\\_37-en.pdf](https://apps.who.int/gb/ebwha/pdf_files/WHA75/A75_37-en.pdf), May 16, 2022.