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Service Parts Optimization: Inventory vs. Availability

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ABSTRACT

There is a transformation occurring in the service parts supply chain. As profits are squeezed out of finished goods, companies are looking at ways to generate new, long term profit opportunities and fuel growth through customer lifecycle management. The service parts and service management area has emerged from being a largely ignored cost center to being a high-value business process capable of generating profits and distinguishing a brand.

This presentation will act as a primer into how a service supply chain differs from a delivery supply chain. We will examine ways organizations are developing service supply chain techniques to solve their unique challenges rather than falling short of optimal performance with traditional production/delivery methods. We will provide a proof of value demonstration showing the benefits derived by implementing improved forecasting and inventory optimization methodologies in the service supply chain.

No paper was submitted for publication.

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