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IMPACT OF SUPPLY CHAIN AUTOMATION ON SUPPLY CHAIN DELIVERY OF LARGE SCALE APPAREL ORGANIZATIONS IN SRI LANKA

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The Dissertation was submitted to the Department of Computer Science and Engineering of the University of Moratuwa in partial fulfillment of the requirement for the Degree of Master of Business Administration in IT



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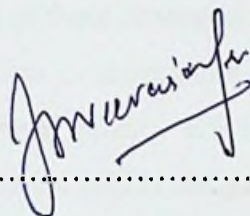
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Declaration

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The above candidate has carried out research for the Masters Dissertation under my supervision.

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Abstract

A supply chain in its essence is a complex network of interdependent processes that need to work together to deliver results and value to the end customer. In this world of complexity the customer demand and competition adds to the pressure of maintaining highest operating standards and participants in supply chains are constantly pushed to deliver the utmost best to survive in a red ocean.

On a high level a supply chain can be segmented into four processes. Namely; Plan, Source, Make & Deliver. In an era where technology plays a pivotal role in every business, each of these processes that run in supply chain organizations need to be constantly fine-tuned to yield optimum results. Managements of such organizations always need to locate wherever process efficiencies and optimizations can be brought in to minimize costs, maximize profits and gain competitive advantage.

This research focuses on the Delivery Performance aspect of a supply chain and the impact of it on the Supply Chain Performance in the same in top five large scale apparel manufacturing organizations in Sri Lanka. To investigate this, a quantitative empirical study was conducted using a self-designed questionnaire backed by strong literature on the selected convenient sample ($n = 65$). Then reliability (Cronbach Alpha) of the questionnaire was determined and the questionnaire was found to be reliable.

The results of this research shows the importance of delivery performance measurement and its impact on 3 main areas of measurement on the entire organization's supply chain. Namely Strategic Performance, Tactical Performance and Operational Performance.

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