

## References

Agarwal, A., Shankar, R., Tiwari, M., “**Modeling Agility of Supply Chain**”, Industrial Marketing Management, Vol. 36, pg. 443 – 457, 2007.

American Productivity & Quality Center, “**Improving New Product Development Performance and Practices**”, Houston, Tx., 2003

AMR Research, Inc. “**The AMR Research Supply Chain Top 25 for 2009**”, May-2009.

AMR research report, “**The Handbook for Becoming Demand Driven**”, July-2005

Armstrong, J., “**Principles of Forecasting: A Handbook for Researchers and Practitioners**”, Norwell, MA: Kluwer Academic Publishers, 2001.

Ashayeri, J. and Kampstra, R.P., “**Demand Driven Distribution: The Logistical Challenges and Opportunities**”, Department of Econometrics and Operations research, Tilburg University.

Ayers, J. “**Handbook of Supply Chain Management**”, 2<sup>nd</sup>. Edition, Auerbach Publications, 2006.

Ayers, J. and Malmberg, D., “**Supply Chain Systems: Are you Ready?**”, Information Strategy: The Executive’s Journal, Fall 2002.

Bagchi, P., “**Carrier Selection: The Analytic Hierarch Process**”, Logistics and Transportation Review, N. 25, March 1989

Baker, P. and Canessa, M., “**Warehouse Design: A Structured Approach**”, European Journal of Operational Research, N. 193, pg. 425 -436, 2009

Ballou, R., “**Business Logistics Management**”, 4<sup>th</sup> Edition, Prentice Hall, 1999

Bayraktar, E., Demirbag, M., Koh, S., Tatoglu, E., Zaim, H., “**A Causal Analysis of the Impact of Information Systems and Supply Chain Management Practices on Operational Performance: Evidence from Manufacturing SMEs in Turkey**”, International Journal of Production Economics, Vol. 122, N. 01, pg. 133 – 149, 2009

- Beaujon, G. and Turnquist, M. "**A Model for Fleet Sizing and Vehicle Allocation**", *Transportation Science*, vol. 25, N. 01, pg. 19 – 45, 1991
- Bossidy, L. and Charan, R., "**Execution: The Discipline of Getting Things Done**", Crown Business, 2002.
- Bowersox, D. and Lahowchich, N., "**Start Pulling your Chain: Leading Responsive Supply Chain Transformation**", OGI Enterprises LLC, 2008
- Chakravorty, S., "**Improving Distribution Operations: Implementation of Material Handling Systems**", *International Journal of Production Economics*, 2009.
- Chan, F. and Abhary, K., "**Design and Evaluation of Automated Cellular Manufacturing Systems with Simulation Modeling and AHP Approach: a Case Study**", *Integrated Manufacturing Systems*, Vol. 7, N. 06, pg. 39 – 52, 1996
- Chatfield, C., "**The Analysis of Time Series: An Introduction**", Chapman & Hall/CRC, 6<sup>th</sup> edition, 2004.
- Cheung , B., Choy, K., Li, C., Shi, W., Tang, J., "**Dynamic Routing Model and Solution Methods for Fleet Management with Mobile Technologies**", *International Journal of Production Economics*, N. 113, pg. 694 – 705, 2008
- Childerhouse , P., Aitken, J., Towill, D., "**Analysis and Design of Focused Demand Chains**", *Journal of Operations Management*, N.20, pg. 675 – 689, 2002
- Chin, K., Pun, K., Lau, H., "**Development of a Knowledge-based Self Assessment System for Measuring Organizational Performance**", *Expert Systems with Applications*, Vol. 24, pg 443 – 455, 2003
- Christopher, M., "**The Agile Supply Chain**", *Industrial Marketing Management*, N. 29, pg. 37-44, 2000.
- Cohen, S. and Roussel, J., "**Strategic Supply Chain Management: The Five Disciplines for Top Performance**", McGraw Hill, 2005
- Combs, L., "**The Right Channel at the Right Time**", *Industrial Management*, N. 46, pg. 8 – 16, 2004.
- Conner, M., "**The Supply Chain's Role in Leveraging PLM**", *Supply Chain Management Review*, N. 8, pg. 36 – 43, 2004
- Creswell, J., "**Research Design: Qualitative, Quantitative, and Mixed Methods Approaches**", 3<sup>rd</sup>. Edition, SAGE, 2009

**Council of Supply Chain Management Professionals (CSCMP)**, available at <http://cscmp.org/aboutcscmp/definitions.asp>, accessed in June/09.

