Abstract

In the recent years, the increasing complexity of the logistics and supply chain business requirements have been forcing the logistics and supply chain service providers to implement and use the Warehouse Management System (WMS) effectively and efficiently to satisfy those requirements. However, only the successful implementation of a WMS could help in meeting those requirements and provide the anticipated competitive advantage in the market. Hence, this research is attempted to explore and identify the key factors that could influence the successful implementation of WMS. In this research, a case study has been conducted in a leading Logistics and Supply Chain service provider to understand and evaluate those critical factors that are contributing to a successful WMS implementation based on the actual project implementation observations and project documentations. This study is expected to help the logistics and supply chain industry in learning these key factors and take necessary actions to make the WMS implementation a very successful one for their business.


Keywords

Warehouse Management System, WMS, Logistics and Supply Chain Service Provider.