

Intro to Supply Chain Management 140

This class has explained the relationship between the supply chain and customer service. You have probably had some negative experiences as a customer that were caused by problems with a supply chain.

Write a short report of several paragraphs that explains how products and information are both part of a supply chain. Then describe several ways a supply chain can fail, and the impact that can have on customer satisfaction. As much as possible, use your own experience as a customer to help provide examples.

Writing tips

A **report** is a standard type of writing used in industry that provides factual information to inform the reader.

Clear, logical organization helps your reader understand the information. As you begin each paragraph, give your reader a general statement of the topic covered in that paragraph and then provide the details. Each paragraph should focus on one topic.

Repeat important terms throughout the report to make connections clear. Be sure to explain any technical terms or abbreviations the first time you use them.

Also make sure that **each sentence is complete and clear** on its own. If a sentence is confusing, the whole report may not make sense to your reader. Your use of capital letters and punctuation help the reader understand your information.



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