Literature Review:

**Delone & Mclean 1992**

They proposed a model on success of information system. This model cited that service quality, information quality, system quality lead to user satisfaction. So, these three factors to be monitored and taken care carefully.

**Seddon PB 1997**

Delone and Mclean proposed a model, which is enhanced by Seddon in 1997. Earlier model is extended by replacing it’s IS use into benefits of use, which is demand of current scenario. It represents benefit of IS use and they claimed that model is fail because its usefulness not projected well instead of not use.

**Narasimhan R and Jayaram J 1998**

Narasimhan R and Jayaram in his research on “casual linkages in supply chain management: an exploratory study of North American manufacturing firms” concludes that supply chain integration take place, by taking both into consideration (1) relationship between sourcing decision based on various factors (like cost, quality and delivery, manufacturing goal) and customer responsiveness. They studied supply chain frame of 215 manufacturing firms with structured equations and as well as casual response. He presents a frame work which includes effect of manufacturing cost, flexibility, dependability and quality on material sourcing decision. 2ndly Co-relation between customer relationships v/s manufacturing goal achievement and third whether later promote manufacturing performance.

**Douglas M. Lambert et al Martha C. Copper, 1998**

Douglas, Cooper and Pagh done work on supply chain management implementation issue and research opportunities. They determine a frame work how to implement supply chain management successfully as council of logistic management redefined its definition. According to that now logistic is sub part of supply chain management. This is biggest challenges 1998 to logistic professional how to incorporate this integration of supply chain and logistic.

**J. Ben Naylor, Mohamed M Naim, Danny Berry 1999**
Neylor, Naim and Berry present a case study of Hewlett Packard and PC manufacturing on topic, “Leagility: Integration the lean and agile manufacturing paradigms in total supply chain”, conclude that agile manufacturing and lean manufacturing to be treated neither progressive nor isolated. A brake off between two paradigms to be established based on the circumstances and then decision to be taken. It depends upon supply chain member location whether we have to develop agile capacity or lean manufacturing. Therefore companies carefully combine both to striving for leagility.

Chopra and Mieghem 2000

Chopra and Mieghem Work on which e-business is right for your supply chain find out that score card as a tool can be used to analyses the impact of e-channel on supply chain. He divide the co. in two group one is business to customer B2C and second business to business B2B and used tool on two different product manufacturer. Result is e-business is beneficial for Dell co. but not good strategy for a Grocery industry.

Fiona Fui-Hoon Nah, Janet Lee-Shang Lau, Jinghua Kuang, 2001

This study focus on identification of critical factors for successful implementation of enterprise systems. Result of study ends up with 11 factors found critical. These are ERP team work and composition, change management programmed and culture, top management support, business plan and vision, business process reengineering with minimum customization, project management, monitoring and evaluation of performance, effective communication, software development, testing and trouble shooting, project champion, appropriate business and IT legacy systems. These factors further align with Markus and Tanis ERP life cycle model presentation and importance of each factor discussed.

Viswanandham 2002

Paper title “The past, present and future of supply chain automation” focus on four categories of automation as material flow automation, information flow automation, supervision and control automation and relationship automation. It results that automation evolved from within the four walls of an enterprise to encompass the outside world, resulting in the drive towards the automation of relationship. It more emphasis on designing your supply chain to build bridges between businesses with flexible manufacturing. It concludes more to be done on supply chain performance management as companies with the capability to use technology to automate relationship and produce new product will have a definite advantage over others.

Henk A. Akkermans, Paul Bogerd, Enver Yucesan, Luk N. van Wassenhove. 2003

Henk and his co author studied the impact of ERP on supply chain management. They had studied European Delphi different plant like automotive, food, chemical etc. as case study. Finding of this paper is that network economy is an emerging trend in industry, so success of an industry not take place as an individual, but the chain of supplying and delivering industries.
This makes supply chain transparency important and easy to achieve. They further predict that supply chain collaboration is still not understood concept. Research in area of supply chain wide performance and incentive design to be conduct.

**Eng, T. 2004**

Research on the role of e-marketplaces in supply chain management find out most popular use of the e-marketplace is in auction and reverse auctions (52%), followed next by processing as regards on line ordering, payment, non-technical negotiations and customer or supplier information management (47%). E-marketplaces are further used for listing products or making purchases from catalogues (35%), searching for buyers or sellers (33%) and for improved on line communications and exchanges of information (25%). How-ever technical exchange and development (11%) is the least subscribed function. Inter firm relationship management (14%) and collaborative project management (14%) reported a low percentage of usage. Eng’s research thus proposes that e-market places are more popular for truncation-based exchanges than the strategic type of exchange.

**Philip O’Reilly and Patrick Finnegan 2005**

Organizations have their internal communication systems which replaced by electronic market. This paper present study of a cotton industry, what impact they have on performance after implementing of electronic market system. Result of study is that it improved dramatically in performance, productivity of shipping documentation improved 50% from buyer and seller prospective, reduce transaction cost and deal cotton system. This paper present a conceptual model to explain performance of electronic marketplaces more adequately. It provide fit between value demanded and value added and construction of trust and security based mechanism.