Croxton, K., Lambert, D., Garcia-Dastugue, J., “**The Demand Management Process**”, *The International Journal of Logistics Management*, Vol. 13, N. 2, pg. 51 – 66, 2002.

Daganzo, C., “**Logistics Systems Analysis**”, 4<sup>th</sup> Edition, Springer Berlin Heidelberg, 2010.

Dale, B., Ritchie, L., “**Self-Assessment Using the Business Excellence Model: A Study of Practice and Process**”, *International Journal of Production Economics*, Vol. 66, pg. 241 – 254, 2000

Daly, R. and Kolassa, M., “**Start Earlier, Sell More, Sell Longer**”, *Pharmaceutical Executive*, N. 8, pg. 30 – 38, 2004

Danese, P. “**Beyond Vendor Managed inventory: The GlaxoSmithkline Case**”, *Supply Chain Forum: An International Journal* 5, pg. 32 – 39, 2004

De Toni, A. F., Zamolo, E. “**From a Traditional Replenishment System to Vendor-Managed Inventory: A case study from the Household Electrical Appliances Sector**”, *International Journal of Production Economics*, N. 96, pg. 63 – 79, 2005.

Eisenhardt, K., “**Building Theory from Case Study Research**”, *Academy of Management Review*, Vol. 14, N. 4, pg. 532 – 550, 1999

Ellinger, A., Ellinger, A., Keller, S., “**Supervisory Coaching in a Logistics Context**”, *International Journal of Physical Distribution & Logistics Management*, Vol. 35, N. 9, pg. 620 – 636, 2005

Emmett, S. and Crocker, B., “**The Relationship Driven-Supply Chain: Creating a Culture of Collaboration throughout the Chain**”, Gower Publishing Company, 2006

Fillho, A., Andrade, J., Oliveira, M., “**A Safety Culture Maturity Model for Petrochemical Companies in Brazil**”, *Safety Science*, Vol. 48, pg. 615 – 624, 2010

Fisher, M., “**What is the Right Supply Chain for your Product**”, *Harvard Business Review*, March – April, 1997.

Georgiadis, D., Shinakis, M., Tyrinopoulos, Y., “**The Design and Implementation of a Demand Driven Freight Transport Application**”, 2001.

Giaglis, G., Minis, I., Tatarakis, A., Zeimpekis, V., “**Minimizing Logistics Risk through Real-Time Vehicle Routing and Mobile Technologies: Research to Date and Future Trends**”, International Journal of Physical Distribution & Logistics Management Vol. 34, N. 9, pg. 749 – 764, 2004.

GOULD, J., “**The Size and Composition of a Road Transport Fleet**”. Operational Research Society, Vol.20, N. 5, pg. 81-92, 1969

Gu, J., Goetschalckx, M., McGinnis, L., “**Research on Warehouse Design and Performance Evaluation: A Comprehensive Review**”, European Journal of Operational Research, N. 203, pg. 539 – 549, 2010.

Gruen, T. “**Retail Out-of-Stocks: A Worldwide Examination of Extent, Causes, and Consumer Responses**”, University of Colorado, Colorado Springs. Downloaded from <http://www.uccs.edu/lgruen>, 2007

Greaver, M., “**Strategic Outsourcing**”, AMACOM, 1999.

Hall, C. “**What is VMI?**”, Enterprise Data Management, 2001

Harrison, T., “**The Practice of Supply Chain Management: Where Theory and Application Converge**”, International series in operations research & management science, Springer Science, 2003

Herriott, R., Firestone, W., “**Multisite Qualitative Policy Research: Optimizing Description and Generalizability**”, Educational Research, Vol. 12, pg. 14 – 19, 1983

Ho, W., “**Integrated Analytic Hierarchy Process and its Applications – A Literature Review**”, European Journal of Operational Research, Vol. 186, N. 01, pg. 211 – 228, 2008

Hopp, W. and Spearman, M., “**To Pull or Not to Pull: What is the Question?**”, Manufacturing & Service Operations Management, Vol. 6, No. 2, pg. 133-148, Spring 2004

Huang, C., Liang, W., Lin, S.. “**An Agile Approach for Supply Chain Modeling**”, Transportation Research Part E, N. 45, pg. 380 – 397, 2009

Huertas, J., Ramírez, J., Salazar, F., “**Layout Evaluation of Large Capacity Warehouses**”, Emerald Group Publishing Limited, Vol. 25, N. 7/8, pg. 259 – 270, 2007

Hull, B., “**Are supply (driven) chains forgotten?**”, The International Journal of Logistics Management, Vol. 16, N. 2, pg. 218-236, 2005.

