

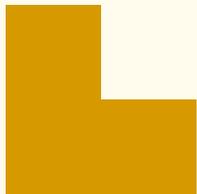
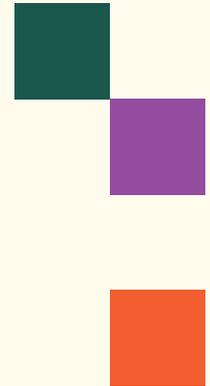


# Building Resiliency Through Supply Chain Visibility



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# Introduction

A pandemic. A cargo ship catastrophe in the Suez Canal. Shortages across industries. [Supply chains](#) have never been as affected as they have been in the last 18 months by rapid change and disruption. Since we can expect disruption to be a constant part of supply chain management going forward, organizations need to build resilient supply chains that are ready for anything.

That is why Quickbase recently partnered with a third party to survey over 200 supply chain executives across the United States – to figure out what is behind the challenges of supply chains in 2021, and see what a more effective way forward might look like for organizations struggling to keep up with the pace of rapid change.

Building this supply chain resilience comes from knowing throughout your organization what may come next. This is incredibly difficult without information from vendors, suppliers, and teams across your organization being accurate, accessible, and not siloed.

Unfortunately, as COVID-19 made evident for many organizations, the right data is not consistently visible to teams who need it, making disruption that much harder to react to. So in order to create a resilient supply chain, finding the just-in-time visibility into your organization's work and processes will be the difference between thriving in disruption or sinking because of it.

## Survey Highlights

**79%**

of respondents have to react to unanticipated changes daily (36%) or weekly (43%)

**59%**

see the root cause of disruption as manual processes or disconnected systems

**63%**

of respondents only feel moderately prepared or unprepared for change



# Reacting to change

A major stumbling block

The pace of change in supply chain has significantly picked up, ramping up the pressure to establish resilience and agility in the supply chain. As [stories across the news](#) in early 2021 are showing, supply chain is navigating numerous hurdles that will only continue to be challenges. Shortages across industries – lumber, steel, microchips, chicken – are all causing downstream issues for supply chains and consumers. [Every supply chain is now a global supply chain](#).

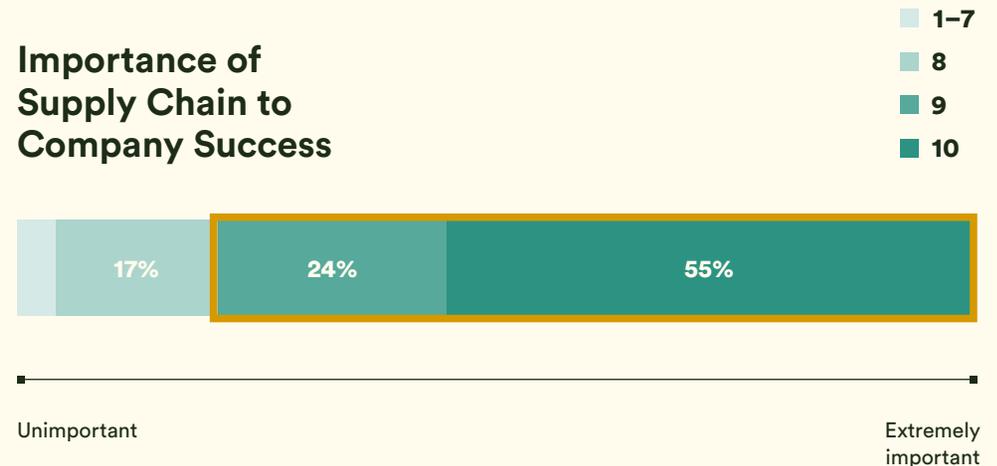
The survey results bear this out. 79% of those surveyed are responding to change with their teams or organizations weekly (43%) or daily (36%). Digging deeper, some specific changes can cause major disruption to organizations. Classic supply chain issues such as changes in production quantity, quality defects, and change in manufacturing work patterns all caused at least 1/3 of respondents to have a reaction time of at least several days.

What makes this even more stark is that respondents laid out just how important supply chain really is for organizations. In fact, when asked to rate the importance of supply chain to their organization on a scale of 1-10, just about 80% of respondents rated supply chain as a 9 or 10. In manufacturing, sourcing and procurement is the top priority (54%), while logistics is a top priority for transportation/warehousing (56%) and retail (44%) sectors.

Respondents in these categories reported their reaction time taking **several days**:



### Importance of Supply Chain to Company Success



A man with a beard and short hair, wearing a dark shirt, is looking down at a tablet computer in a workshop. He has a white cloth draped over his left shoulder. The background shows various tools and equipment, including a gas cylinder and a workbench. The image has a purple tint and several white rectangular shapes overlaid on it.

