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1	Risk Assessment and Management in Supply Chain
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6 Abstract

Supply chains have expanded rapidly over the decades, with the aim to increase productivity, 7 lower costs and fulfil demands in emerging markets. The increasing complexity in a supply 8 chain hinders visibility and consequently reduces one?s control over the process. Cases of 9 disruption such as the ones faced by Ericsson have shown that a risk event occurring at one 10 point of the supply chain can greatly affect other members, when the disruption is not 11 properly controlled. Complexity and disintegration are emerging as major challenges in 12 supply-chain risk management. It has become more difficult to identify risks as supply-chain 13 operations have fallen into the hands of outside service providers, and are therefore less 14 visible. The risks, their identification and impact depend on the position of the companies in 15 the chain, and on the level of analysis they can carry out. . Supply chain management thus 16 faces a pressing need to maintain the expected yields of the system in risk situations. This 17 work provides a review of definitions and classifications of types of risk; a holistic view of risk 18 assessment and management is taken here. This project aims to analyse how supply chain 19 risks could be effectively managed. This is done firstly by positioning the research agenda in 20 Supply chain Risk Management (SCRM). Then, methods for effective management of supply 21 chain risk are identified and analysed. 22

23

Index terms— expanded rapidly over the decades, with the aim to increase productivity, lower costs and fulfil demands in emerging markets.

²⁶ 1 Introduction

upply Chain Management (SCM) is a principle emphasizing the utilization of an efficient integrated system of 27 suppliers, producers, warehouses, retailers and customers, so that items can be produced and distributed system-28 wide at the right quantities, locations, and time to minimize costs and maximize services. A supply chain is the 29 linkage of series of organizations with facilities, functions, processes, and logistics activities that are involved in 30 producing and delivering a product or service. In the past, when firms manufactured in-house, sourced locally 31 and sold direct to the customer, 'risk' was less diffused and easier to manage. With the advent of increased 32 product/service complexity, and outsourcing of supply networks across international borders, risk is increasing 33 and the location of risk has shifted through complex changing supply networks. Managing risk in supply chains 34 35 is an important topic in supply chain management. The topic's importance is due to several industry trends 36 currently in place: increase in strategic outsourcing by firms, globalizations of markets, increasing reliance on 37 suppliers for specialized capabilities and innovation, reliance on supply networks for competitive advantage, and emergence of information technologies that make it possible to control and coordinate extended supply chains. 38 These trends have manifested themselves in an increase in outsourcing and off-shoring of manufacturing and 39 R&D activities, low cost country (LCC) sourcing, and collaboration with international supplier partners. While 40 these increase the strategic options for firms, they also increase the probability of experiencing adverse events in 41 supply chains that significantly threaten normal business operations of firms in the supply chains. Along with 42 the increase in these initiatives, there has been an increase in the potential and magnitude of supply chain risks. 43

44 Many industrial cases have shown different outcomes after risk events due to diverse actions (or lack of action)

taken in facing supply chain disturbances and disruptions. One typical example is Ericsson's crisis in 2004. Since

⁴⁶ Ericsson used a single-sourcing policy, a fire accident in its chips' supplier immediately disrupted the material

47 supply. Ericsson's loss was estimated to reach USD 400 million for its T28 model.

48 **2** a) Risk

Risk can be broadly defined as a chance of danger, damage, loss, injury or any other undesired consequences. 49 A more scientific definition of risk was provided by the Royal Society (1992): "the probability that a particular 50 adverse event occurs during a stated period of time, or results from a particular challenge". i. Sources of Risk 51 a. Supply Risk Supply risk relates to potential or actual disturbances to the flow of product or information 52 emanating within the network, upstream of the focal company. Therefore, it is risk associated with a company's 53 suppliers, or supplier's suppliers being unable to deliver the materials the company needs to effectively meet its 54 production requirements/demand forecasts. It adversely affects inward flow of any type of resource to enable 55 operations to take place; also termed as 'input risk'. It includes. Controls are the assumptions, rules, systems 56 and procedures that govern how an organization exerts control over the processes. In terms of the supply chain 57 they may be order quantities, batch sizes, safety stock policies etc. Control risk is therefore the risk arising from 58 the application or misapplication of these rules. It includes. 59

⁶⁰ 3 ? Inappropriate rules that distort demand

61 ? Poor visibility along the pipeline

62 4 Environmental Risk

Environmental risk is the risk associated with external and, from the company's perspective; uncontrollable
events. It consists of any uncertainties arising from the supply chain and environmental interactions. These may
be the result of accidents, manmade or natural disasters. It includes.

