

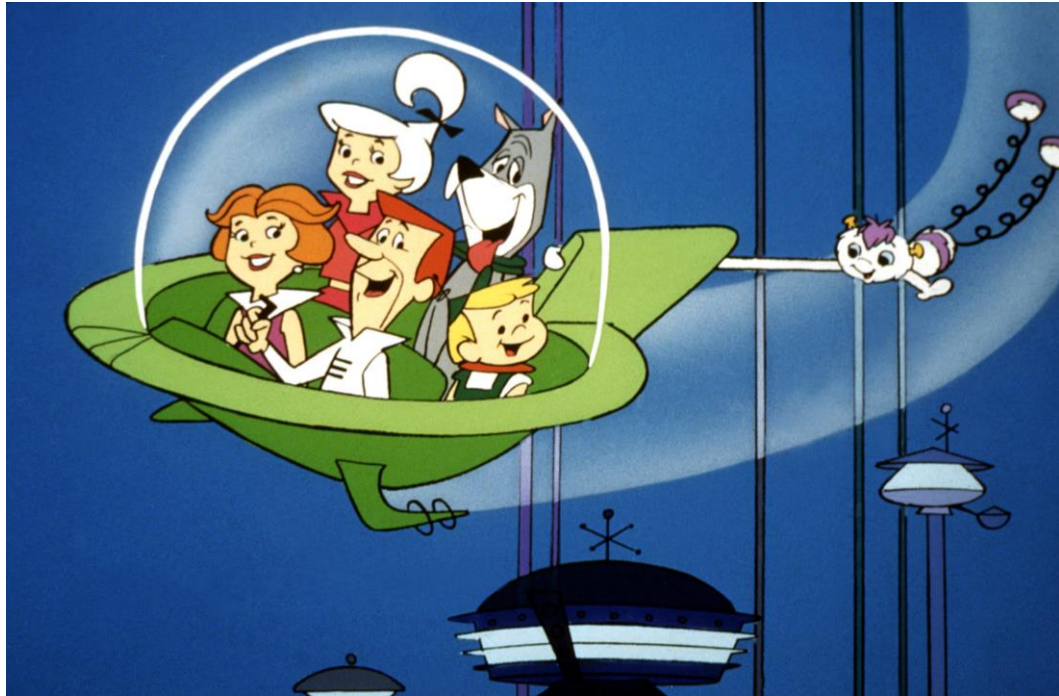


From Smarter Ordering to a Smarter Supply Chain

Building a Better, Greener Business

7 April 2022

#smarterordering @bic1uk





SMART HOME



Climate



Appliance Control



Security



Energy Management



Lighting Control



Voice Assistant



IOT

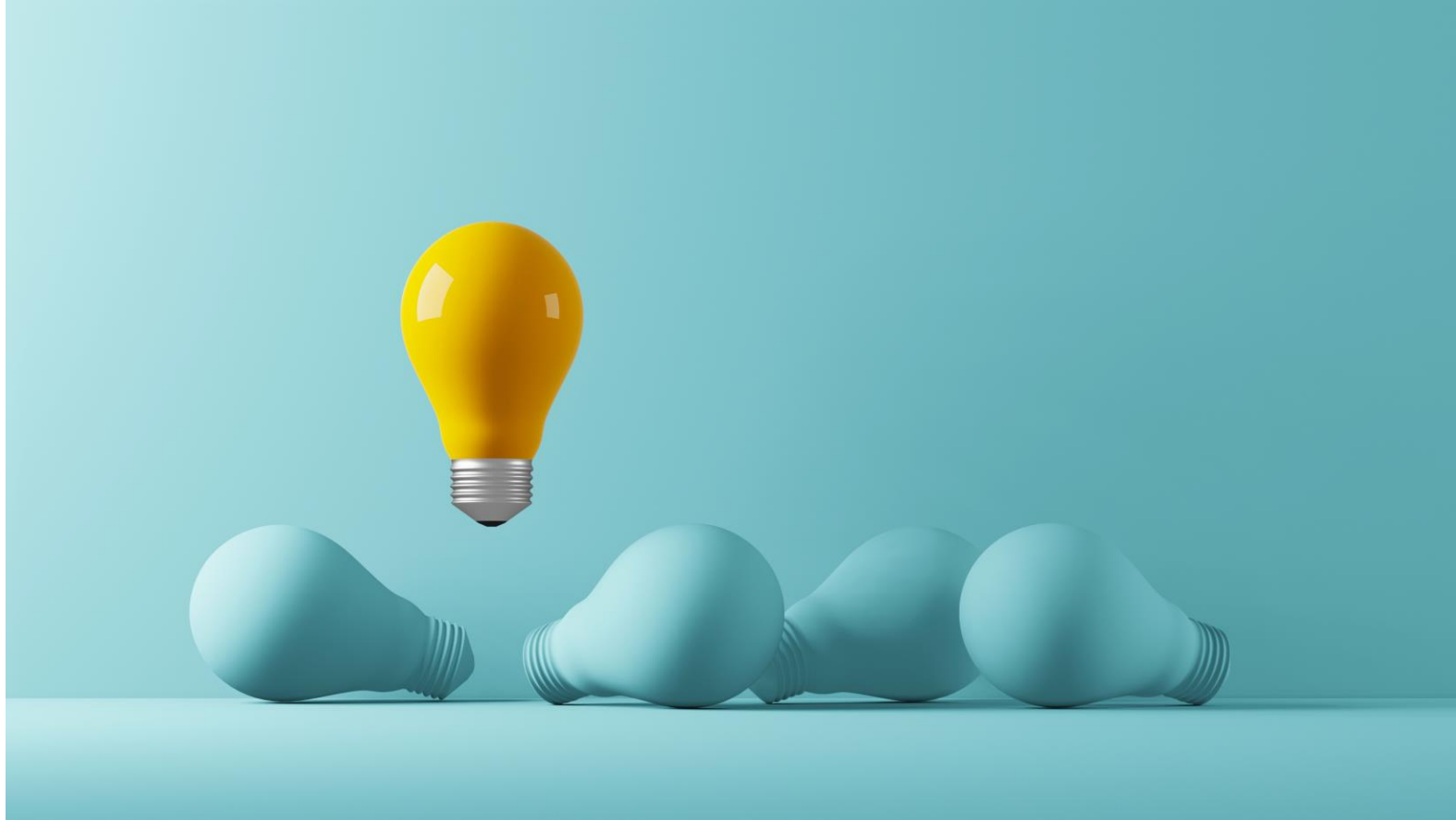


Entertainment



The Book Supply Chain

- Complex
- Global
- Utility
- Environmental impact
- Consumer behaviour



Adapt Our Mindset

- Trust technology to do the legwork
- Link and automate individual tasks
- Develop best practice



What is Smarter Ordering?

- Automated
- Structured
- Flexible
- Responsible



Why Does Smarter Ordering Matter?

It's good for...

- Order management
- A diverse and healthy industry
- Customer service
- Overall resilience



BOOK INDUSTRY
COMMUNICATION

Project Team

- Batch.co.uk
- Booksolve
- Clays
- Edelweiss
- EDItEUR
- Elsevier
- Gardners Books
- Hachette UK Distribution
- Hewson Books
- Macmillan Distribution
- Nielsen BookData
- Penguin Random House
- Waterstones
- Westminster Libraries





Our Vision for the Industry

- Enter the order once and only once
- Automate order routing
- Make the order status visible
- Use integrated order management systems

'Four Rules of Efficient Order Management' by Michael Hugos, John Wiley & Sons



Our Vision for the Industry

- Automate all order related transactions

Top Ranked Issues



- Metadata
- Standardisation
- Accuracy, efficiency and speed
- Order self-service
- Order management



Deliverables

- Order FAQs
- Order Routines
- Style Guides
- Order Platform Quick Reference
- Updates to Standards
- Goods Handling Processes
- Glossary