**Kevin B. Hendricks, Vinod R. Singhal, Jeff K. Stratman 2007**

Hendricks at el work on to study impact of enterprise systems on corporate performance (study of ERP, SCM and CRM system implementations) in term of long term stock price performance and return on assets and sales. They had taken sample of 186 ERP implementation, 140 implementation of SCM and 80 CRM implementation. Result are of mixed sorts, in case of ERP evidence of improvement in profitability, but not in stock returns. In case of CRM, no evidence of improvement in profitability as well as in stock returns. Adopter of SCM also evident in positive stock returns and improvement in profitability. Researcher do not find any negative performance associated with enterprise system having high implementation cost.
**Sindhu and Wahid (2009)**

Worked on role of multi agents to address supply chain problem as a whole integrated part. Material taken application of software named DISPOWEB, INTA PS, KRASH, FABMAS, ATT, SCC as multi agent. Dispoweb perform basis function to take input as requirement of customer and feed Dispoweb (inventory) and alternates available based on production data, lead time and past trend, then do two way communication to KRASHMAS (PRODUCTION) AND Fabmas, Intaps, Mas with available stock. It gives result as creation of to implement successful production plan. Lastly concludes that integration of SCM in today competitive environment is must and architecture of MAS address the planning and execution of supply chain management.

**Bernd Huber, Edward Sweeney and Austin Smyth 2010**

Huber, Sweeney and Smyth in 2010 make study of academic literature on purchasing consortium issues and two survey of purchasing organization as well as e-market places/procurement service provider in electronic and automotive sectors. They concludes that based on technology-organization-environment frame work, electronic purchase consortia have competitive advantage. Therefore EPC require need clear understanding of process and drives during its implementation.

**Nrip and Limkar 2011**

This research focus on types of automation, automation and benefits to small enterprises and to implement automation, what challenges business faces. It includes types of automation namely information technology, computer aided manufacturing, numerically controlled equipment’s, robots, flexible manufacturing system and computer integrated manufacturing. Small business owner have challenges to adopt automation as employee training, managerial philosophy and financial issue. Result of research is that now India is ready to accept this challenge of implementing automation after China as enjoyed by USA and western Europe. Conclusion is that automation can do wonderful for small enterprise.

**Wagner and Sweeney 2011**

This research study e-business evaluation, impact on supply chain management and scope for further research direction. This paper highlighted that ERP also has certain limitation to address some trend of mass communication, standardization of process and data & integration of globalized business. Conclusion is that further research to be done to address human and social issue which results into failure of technology investment.
Bide 2011

Bide done work on the challenges for standards in the E-book supply chain. Result of paper indicates no one is unique and perfect system and all has their own limitation. ISBN allocation between different publisher with in same market or different market results in loosing certainty of identity. Conclusion is that there is no likely hood of getting things simpler in near future. The challenges of complexity, compliance and convergence will remains as actively agenda.

Murli and Venkata 2012

This paper focus on importance of educational supply chain management in service industry and how academia helps to commercial supply chain. This paper conclude that implementing of supply chain in educational field have result like increasing market research, overcoming technical and financial barrier, increasing competition in faculty members as in industry and enhancing global prospectus of students by allowing from one place to another. Educational input determine its output and vice –versa.

Babu 2012

Babu’s work “ A study on supply chain practices with reference to auto mobile industry” focus on integration of supply chain into one identity and innovative method , strategies to face challenge of global. It also studies ford align business frame work and Mahindra and Mahindra low price and high quality approach towards vendors for co-benefits as case study. It concludes that the supply chain of tomorrow in a highly competitive environment must be effective and efficient for automotive industry and their supply partner.

Singh (2012)

Research focus on improvement done in ABC co. through various techniques like lean manufacturing, agile manufacturing, TQM. By applying theses result achieved delivery time decreased by 30%, The BOM cost down by 9%, quality acceptance of BOP parts improved by 42%, inventory in no. of days reduced from 24 to 7 days. Conclusion of paper is that by adopting frame work of above techniques ABC co. improved a lot in all front. Whereas Logistics and purchasing policies have not been documented in ABC co.

Nourbakshian et al 2013
This study indicates nine famous models which used to minimize risk in supply chain management, whereas selection of model to apply in any industry depends on its nature. It concludes that two types of risk exist in supply chain and later other expert proposes different theory to address them.

**Ekechukwu 2013**

Paper work on automated inventory control and management for auto spare parts in developing nations focus on design and development of a model which perform simulation of demand for spare parts and address customer expectation. Result and conclusion of paper is that demand transmitted directly to back order by system and it is inadequate to create on ideal inventory situation.

**Kamakoty and Sohani 2013**

Proposed a model that every entity in SCM is customer of previous entity expect last one which is final customer, so to measure service quality of entire chain we have measure service quality of each entity and then summed up. Result of paper is that model may be used to identify critical and non-critical parameter of chain and then help to diagnose poor quality. It also helpful to make comparison of two different supply chain to act as bench mark. Conclusion is that model to design for further research which is unique and universal to imply all industries. This will help to industry owner to take decision, should they liaison with a particular firm or not by analyzing this model.

**Biju and Faisal(2013)**

Works on the latest tools of supply chain management and their uses among supplier and transporter. These tools are JIT, e-Procurement, ERP, separate logistic department, bar coding, RFID, Forecasting, VMI, and assistance from supply chain experts. Material and methods used is descriptive research. Population taken 14 district and 28 supplier and 25 transporter chooses randomly. Statistical tool Mann-whitney U test used. Result is that most of supplier did not use these tool and they realized in opinion survey that it should be used. Mostly uses Bar code system and work only with forecasting techniques. Statistical testing also evident by result that opinion conclusion is correct.