⁶⁶ 5 ? Natural disasters

67 ? Terrorism and war

68 6 ? Regulatory changes

⁶⁹ 7 ? Strikes

70 Following figure shows some of the Risk sources and their characteristics.

71 8 b) Risk Management

It is a process of measuring or assessing risk and then developing strategies to manage the risk. Risk management is the broad activity of planning and decision making designed to deal with the occurrence of hazards or risks.

Risks include both unlikely but highimpact disruption risks, as well as more common volatility in demand, internal

reactions.
 reactions.
 reactions.
 reactions.

ii. Competitor reactions. iii. Supplier reactions. iv. Government reactions.

78 **9 III.**

79 10 Summary of Literature Review

Increasing product/service complexity, outsourcing and globalisation have led to complex and dynamic supply networks, there by increasing the factors impacting exposure to risks. The review shows various types of risks and there classifications based on different categories which affects the Supply chain operations. It also addresses the importance of Supply chain Risk Management (SCRM) to make decisions that Year 2014 optimally align organizational processes and decisions to exploit opportunities while simultaneously minimizing risk. Understanding the types of risks and their probability of occurrence as well as the associated impacts is a starting point for companies to develop effective Risk Management strategies.

87 IV.

****** 11 Problem Description

To gain cost advantage and market share, many firms implemented various initiatives such as outsourced manufacturing and product variety. These initiatives are effective in a stable environment, but they could make a supply chain more vulnerable to various types of disruptions caused by uncertain economic cycles, consumer demands, and natural and manmade disasters. The objective of the problem is to maximize productivity by reducing Supply Chain Risks. In this work, an effective method for managing 'Supply chain Risk' in a $_{\rm 94}$ $\,$ manufacturing industry involving in Casting is proposed with aid of a flow chart and a strategy is developed for

95 its Mitigation. a) Identification of Problem SCRM is viewed as "the management of supply chain risk through 96 coordination or collaboration among the supply chain partners so as to ensure profitability and continuity". Risk

⁹⁷ management is the process of measuring or assessing risk and then developing strategies to manage the risk.

⁹⁸ These strategies can involve the transference of risk to another party, risk avoidance or mitigation, and channel

⁹⁹ risk sharing. SCM risk assessments balance the probability of demand, the likelihood of reliable supply, the most

100 effective allocation of resources, and the probability of success of new product introductions, market conditions,

and the opportunity costs of alternative decision paths. A framework for Supply Chain Risk Management is

shown below: A solid risk analysis process could identify the impact of disruption on supply chains. This could

be established by monitoring supply chain performance, for example the production or financial performances.
 With a proper implementation of risk control, for instance via risk mitigation strategies, the impact of disruption

105 on flows could be diminished, or even avoided.

¹⁰⁶ 12 b) Objectives

The main objective is to analyse how supply chain risks can be effectively managed. Firstly, this is done by positioning the agenda in supply chain risk management (SCRM). Then, methods for effective management of supply chain risk are identified and analysed.

Based on the framework shown above, we can classify the objective into two sub-categories Objective I: Identifying Supply Chain Risk Management Agenda.

112 It is important to identify the current agenda in this field. The exploration of various definitions, for both 113 terminology and processes involved in this area, helps to clarify future scope. To achieve this objective, we hereby 114 raise two questions as follows:

115 Objective II: Identification of Effective Management of Supply Chain Risk.

The second objective focuses on finding how supply chain risk can be effectively managed. To achieve this

¹¹⁷ objective, an investigation of selected approaches and methods will be conducted to analyse their competency ¹¹⁸ and robustness in sustaining supply chain operations. Hence, to achieve the above objective, we raised three

118 and robustness in sustaining supply chain operations. Hence, to achieve t 119 questions that focuses on risk analysis and risk control.

120 13 Proposed Methodology

121 Supply chain Risk Management process can be mainly classified into two categories:? Risk Analysis. ? Risk 122 Control.

