

## Field Investigation in Operations and Supply Chain Management (OPMA 411)

### Project Examples

- This food warehouse and distribution company recently entered the third-party logistics (3PL) space of home delivery of several local and national brands. The company did not have the technical background to best determine how effective or efficient 3PL operations could be. Students researched best practices of 3PL and performance benchmarks, compared KPI's of current operations and an alternative 3PL solution, and assessed how the organization could overcome common 3PL challenges for new clients.
- This company manufactures woven polypropylene and makes flexible intermediate bulk containers (FIBC's). The bags are manufactured overseas and stored in inventory at a local warehouse. Students were tasked with improving the inventory management practices of this warehouse. There is different types of inventory and many bag styles and students explored how customers can find their requested demand readily available in the warehouse rather than relying on long transit times. They also explored options to use stock that had been stored for customers who were now out of business.
- This university department conducts a large volume of clinical trials and research projects around the globe creating a huge legal/contractual workload to develop contracts and issue payments for patients within trials. This involves massive coordination of contract, budget and indemnity negotiations. The student team analyzed the current (very cumbersome) process and designed a new process with more efficient procedures and mechanisms that facilitated workflows and reduced the cycle time of contract preparation/approval and streamlined the payment process. They highlighted the expected performance measures and key tasks and prepared a cost/benefit analysis by comparing current processes.
- This company provides end to end transportation management solutions, operating three different divisions. The student team reviewed how and where the company can introduce both process and infrastructure (system) improvements that could drive automation and all aspects of data management and explored designing an efficient system that could include automation of gathering, entering, manipulation, or transmission of data. The team made strategic recommendations on how the company could turn human capital efforts from low value/revenue neutral tasks of data management into high value/revenue generating activities of information creation.