

A FISHBONE DIAGRAM OF SUPPLY CHAIN CONFLICT SOURCES

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PREMISE

One of the most important changes of modern business management paradigms is that individual companies no longer compete only as autonomous entities, but rather as supply chains.

Conflict is a common event in interactions between people, companies and supply chains, and is important for the success of companies and their relationships with suppliers.

Identifying the sources of conflict in a supply chain is the starting point of managing conflicts along chain and initiating the proper actions for lasting outcomes.

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METHODS

An extended review of literature on sources of supply chain conflict was concluded with an ample list of various causes.

The conflicts sources were classified in 8 categories: commercial, financial, logistics, management, quality, relationship along the chain, inter-personal communication and business environment.

The main identified category of conflict sources was relationship along the chain, but commercial, financial, management and logistics were also important categories of conflict cause.

CONCLUSIONS

The overall analysis emphasize a perfect structure of a fishbone diagram of the supply chain conflict causes, having the 8 identified categories as branches and being highly developed with the identified sources.

This general diagram could be a good lead-off for a deeper analysis of conflict causes in a particular supply chain.

THE CORRELATIONS BETWEEN CAUSES OF SUPPLY CHAIN CONFLICT
STRUCTURED AS A FISHBONE DIAGRAM