Risk Analysis deals with Identification, Estimation and Evaluation of risks, whereas Risk Control deals with

Mitigation and Monitoring of risks. The Risk Management process can be developed with the aid of a flow chart which is shown below.

126 Review Process

127 14 Management

Risk Management process which is constituted of two main elements; Supply chain Risk Analysis and Supply chain Risk Control, henceforth referred to risk analysis and risk control respectively. The term risk assessment is also interchangeably used in referring to risk analysis. The first process covers the identification, estimation and evaluation of risk. Proper implementation of all stages in this process will result in the recognition of potential risk events affecting supply chain. However, not all risk events fall under the category of disruption risk events, and therefore the potential impact caused by an individual risk event needs to be carefully estimated and evaluated according to the individual supply chain operation's definition.

135 **15** a) Risk Identification

A key aspect of supply chain risk management is identification. Identification involves creating a list of potential events that could harm any aspect of the supply chain's performance. Risk identification allows an organization to take steps to create plans to manage risks before they occur. This is typically more cost effective then waiting to react to adverse events when they occur.

¹⁴⁰ 16 i. Methods for Identifying Risk

141 Geomapping/Supply chain mapping -Visual maps of supply chains reveal supply chain structures, dependencies, 142 and handoffs that may contain risk. Supply Chain Operation Reference (SCOR) mapping and Value Stream 143 Mapping are two types of supply chain mapping that can be used. Looking at historical problems -Historical 144 problems may have a high chance of recurring. Those problems may have happened to the organization itself or to others. Researching industry trends -Other organizations and industry groups may have already researched 145 risks that are applicable. Group of experts brainstorming -People with experience in different areas of your 146 organization and supply chain have lots of knowledge of risks. Getting them together increases the knowledge 147 sharing. (The Delphi method is one technique to conduct expert interviews.) Assessment surveys -Well designed 148

surveys can be an effective way to quickly gather information on risks in your supply chain. Site visits -Site visits

to supply chain partners allow you to collect detailed and less "filtered" information on risks. Information audits
-Data system audits can reveal issues and trends from the past. It can show areas of the supply chain that have
had poor performance in the past and are thus more likely to perform poorly in the future.

ii. Tools used in risk identification Risk checklists -a list of risks that are common for our environment. It may come from past experience or industry research. Cause-and-effect diagrams -a diagram that traces back the causes for events. Gantt charts -a bar chart showing the precedence and timing of activities. It can help identify the critical path, i.e. the most critical organizations and processes that would be bottlenecks if they experienced a disruption. (It can also be used later during Risk Assessment to determine the effect of disruptions at different points in a supply chain).

159 17 RISK ANALYSIS

160 18 RISK IDENTIFICATION RISK ESTIMATION RISK 161 EVALUATION

162 19 RISK CONTROL

¹⁶³ 20 RISK MITIGATION RISK MONITORING

Supply Chain Risk assessment provides management with an understanding of where the greatest risks may exist 164 in order to prioritize resources for risk mitigation and management. Performing such b) Risk Assessment and 165 Evaluation Risk Assessment and Management in Supply Chain FQ4: What kind of mitigation policies should be 166 used for managing risk in supply chains? FQ5: What modelling techniques and approaches are possible in this 167 area? Year 2014 assessments will involve clarifying the nature of the risk, understanding conditions that may lead 168 to the event, knowing how frequently such events have happened or can be expected to happen, and the potential 169 impact of such events. The team can then prioritize addressing the risks. Risk assessment is typically made up of 170 two measures: Likelihood and Impact. Likelihood-measures the probability that the event will occur. The exact 171 probability may be difficult to determine unless there is historical data that can be used to find the frequency of 172 the event occurring. Alternatively an organization can use a subjective likelihood, or degree of belief, based on 173 the opinions of experts. A time horizon is necessary to define the probability in a useful way (e.g., the likelihood 174 that an event will occur in the next year or 50 years). Impact -measures the consequences on the organization 175 if the event occurs. It can be measured directly, for example in terms of dollars. It can also be measured on a 176 scale, for example from zero to one with zero being very little negative consequence and one being a very bad 177 consequence. Methods for measuring impact include "what-if" simulations, financial models, and opinions of 178 teams of experts. Impact may also be measured in terms of other SCOR metrics besides financials. Summary 179 risk score -A summary risk score can be calculated for each risk by multiplying the Impact times the Probability 180 to get an expected value of the risk. Then risks can be ranked by risk score. Also the risks can be shown on a 181 map or graph. An example is shown below. 182

Qualitative Risk assessment i. Tool used in Risk Assessment Failure Mode Effect Analysis (FMEA) -It is used to prioritize the risk using Risk Priority Number (RPN), which can be calculated from probability of occurrence, severity and detection of risk and also using Risk Score Values (RSV) in which Severity and Occurrence of risk is calculated.