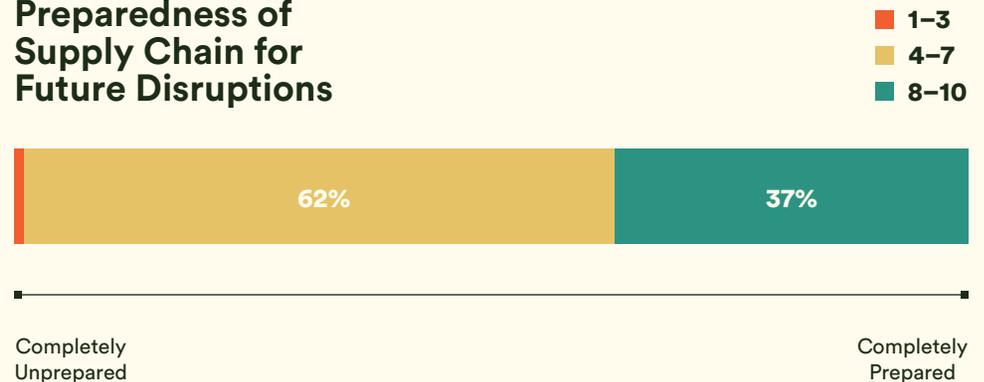
**What makes  
reacting to  
change such  
a challenge?**

Even while organizations have a deep understanding of the challenges they face and their struggles to react, they are still unprepared for the change to come. Only 37% of respondents feel very prepared for whatever change may come next, leaving 63% of respondents feeling only moderately prepared (35%) or completely unprepared (28%).

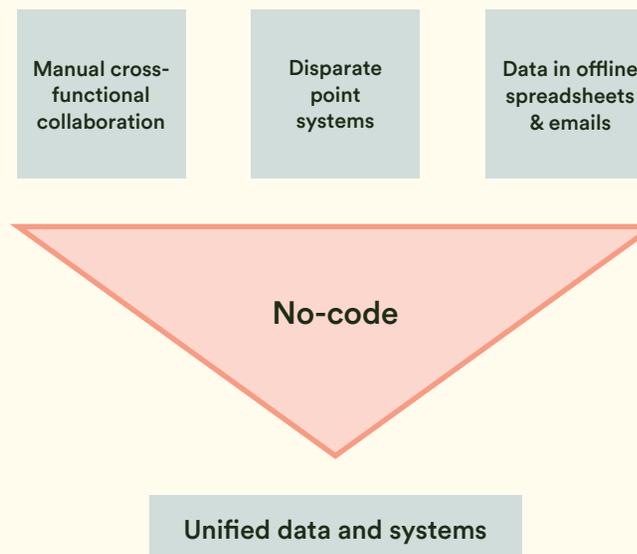
Ultimately, inaccessible data and manual processes drive most of this lack of preparedness. First off, pulling data out of ERP systems, which 74% of respondents cited as a part of their tech stack, is time consuming and expensive. Once you've even retrieved the data, there is no guarantee that it is relevant, and it may be out of date. Secondly, businesses struggling to get the right information at the right time are often utilizing manual processes to solve for the gaps that point solutions and legacy systems like ERPs can leave. With manual processes, teams may be creating information that is siloed and out-of-date for others in your organization.

When collaborating with potentially hundreds of suppliers and cross-functional stakeholders manually, with data in offline spreadsheets and in email, errors are much more prevalent, and information is lost along the way. These siloed processes with data stuck in ERPs, point solutions, and manual processes all make it challenging to identify potential risks within the supply chain.

## Preparedness of Supply Chain for Future Disruptions



## Unifying Processes with No-code





**Why navigating  
disruption is  
critical**

Survey respondents pointed to manual processes and disconnected systems as major hang-ups when responding to change, as well as the major negative consequences they can have for supply chain professionals down the line.

Products may not arrive on time or in the right quality or quantity. Procurement teams may overspend in procuring materials, parts, or products from their suppliers. Suppliers may be at risk of being non-compliant, without the visibility into supplier information. And lastly, when a supply chain faces plant downtime from not having the right materials on hand to keep manufacturing moving, customer satisfaction and revenue are both at risk.

“We are at the stage where we can’t retrieve reliable data, and if we do, we need to go through a lot of manual verification,” one respondent pointed out. “The data transparency is the first step that we need in our organization, and from there we should be able to identify the patterns, the quality issues of the vendors, and make better decisions with regard to the supply chain, which is critical in our revenue and margins.”