ILOS Institute, “**Pesquisa de Planejamento da Demanda e S&OP**”, [www.ILOS.com.br](http://www.ILOS.com.br), 2009.

Ismail, H.S. and Sharifi, H., “**A Balanced Approach to Building Agile Supply Chains**”, International Journal of Physical Distribution & Logistics Management, Vol. 36, N. 6, pg. 431-444, 2006.

Jain, C., “**Benchmarking New Product Forecasting**”, The Journal of Business Forecasting, Winter 2007-08.

Jin, D. and Kite-Powell, H., “**Optimal Fleet Utilization and Replacement**”, Transportation Research Part E, N. 36, pg. 3 – 20, 2000

Kahn, K., “**An Exploratory Investigation of New Product Forecasting Practices**”, the Journal of Product Innovation Management, N. 19, pg. 133 – 143, 2002.

Kahn, K. “**The PDMA Handbook of New Product Development**”, John Wiley & Sons, 2005

Kahn, K. “**New Product Forecasting: An Applied Approach**”, M.E. Sharpe, Inc., 2006

Kaplan, R. and Norton, D., “**The Execution Premium: Linking Strategy to Operations for Competitive Advantage**”, Harvard Business Press, 2008

Kellogg Graduate School of Management Working Paper on “**Vendor Managed Inventories**”, July 2000.

Kirby, D., “**Is Your Fleet the Right Size?**”, Operational Research Society, Vol. 10, N. 04, pg. 252, 1959

Korpela, J. and Lehmusvaara, A., “**A Customer Oriented Approach to Warehouse Network Evaluation and Design**”, International Journal of Production Economics, Vol. 59, N. 1 – 3, pg. 135 – 146, 1999.

Korth, K., “**Learning to Compete in the Current Environment**”, AD and P., June 2003

Lai, V., Trueblood, R., Wong, B., “**Software Selection: a Case Study of the Application of the Analytical Hierarchical Process to the Selection of a Multimedia Authoring System**”, Information & Management, Vol. 36, N. 04, pg. 221 – 232, October 1999

Lambert, D., “**Supply Chain Management: Processes, Partnerships, Performance**”, 2008

Lapide, L., **“Organizing the Forecasting Department”**, The Journal of Business Forecasting Methods & Systems, Summer 2003.

Lapide, L., **“Sales and Operations Planning Part I: The Process”**, The Journal of Business Forecasting Methods & Systems, pg. 17 – 19, Fall 2004.

Lapide, L. **“Sales and Operations Planning Part III: A Diagnostic Model”**, The Journal of Business Forecasting, Vol. 24, pg. 13 – 16, Spring 2005.

Lee, H., **“Aligning Supply Chain Strategies with Product Uncertainties”**, California management Review, Vol. 44 , N. 3, pg. 104 – 119, Spring 2002

List , G., Wood, B, Nozick, L., Turnquist, M., Jones, D., Kjeldgaard, E., Lawton, C., **“Robust Optimization for Fleet Planning under Uncertainty”**, Transportation Research Part E, n. 39, pg. 209 – 227, 2003

Lockamy, A. and McCormack, K, **“Linking SCOR Planning Practice to Supply Chain Performance: An Exploratory Study”**, International Journal of Operations & Production Management, Vol. 24, N. 12, pg. 1192 – 1218, 2004

**Longitudes 2007: Competitiveness and the Global Supply Chain**, UPS and Harvard Business School Publishing, page 5, June 20-21, 2007.

Makridakis, S., **“Forecasting: Methods and Applications”**, Wiley, 3<sup>rd</sup>. edition, 1998.

Manuela, C. **“Dimensionando uma Frota Heterogênea de Veículos Ótima em Tamanho e Composição”**, Dissertação de Mestrado, PUC/RJ, 2008

McDonald, M. and Dunbar, I., **“Market Segmentation: How to do it, how to Profit from It”**, Elsevier, 2007

Oliveira Junior, P. **“Impact of Demand Forecasting Inaccuracy on the Supply Chain. A Case Study in the Beverage Industry”**, Master Science Dissertation Thesis, PUC-RJ, 2004.