187 Other methods for assessment include:

? Fault tree analysis - This is a graphical technique that provides a systematic description of the combinations of possible occurrences in a system, which can result in an undesirable outcome. This method can combine hardware failures and human failures. The most serious outcome is selected as the "Top Event". A fault tree is then constructed by relating the sequence of events, which individually or in combination, could lead to the top event. FTA is both a design and a diagnostic tool. As a design tool FTA is used to compare alternative design solutions and the resulting Top event probability. As a diagnostic tool FTA is used to investigate scenarios that may have led to the Top event.

? Event tree analysis -Event tree analysis (ETA) is an analysis technique for identifying and evaluating the sequence of events in a potential accident scenario following the occurrence of an initiating event. ETA utilizes a visual logic tree structure known as an Event Tree (ET). The objective of ETA is to determine whether the initiating event will develop into a serious mishap or if the event is sufficiently controlled by the safety systems and procedures implemented in the system design. An ETA can result in many different possible outcomes from a single initiating event, and it provides the capability to obtain a probability for each outcome.

²⁰¹ 21 c) Risk Monitoring and Mitigation

Once areas of risk have been identified, an organization needs to monitor their internal and external environment. This helps them to predict when risky events are becoming more likely. It also helps to identify new risks and is tightly linked to the best practice of Supply Chain Risk Identification. Supply Chain Operation References focus on supply chain metrics enables Supply Chain Risk monitoring. Real time metrics and periodic reports give decisions maker's knowledge upcoming risks. Statistical analysis of key metrics can reveal trends. Visibility into supplier and customer metrics increases the ability to monitor. Reports on risk monitoring can be combined with existing management reviews and meetings. Monitoring can also include monitoring qualitative sources of information such as news or weather reports to identify events that are precursors to risks. In the Plan step, an organization can plan methods for monitoring Source, Make, Deliver, and Return risks. These methods may include specific metrics to monitor and "watch-out" lists of precursor events. It may also include monitoring the environment external to the organization's supply chain. ? Deliver risk monitoring can be done with customer service metrics. ? Make risk monitoring can be done automatically through an organization's data systems such

as an ERP system. ? Source risk monitoring is enhanced with visibility into suppliers' metrics.

It is important to monitor indicators that would appear early in a risk event or, better, even before it occurs by indicating an increasing likelihood. If monitoring only reveals a risk well after its first occurrence, it will likely

be too late to adequately respond to it. Monitoring can also be used to test the effectiveness of risk controls.

If a plan to mitigate or prevent a risk has been implemented, monitoring can check to see if the corresponding metrics show no signs of the risk occurring. Five operational strategies for managing disruption risks are given below:

221 22 Strengthen Supply Chain

222 Work with suppliers to reduce the frequency and/or severity of supply problems.

223 23 i. Risk Mitigation Strategies

224 ? Multiple sources of supply: -having multiple sources of supply for a raw material reduces the impact of one 225 source failing to deliver materials.

226 ? Strategic agreements or partnerships with suppliers:

-strategic agreements with suppliers can lead to continued service in the event of capacity constraints.

228 ? Collaborative Planning Forecasting and Replenishment (CPFR): -by sharing demand and fulfilment data 229 with supply chain partners, there is a reduced risk of unforeseen demand swings or supply shortages.

222 when supply chain partners, mere is a reduced risk of underseen demand swings of supply shortages. 230 ? Joint product design and delivery: -designing products with suppliers reduces the risk of material non-

231 performance or material shortages.

²³² 24 d) Supply Chain Operation Reference (Scor) Model

Supply Chain Operations Reference (SCOR) model provides a unique framework that links performance metrics, processes, best practices, and people into a unified structure. The framework supports communication between supply chain partners and enhances the effectiveness of supply chain management, technology, and related supply

chain improvement activities. It features an intentionally broad scope and definitions that can be adapted to the

specific supply chain requirements of any industry or application.

238 SCOR is based on Five Core management process:

²³⁹ 25 i. SCOR Performance

240 The performance section of SCOR consists of two types of elements: Performance Attributes and Metrics.

²⁴¹ 26 a. Performance Attributes

A performance attribute is a group of metrics used to express a strategy. An attribute itself cannot be measured; it is used to set strategic direction. SCOR identifies five core supply chain performance attributes: Reliability, Responsiveness, Agility, Costs, and Asset Management. Consideration of these attributes makes it possible to compare an organization that strategically chooses to be the low-cost provider against an organization that chooses to compete on reliability and performance.

²⁴⁷ **27 b.** Metrics

A metric is a standard for measurement of the performance of a process. SCOR metrics are diagnostic metrics.
 SCOR recognizes three levels of predefined metrics:

250 ? Level 1 metrics are diagnostics for the overall health of the supply chain. These metrics are also known as 251 strategic metrics and key performance indicators (KPIs). Benchmarking level 1 metrics helps establish realistic 252 targets that support strategic objectives.

253 ? Level 2 metrics serve as diagnostics for the level 1 metrics. The diagnostic relationship helps to identify the
 254 root cause or causes of a performance gap for a level 1 metric.

255 ? Level 3 metrics serve as diagnostics for level 2 metrics.

256 28 ? Alignment of supply chain team skills with strategic 257 objectives

258 ? A detailed game plan for launching new businesses and products ? Systematic supply chain mergers that 259 capture projected savings In this work, a Case study is taken up to develop an effective method for managing 'Supply chain Risk' in a manufacturing industry involving in Casting, by collecting the sample data and a strategy
is developed for its Mitigation. AutoKast Ltd, a Casting industry undertaking by Government of Kerala is taken
here as the case study. The industry is fully equipped to manufacture all kinds of Ferrous Castings weighing from
20 kg to 8000 kg single piece. The present annual production capacity is 6000 Metric Tons. AutoKast produces

and markets different grades of Grey Iron and SG Iron Castings for the domestic and international markets.

²⁶⁵ **29 VI**.

Case Study: Risk Assessment and Management in Casting Industry a) Risk Identification Sources of risk i. Demand Risk It is the occurrence of an undesired event, which is mostly caused by fluctuation in customer demand. Forecast becomes more inaccurate if the fluctuation is really high, and the further result from forecast inaccuracy is the bullwhip effect as the most undesired outcome from this risk.

ii. Supply Risk It refers to the increments of purchasing cost that is caused by price increase from suppliers,
 delivery delay from suppliers that can increase production cost, quality cost because of the low quality of inbound
 materials or even defects.

iii. Operational Risk It is being the risk that has an effect on a company's internal ability to produce goods or services.

²⁷⁵ **30** iv. Environmental Risk

Here several factors which were taken into consideration are technological, social, political and economic circumstances. However, natural phenomena, such as geological, metrological, disease and any other uncontrollable events have to be taken into consideration too.

279 **31** b) Risk Assessment

To develop the risk mitigation strategies, the risk that constitutes the supply chain operations has to be identified 280 using an effective tool. The method of assessment follows Failure Mode Effect Analysis (FMEA) guidelines. The 281 concept of assessing the risk basically uses the score for the probability of the risk occurrence, the impact from the 282 risk, and the identification method that the firm has to reduce the impact of the risk. All the values are calculated 283 to obtain the risk priority number (RPN) and risk score value (RSV) by using the formula below. Failure mode 284 effect analysis is used to prioritize the risk using Risk Priority Number (RPN), which can be calculated from 285 probability of occurrence, severity and detection of risk and also using Risk Score Values (RSV) in which Severity 286 and Occurrence of risk is calculated. 287

²⁸⁸ 32 i. Occurrence Rating Scale

Estimation of likelihood that a failure will occur. iii. Detection Rating Scale How likely will the failure be detected?

