

CSCRL SPING SYMPOSIUM

AI AND THE FUTURE OF WORK IN SUPPLY CHAIN: PEOPLE, CULTURE
AND PERFORMANCE
APRIL 23-24, 2026

ABSTRACT

THE ROLE OF INFORMATION IN OPERATIONS AND SUPPLY CHAIN MANAGEMENT

JENNIFER RYAN, PH.D.

FRANK L. MAGEE PROFESSOR AND DEPARTMENT CHAIR FOR DECISION AND
TECHNOLOGY ANALYTICS, LEHIGH UNIVERSITY COLLEGE OF BUSINESS

Information is an integral part of decision-making in all areas of business, including operations and supply chain management. Effective management and use of information can enable organizations to enhance performance by simultaneously improving efficiency and service. However, information comes in many different forms and has a multitude of uses. Further, incorporating real-time information into decision-making can increase complexity and require more sophisticated operational policies and procedures. This talk will demonstrate how organizations can leverage information to improve supply chain decision-making by discussing a series of research projects, including case studies from a variety of industries, such as agriculture, aerospace and retail, that feature applications to problems in forecasting, inventory management, resource allocation and procurement.

