

Determine priority actions and assess supply chain performance metrics using Lean Thinking

(Case Study: Abadan Oil Refining Company)

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Abstract

In the competitive market, firms and productive addition to the organization and internal resources, to manage and monitor resources and related elements outside the organization needs to have. This process is known as supply chain. Also, due to the changes that occurred today in administration and production systems, tools and techniques developed and applied their frequency. Lean thinking is considered one of the most important, refers to the organization can complete the process without wasting resources or spend fewer resources, more production, is achieved. The aim of this study was to determine the measures and criteria of evaluation of supply chain performance using lean thinking in Abadan Oil Refining Company. A sample of 403 people from the refinery managers and staff selection and performance evaluation based on the Balanced Scorecard questionnaire developed to assess supply chain performance based on lean thinking were distributed among them. Verification of the data by SPSS and LISREL structural equations were tested. The results showed that the financial perspective, the perspective of coordination and customer satisfaction has a positive and significant impact on supply chain performance from the perspective of coordination between the greatest impact on improving supply chain performance.

Keywords: Supply Chain Management, Balanced Score card, the financial perspective view of coordination, customer satisfaction

Interoduction

Success of private organizations, government and military to provide them the ability Output is dependent approved. Provide better products to a wide variety and low costs and do it fast. This effectively outputs (cost, quality, performance, delivery, flexibility and innovation) organization's ability to manage the flow of materials, information and money within and outside the organization is affiliated. This process is known as supply chain. Because supply chains may be lengthy and complicated and contains a large number of business partners, before it comes to the problems. The delay in solving the problem if lead to customer dissatisfaction and loss of sales and higher costs incurred to meet the