

Using Soft Systems Methodology to Address Supply Chain Management Problems

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Abstract

This paper reports an investigation of if, and how, Soft Systems Methodology (SSM) might be used to facilitate better management of industry supply chains. In two workshops involving supply chain managers from the Textile Clothing and Footwear (TCP) industry, it might supplement existing Supply Chain Management (SCM) workshop approaches have been explored. Specifically, the placement of SSM techniques within a workshop setting, reactions to the techniques, perceived reasons for using SSM, together with strengths and

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