

# CSCRL SPING SYMPOSIUM

AI AND THE FUTURE OF WORK IN SUPPLY CHAIN: PEOPLE, CULTURE  
AND PERFORMANCE  
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ABSTRACT

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## AI AND THE FUTURE OF WORK IN SUPPLY CHAIN

PETER C. BAYER, JR.  
SENIOR VICE PRESIDENT OF OPERATIONS  
PENSKE LOGISTICS

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This session explores how artificial intelligence (AI) is shaping the future of work in supply chain through a **People-First** lens. AI is positioned not as a job replacer, but as a decision amplifier—helping supply chain professionals make better, faster, and more confident decisions. When used well, AI shifts work up the value chain, allowing people to focus less on manual execution and more on judgment, problem-solving, and orchestration.

The discussion emphasizes that AI only delivers value when it is tied to real outcomes, such as improved service levels, faster cycle times, better cost decisions, and stronger employee and customer experiences. Technology alone is not enough. Successful AI adoption depends on data quality, disciplined processes, and—most importantly—culture and change leadership. The presentation reinforces the idea that organizational readiness matters more than models or tools.

High-level examples show where AI can support supply chains today, including track and trace, virtual assistants, supply chain insight, load optimization, and workforce planning. Strategically, organizations may choose to build, buy, or partner to develop AI capabilities.

The session concludes with a clear message: if you want to make your business better, make your people better. AI creates its greatest impact when it is embedded through people who care about excellence, teamwork, and continuous improvement.

