



COUNCIL OF SUPPLY CHAIN MANAGEMENT PROFESSIONALS

THE DEFINITIVE GUIDE TO **ORDER FULFILLMENT AND CUSTOMER SERVICE**

Principles and Strategies for Planning,
Organizing, and Managing Fulfillment
and Service Operations

Council of Supply Chain Management Professionals and

Stanley E. Fawcett & Amydee M. Fawcett

The Definitive Guide To Order Fulfillment And Customer Service Principles And Strategies For Planning Organizing And Managing Fulfillment And Of Supply Chain Management Professionals

**Nada R. Sanders, Council of Supply
Chain Management Professionals**



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The Definitive Guide to Order Fulfillment and Customer Service CSCMP, Stanley E. Fawcett, Amydee M. Fawcett, Council of Supply Chain Management Professionals, 2013-12-31 Fulfillment and customer service are where business reputations and relationships are instantly won and lost The Definitive Guide to Order Fulfillment and Customer Service is the most authoritative complete best practice guide to excelling in these crucial supply chain processes Whether you re a practitioner or a student the authors help you thoroughly understand all facets of modern fulfillment and customer service They help you clarify how your customer envisions value so you can deliver on the metrics that matter most to them Then starting from this customer centric foundation they guide you through optimizing key processes designing better strategies configuring more effective fulfillment networks leveraging new technology and using metrics to improve Throughout key ideas are supported by examples charts graphs summaries references and more everything you need to master the concepts and apply them in your own career [The Definitive Guide to Order Fulfillment and Customer Service](#) CSCMP, Stanley E. Fawcett, Amydee M. Fawcett, 2013-12-16 This is the most authoritative and complete guide to planning implementing measuring and optimizing world class supply chain order fulfillment and customer service processes Straight from the Council of Supply Chain Management Professionals CSCMP it brings together up to the minute knowledge and best practices for all facets of order fulfillment and customer service process management from initial customer inquiry through post sales service and support CSCMP and contributor Stanley Fawcett introduce crucial concepts ranging from customer order cycles to available to promise and supply chain RFID to global order capture networks The Definitive Guide to Order Fulfillment and Customer Service imparts a deep understanding of each crucial process helping readers optimize your most important customer contacts Coverage includes Basic concepts of order fulfillment and customer service and their essential roles in meeting customer expectations Key elements and processes in order fulfillment and customer service and interactions amongst them Principles and strategies for establishing efficient effective and sustainable order fulfillment and customer service processes The critical role of technology in managing order fulfillment and customer service processes Requirements and challenges of global order fulfillment and customer service processes Best practices for assessing the performance of order fulfillment and customer service processes using standard metrics and frameworks For all supply chain and operations managers students and other business professionals and decision makers who are concerned with order fulfillment or customer service *The Definitive Guide to Order Fulfillment and Customer Service* Stanley E. Fawcett, 2014 This is the most authoritative and complete guide to planning implementing measuring and optimizing world class supply chain order fulfillment and customer service processes Straight from the Council of Supply Chain Management Professionals CSCMP it brings together up to the minute knowledge and best practices for all facets of order fulfillment and customer service process

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