

WHY SUPPLY CHAINS ARE BECOMING MORE RESILIENT

2020 tested the limits of data, networks and applications

Pandemic-induced disruption was a wake-up call for supply chain and logistics professionals. Erratic and unpredictable demand underscored weaknesses in applications and gaps in visibility among networks and partners. Research reveals how companies are prioritizing change.

About the Supply Chain Innovation Survey

BluJay Solutions and Adelante SCM, in partnership with the Council of Supply Chain Management Professionals (CSCMP), surveyed supply chain and logistics professionals in June 2020 and received 233 useable responses from around the world.



75% of supply chain and logistics professionals are making changes to supply chain practices based on lessons learned from the pandemic.

75% expect to make moderate to extreme changes.



- **41%** Moderate changes
- **34%** Many or extreme changes
- **25%** Few or no changes

Prioritized For Change



Stronger Relationships and Better Insights

Supply chain professionals point to a renewed focus on supplier transparency, identifying new partners and strengthening customer experience (CX) advantage with better data tools.

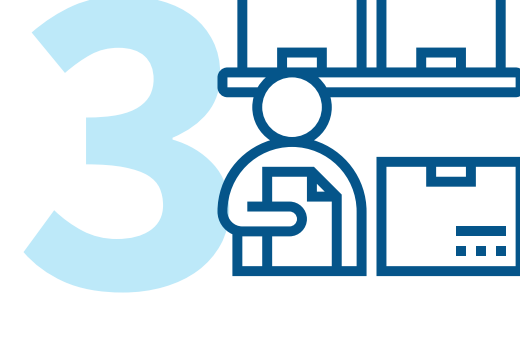
Improving Resiliency: Top 3 Actions



Developing stronger, more transparent relationships with key suppliers



Cross-train employees

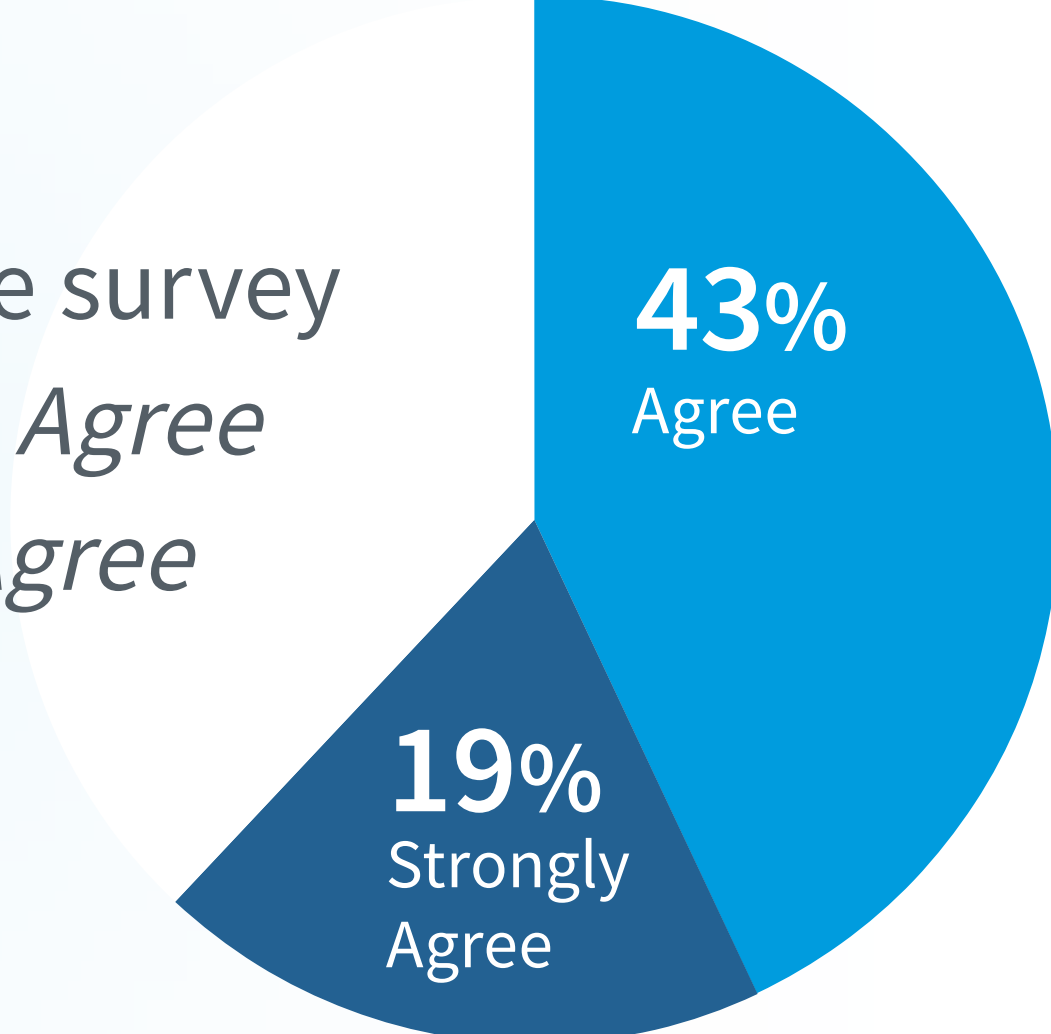


Expanding/diversifying supplier base



Providing an enhanced CX has been difficult during the pandemic, but supply chain professionals still believe **over the next five years, CX will overtake price and product, as the number-one brand differentiator.**

