

2009 Top Supply Chain Business Process Outsourcing Vendors, Black Book Survey 2009 Results

<https://marketpublishers.com/r/25723A2F660EN.html>

Date: November 2009

Pages: 38

Price: US\$ 2,500.00 (Single User License)

ID: 25723A2F660EN

Abstracts

In 2009, the Black Book SCM industry user survey investigated over 350 contracts held by 1,400+ of the top businesses, organizations and conglomerate corporations globally.

In order to rank the organizations, 18 key performance indicators (KPIs) or criteria are employed, scored on each respective vendor by client type and ranked on a 0–10 scale per KPI.

Key findings

Key finding: most important customer satisfaction KPIs

Client relationship and cultural fit and trust are the most important attributes influencing SCM client satisfaction with their 2009 outsourcing providers.

Key finding: vendor dissatisfaction is uncommon in the SCM outsourcing industry among top ranked suppliers

Strong dissatisfaction is uncommon in the enterprise SCM sector, occurring in less than 5.4% of US client types, 3.8% of UK firms, 7.0% of EMEA customers and 11.3% of international corporations report a dissatisfaction rate above the midpoint.

Key finding: comprehensive services vendor arrangements from a comprehensive/end-to-end SCM vendor produces the highest satisfaction rates

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