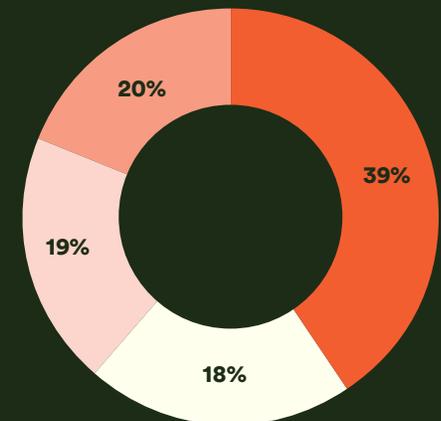
That impact on revenue is critical to understand the true impact that missing supply chain visibility can have. While risk comes in the entire supply chain, respondents called out sourcing (50%), logistics (48%), and demand planning (48%) as the areas that are most in the crosshairs. Further, respondents have seen disruption result in higher operating costs (59%), lost revenue (54%), and missed customer deadlines (44%). And finally, overall, an inefficient supply chain can impact the company by adding additional costs, increase the challenges of meeting customer demand, and result in lost revenue.

**“The **data transparency** is the first step that we need in our organization, and from there we should be able to identify the patterns, the quality issues of the vendors, and **make better decisions** with regard to the supply chain, which is critical in our revenue and margins.”**



### Root Causes for Slow Reaction Time to Unexpected Change

- Manual processes
- Disconnected systems
- Lack of insights
- Fluctuating priorities & regulations



# Disruption of the past and the future

As it did for issues across businesses, COVID-19 was a major turning point for making organizations realize the true importance of greater visibility. Just under half of respondents (49%) claim that COVID-19 had a strong impact on their organization's supply chain.

Before the COVID-19 pandemic hit, only 34% of respondents cited increasing visibility as a supply chain priority, while 28% cited reducing risk as a priority. After the pandemic however, both of these figured jumped – 54% of respondents noted increasing visibility, and 54% also tabbed reducing risk. As a result, changes are coming to supply chains and those organizations. 80% of respondents plan to make moderate changes to their supply chain due to COVID-19, and 14% plan to make extreme changes.

Lastly, one key theme that came from the pandemic is improving operational efficiency. Continuing to disruption-proof processes at the core of your supply chain will allow teams to be ready for the change to come and consistently improve efficiency. 46% of respondents plan to improve operational efficiency as a result of the pandemic.

Before the COVID-19 pandemic

**34%** of respondents cited **increasing visibility** as a supply chain priority

**28%** of respondents cited **reducing risk** as a supply chain priority

After the COVID-19 pandemic

**54%** of respondents cited **increasing visibility** as a supply chain priority

**54%** of respondents cited **reducing risk** as a supply chain priority

As a result, **80%** of respondents plan to make moderate changes to their supply chain due to COVID-19, and **14%** plan to make extreme changes.

But this hindsight is only valuable if it is put into effective action towards the right upcoming changes. Supply chain professionals see three major challenges coming soon:

- **Supplier and vendor management:** Identified as a challenge by 27% of respondents, supplier and vendor management is always a struggle when sourcing and procurement teams don't have visibility into the supplier data they need. Having real-time visibility into supplier data, performance metrics and contract information is critical to reducing risks and ensuring that they are procuring the right materials and products in the right quantity, quality at the right time and cost.
- **Inventory data management (11%):** The amount of data that flows through the inventory management process is immense – serial numbers, quantity of goods, cost of goods, safety stock, and more. Without access to this key data across your organization, any minor issue could cascade into a major problem across your supply chain. Supply chains need to have real-time visibility into inventory data to ensuring companies have what they need in stock in order to fulfill customer orders.
- **3PL or Carrier data management (7%):** Non-compliant 3PL (third-party logistics) providers can harm customer relations and your bottom line. Along with tracking carrier compliance, it's critical that logistics teams also have visibility into performance data, costs and contact information of their 3PL providers. This enables them to take action when disruption occurs, identify cost saving opportunities across their 3PLs and ensure that they're working with high performing partners.