²⁹¹ **33** Remote

²⁹² The risk can be detected with manual inspection but no process is in place so that detection is left to chance 5

²⁹³ 34 Moderate chance of detection

There is a process for double-checks or inspection but it is not automated and/or is applied only to a sample and/or relies on vigilance 4 3

296 35 High

There is 100% inspection or review of the process but it is not automated 2 Very High There is 100% inspection of the process and it is automated 1

Almost certain There are automatic "shut-offs" or constraints that prevent risk d) Sample Data Collection Risk 299 has to be prioritized before adopting effective mitigation strategies. All the inherent risks have been identified 300 and the next stage is to assess each risk by using the FMEA method. Every risk is assessed by its likelihood 301 value, impact value and detection method value. Determining those values is based on the secondary data and 302 interviews with the experts. By having Chief Operating Officer, Procurement Manager and Distribution Manager 303 304 as the key informants, the quality of the data and analysis is highly enhanced. All the informants enter values for 305 the probability, impact and detection methods for each risk, and then they are adjusted by using past historical 306 data (sales, volume of productions, suppliers performance and the occurrence of risks). All the values which 307 informants have given in the interviews are shown below: i. Tabulated Risk Score Values The 80:20 rules says that 20% of the work can gain 80% of all the benefits that can be obtained. Once the supply chain risk has 308 been identified and assessed, information about the level of urgency of the risk can be obtained. Since the level 309 of risk has been revealed, those high scored risks have to be mitigated by using specific supply chain strategies. 310 Supply chain operations in a Casting industry. It shows three out of the four highest risks are of the supply type; 311 inbound product quality, wooden pattern life cycle risk and uncertainty in pattern availability. The other risk is 312

categorised as demand risk. The risks which categorised under the supply are mostly caused by the supplier. The 313 impact of the low quality of the inbound products affects the quality of Castings. The key tool for mitigating 314 this risk is by making good relationship with the supplier. Implementing collaborative relationships with the 315 suppliers are extremely desirable to reduce or to prevent the occurrence and impact of the risk such as uncertainty 316 in pattern availability. It supports the improvement of flexibility and ability of firm, thereby reducing the risk. 317 Mitigation of supply risk can also be done by redundant suppliers (reconfiguring supply base). This strategy 318 increases supply flexibility for the firms due to having more suppliers, and it automatically increases the buyer's 319 bargaining power. The choice of which strategy is the most suitable for the casting supply chain entirely depends 320 on the nature of the firm and its external parties. The fluctuations in demand are inherent in many Supply chain 321 operations. The effect of these risks is decreased forecast accuracy, thus it might increase the cost of inventory 322 or stock. In order to mitigate these risks, the firm can use pool or aggregate demand, which is termed as "Risk 323 pooling". The impact of fluctuations in demand can be also be reduced by using postponement strategy in which 324 the process starts by making a generic or family product that is later differentiated into specific end-product. A 325 framework of Risk Mitigation Strategies for company's Casting Supply chain is shown below: VII. 326

327 36 Conclusion

The idea behind working on this project was to make aware the industries that neglecting the risks involved behind the supply chain increase their losses. Impacts of these risks and their occurrences can be minimized or even nullified. The SCOR model can play a substantial role in pursuing the overall objective of a real collaborative process within and between companies, aiming at maximizing the overall performances of the supply chain with reduced risk.

Here the given sample data gives the company's exposure to risk for the daily production process. So an effective Supply Chain Risk Management (SCRM) needs to be implemented in procurement and production process.

336 37 a) Future Work

³³⁷ The Future work of the thesis includes developing Risk Mitigation strategies that suits to the Industry scenario and also Cost benefit analysis is to be carried out by collecting real time data.



Figure 1: ??

338

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Figure 2: Figure 1 . 1 :



 $\mathbf{31}$

Figure 3: Figure 3 . 1 :



Figure 4: Risk



Figure 5: Figure 4 . 1 :



Figure 6: Figure 4



Figure 7:

$\mathbf{4}$

1 : Opera	tional	strategy for managing		
		disruption risk		
Operation	nal		Description	
Strategy				
Stockpile ventory	In-	Hold inventory that can be used to		
U		fill customer demand even if supply		
		is interrupted.		
Diversify ply	Sup-	Source product from multiple		
		vendors/facilities so that a problem at one vendor/facility does not affect the entire Supply.		
Backup ply	Sup-	Have an emergency supplier (or		
		logistics provider) that is not normally used but that can be activated in the event of a Supply problem.		
Manage Demand		Influence demand to better match		
		the actual supply by, for example, adjusting incentives to encourage Customers to purchase products that are less supply-constrained.	pricesr	offering

Figure 8: Table 4 .

