It’s a new era for supply chains. Humans and intelligent machines are fast becoming teammates, collaborating for business outcomes that have never been possible. The result? Companies can fundamentally change how they engineer, plan, source, manufacture, supply, service and reclaim/recycle goods.

Seismic shifts are rocking the supply chain and its workforce.

New skill sets: roles on the horizon

With increasing digitization and automation, new roles and skills are needed.

7 in 10 leading companies are building a talent pool of AI and machine learning skills today and will rely on them for real-time monitoring of manufacturing operations.

50% of supply chain executives expect to have a new technology leadership role reporting directly to the chief supply chain officer by 2023.

How supply chain roles in three key domains will likely change

Leading supply chain leaders agree that their function has all the talent needed to meet current supply chain performance requirements.

81% of supply chain executives report the pace of digital transformation is accelerating.

64% of supply chain executives agree they’re facing technological changes at unprecedented speed and scale.

How do companies prepare their supply chain workforce for this future?

The key is to put people first—before technology.

Involve people in initiatives from the start

Engage employees and give them ownership from the beginning, especially those who will be most impacted by the change.

Develop new skills at scale

Leading companies are using advanced digital tools to take an in-depth look into what it takes to build new in-demand skills, both within and between industries.

Foster the traditional skills that are still valuable to the organization

Leaders are mindful of how important some existing skills are. Ensuring access to institutional knowledge is critical, especially for traditional skills that haven’t been automated, and may never be.

Innovate people initiatives from the start

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Digital transformation speed is outpacing people.

Many existing supply chain roles will evolve from executing manual tasks to one of monitoring, interpreting or guiding the work of intelligent machines.

38% of supply chain executives believe their workforce is mostly or completely ready to leverage the technology tools provided to them.

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