# Building agility and responding to change

The organizations that best respond to these upcoming challenges are the ones that will thrive going forward and be resilient in the face of the change to come. Ultimately, the key to future supply chain success will come from greater visibility into key information. For supply chain teams, this can come with a no-code [agility layer](#) to unite data and systems and remove tedious, risky manual processes. This agility layer can give teams the ability to gain greater visibility into their data, and work better with suppliers, vendors, and stakeholders across the business. And with Quickbase specifically, organizations highlight the speed with which they can stand up systems and unite data. To build a more resilient supply chain, organizations will need to focus on a few key factors:

- Ensuring easy access of data in existing core systems
- Building real-time insights into supplier performance and compliance data
- Streamlining communication with suppliers and vendors, with a single source of truth to store information and contracts
- Continuously improving the procurement process as new suppliers and products are introduced, or new regulations become relevant to the process
- Quickly adapting to unanticipated changes or disruptions

With the right information and improved processes, teams and organizations will be much better prepared for any disruption to come. It will be much easier to meet customer demands and maintain customer satisfaction and a competitive edge. Also, by being able to negotiate across suppliers, teams can negotiate between suppliers by leveraging supplier data, and reduce costs of materials, parts, and products. This will also lead to increased confidence in having high-performing and compliant suppliers, as well as better coordination with those suppliers.

## The Benefits of Visibility



**Negotiating across suppliers**



**Better coordination with suppliers**



**Meeting customer demands**

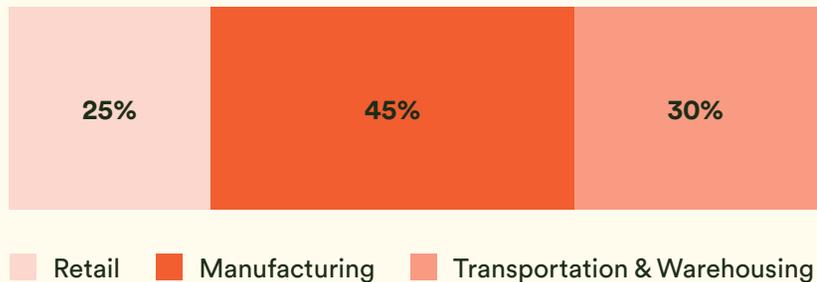


**Confidence in high performance and compliance**

# The Survey

Quickbase partnered with a third party to survey 201 enterprise (1000+ employees at each organization) supply chain professionals in the US within manufacturing, transportation & warehouse, and retail sectors. The Trends in Supply Chain Management survey took place in February 2021. The titles of those surveyed included Manager, Senior Manager, Director/VP, and C-Level executive across various supply chain functions.

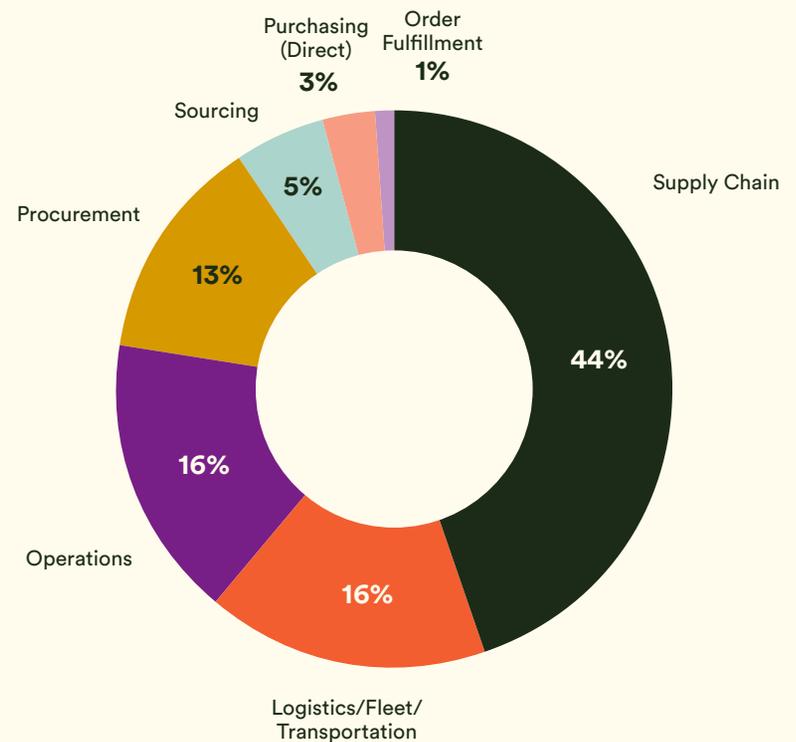
## Industry



## Current Role



## Function in Department





## About Quickbase

Quickbase provides a cloud-based platform that empowers problem solvers to quickly turn ideas for better ways to work into apps that make their organizations more efficient. For nearly 20 years, people of all technical backgrounds have been using the Quickbase platform to create solutions that streamline processes, capture real-time data, and improve company operations, all while working in concert with existing IT systems. Based in Cambridge, MA and a former division of Intuit, Quickbase has a 6,000+ customer universe of app-enabled businesses that spans all industries and company sizes and includes half of the Fortune100.

To learn more, visit: [www.quickbase.com](http://www.quickbase.com).