Mentzer, T., Davis, D., **“Organization Factors in Sales Forecasting Management”**, International Journal of Forecasting, Number 23, 2007.

Mentzer, T., Cox, J., **“A Model of the Determinants of Achieved Forecast Accuracy”**, Journal of Business Logistics, Volume 5, Number 2, pg. 143 – 155.

Mentzer, T., Moon, M., **“Sales Forecasting Management: A Demand Management Approach”**, Sage Publications Inc, 2<sup>nd</sup>. Edition, 2005

Min, H., “**Location Analysis of International Consolidation Terminals using the Analytic Hierarchy Process**”, Journal of Business Logistics, Vol. 15, N.2, 1994.

Moon, M., “**Establishing Best Practice: The Role of the Sales Forecasting Audit**”, International Symposium on Forecasting, Dublin, June 2002.

Moon, M., Mentzer, J., Smith, C., Garver, M., “**Seven Keys to Better Forecast**”, Business Horizons, September – October, pg. 44 – 52, 1998

Nahmias, S., “**Production and Operations Analysis**”, McGraw-Hill Irwin, 2005

Nalamalapu, A., “**Leaders can Learn much from Ghandi**”, Leadership in Action, N. 24, Sept/Oct 2004

Norita A., Berg, D., Simons, G., “**The Integration of Analytical Hierarchy Process and Data Envelopment Analysis in a Multi-Criteria Decision-Making Problem**”, International Journal of Information Technology & Decision Making, Vol. 5, N. 2, pg. 263 – 276, 2006

Oliver Wight White Paper Series, “**CPFR: Collaborative Planning, Forecasting and Replenishment**”, 2005

Power, M., “**The Outsource Handbook: How to Implement a Successful Outsourcing Process**”, Kogan Page, 2008.

Rabelo, L., Eskandari, H., Shaalan, T., Helal, M., “**Value Chain Analysis using Hybrid Simulation and AHP**”, International Journal of Production Economics, N. 105, pg. 536 – 547, 2007

Rodrigues, A., Stank, T., Lynch, D., “**Linking Strategy, Structure, Process, and Performance in Integrated Logistics**”, Journal of Business Logistics, Vol. 25, N. 2, pg. 65 – 94, 2004

Ron, I., “**CPFR – Collaborative Planning Forecasting and Replenishment**”, Oliver Wight White Paper Series

Rouwenhorst, B., Reuter, B., Stockrahm, V., Van Houtum, G., Mantel, R., Zijm, W., “**Warehouse Design and Control: Framework and Literature Review**”, European Journal of Operational Research, N. 122, pg. 515 – 533, 2000.

Saaty, T. L., “**The Analytic Hierarchy Process**”, New York: McGrawHill, 1980.

Saaty, T. and Vargas, L., “**Decision Making with the Analytic Network Process: Economic, Political, Social and Technological Applications with Benefits, Opportunities, Costs and Risks**”, Springer 1 edition, 2006

Sambasivan, M. and Fei, N.Y., **“Evaluation of Critical Success Factors of Implementation of ISO 14001 using Analytic Hierarchy Process: A Case Study from Malaysia”**, Journal of Cleaner Production, Vol. 16, Issue 13, pg. 1424 – 1433, Sept/2008

**SAP insight Report**, 2006.

Salama, K. Luzzatto, D., Sianesi, A., Towill, D., **“The Value of Auditing Supply Chains”**, International Journal of Production Economics, N. 119, pg. 34 – 45, 2009.

Sharma, M., Moon, I., Bae, H., **“Analytic Hierarchy Process to Assess and Optimize Distribution Network”**, Applied Mathematics and Computation, Vol. 202, N. 01, pg. 256 – 265, 2008

Schoenherr, T., Tummala, V., Harrison, T., **“Assessing Supply Chain Risks with the Analytic Hierarchy Process: Providing Decision Support for the Off shoring Decision by a US Manufacturing Company”**, Journal of Purchasing & Supply Management N. 14, pg. 100 – 111, 2008

Stewart, G., **“Supply-Chain Operations Reference Model (SCOR): the first Cross Industry Framework for Integrated Supply-Chain Management”**, Logistics Information Management, Vol. 10, N.2, pg. 62 – 67, 1997

Taylor, D., **“Demand Amplification: Has it got us Beat?”**, International Journal of Physical Distribution & