

# E-supply chain development: A case study of determinants and collaborative practices

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## Abstract

Supply chain management has been touted as an effective approach to enhancing firms' competitiveness through collaboration and integration with trading partners. With the emerging advanced information technology (IT), firms have increased the use of Internet-based tool to develop e-supply chain systems. The primary purpose of this paper is to study various issues pertaining to the development of e-supply chain. Specifically, we intend to indentify (1) determinants and challenges for developing e-supply chain, and (2) collaborative practices aligned with the development of e-supply chain. A case study is conducted to examine two PC supply chain systems, consisting of OEMs, suppliers, and customers, in regard to their endeavours of developing e-supply chain. We assess various supply chain collaborative practices, the scope (operational vs. strategic) of IT applications, and the range of supply chain integration in those two supply chains. The results indicate that trust, information sharing, IT capabilities, and inventory systems are critical to foster the necessary partnerships to implement e-supply chain systems. Various collaborative activities (planning, forecasting, and replenishment) have different impacts on the development of e-supply chain systems. Our findings offer supply chain managers guidelines in examining their current collaborative activities engatged and directing their efforts regarding developing an e-supply chain system.

Keyword : e-supply chain management, E-Business, supply chain collaboration