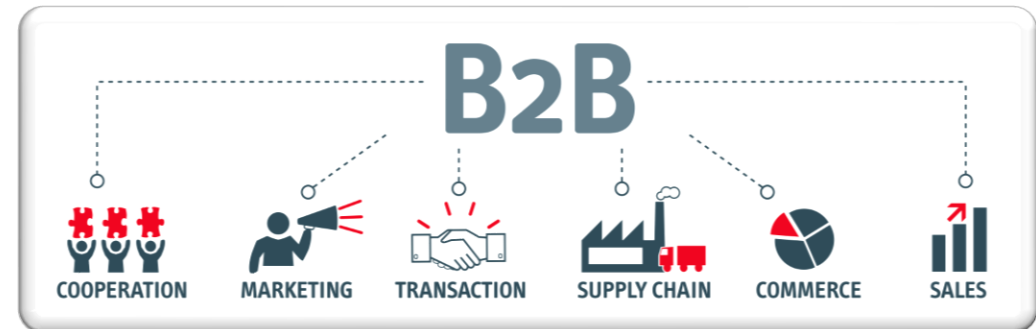
Order Management

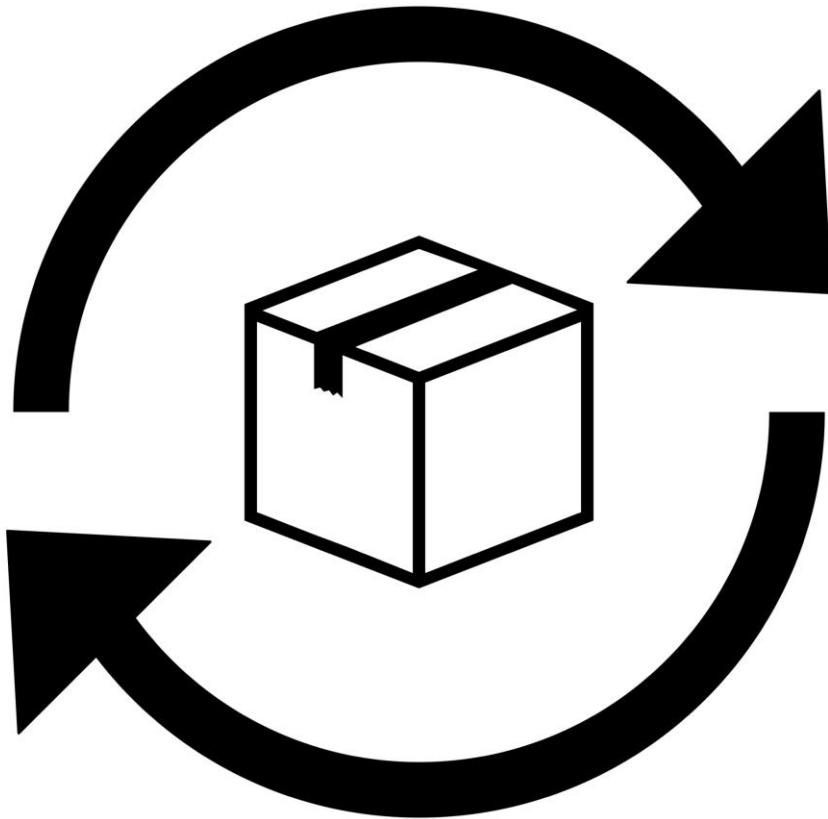
Obstacles:

- Lack of order integration
- Greater automation required
- Inaccurate, inconsistent metadata
- Queries undermine confidence

Actions:

- Focus on actionable transactional metadata
- Encourage use of self-service tools
- Buy with confidence
- Sustainable buying practices





The Hidden Prize

- Automate
- Standardise
- Order management routines
- Sustainable returns practices

Resources



<https://www.bic.org.uk/232/Ordering-Best-Practice/>

<https://www.linkedin.com/company/book-industry-communication/>

@BIC1UK

#smarterordering



EVENTS

Book Industry Communication Ltd – making the book supply
chain more efficient