$\mathbf{4}$

2 : SCOR process SCOR DEFINITIONS PROCESS Processes that balance aggregate PLAN demand and supply to develop a course of action which best meets sourcing, production and delivery requirements Processes that procure goods and SOURCSErvices to meet planned or actual demand. Processes that transform product to a MAKE finished state to meet planned or actual demand. Processes that provide finished goods DELIVERd services to meet planned or actual demand, typically including order management, management management. Processes associated with returning or RETURAceiving returned products for any reason.

Figure 9: Table 4 .

transportation and distribution

3 Perspectives	: SCOR Level 1 metrics Metrics	Measure	
Supply reliability c	delivery hainOrder fulfillment lead time Fill rate	Percentage Days Per- centage Percent	
	Perfect order fulfillment Supply chain	age	
Flexibility responsiveness and	response time Upside produc- tion flexibility Supply chain management	Days Days	
Expenses	cost Warranty cost as percent- age of revenue	Percentage Per- centage Dollars	
	Value added per employee Total inventory		
Assets/utilization	days of supply Cash-to-cash cycle time Net asset turns	Days Days Turns	
 ii. Benefits of adopting the SCOR model ? Rapid assessment of supply chain performance ? Clear identification of performance gaps ? Efficient supply chain network redesign and optimization ? Enhanced operational control from standard core processes 			
? Streamlined organizational structure	management	reporting	and

Figure 10: Table 4 .

$\mathbf{5}$

	1 : Occurrence rating scale	
Ratin	gDescription	Potential Risk Rate
10	Certain probability	Risk occurs at least once
		a day or risk occurs
		almost every time
9	Risk is almost	Risk occurs predictably or
	inevitable	risk occurs every 3 or 4
		days
8	Very high	Risk occurs frequently; or
7	probability	risk occurs about once
		per week
6	Moderately high	Risk occurs about once
5	probability	per month
4	Moderate	Risk occurs occasionally
3	probability	or risk occurs once every
		3 months
2	Low probability	Risk occurs rarely or Risk
		occurs about once per
		year
1	Remote probability	Risk almost never occurs
		no one remembers last
		risk occurrence.
ii. Sev	verity Rating Scale	
_	Table 5.2 : Severity rating	scale
Ratin	gDescription	Definition
10	Certain probability	Risk could cause loss
		of client
9	Risk is almost	Risk could cause major
	inevitable	or permanent delay
8	Very high	Risk causes minor to
7	probability	moderate delay with a
		high degree of client
		dissatisfaction
6	Moderately high	Risk causes minor
5	probability	delay with some client
		dissatisfaction
4	Moderate	Risk causes very minor
3	probability	or no delay but annoys
2	T 1 1 1 1	client
2	Low probability	Risk causes no delay
1		and client is unaware
1	Remote probability	KISK causes no delay
		and has no impact on
		system

Figure 11: Table 5 .

3 : Detection rating scale RatingDescription Definition 10No chance of There is no known detection mechanism for detecting the risk 9 Very The risk can be Remote/Unreliable 8 detected only with thorough inspection and this is not feasible or cannot be readily done 7

. 6

Figure 12: Table 5 .

 $\mathbf{5}$

4 : Risk Score Values

Figure 13: Table 5 .

15

 $\mathbf{5}$

	Casting Supply chain		
Categor	y Risk	Level	Mitigation
of			
Risk		of	Strategies
		Risk	
	Fluctuating	High Collab	orative
	demand		forecast
Demand	l		planning.
Risk			
	Economic	Low	
	condition		Product
			postponement.
	Inbound product	High Reconfiguring	
	Quality		supply base
	Product arrival	Low	(add more
	variability(delays)		suppliers).
	Wooden pattern	High	
	life cycle risk		Increase of
Supply	Uncertainty in	High	patterns level
Risks		-	-
	pattern availability		(safety stock
	Bottlenecks in	Low	level).
	transportation		·
	routes		

Figure 14: Table 5 .

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