62% of the survey respondents *Agree or Strongly Agree*

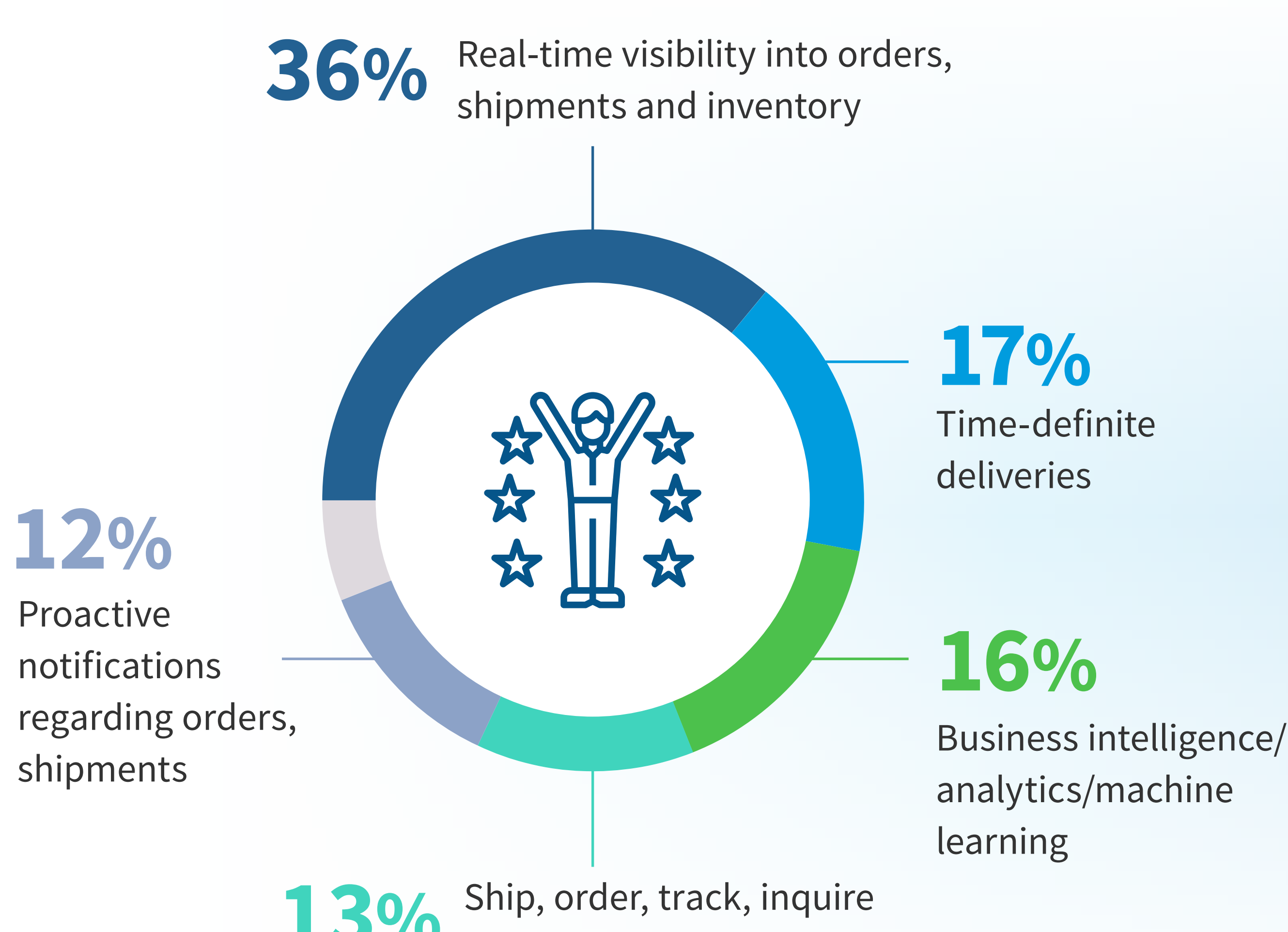


12% Increase

The number of respondents who *Strongly Agree* increased by 12%.

When it comes to delivering an enhanced CX, the high value of visibility and data is apparent.

Which supply chain capabilities are most important for enhanced CX?



Take a Deeper Dive Into Supply Chain Innovation and Resilience

BluJay can help your company build a more resilient, frictionless supply chain.

Review the full research report "Creating Resilience Amid Disruption."

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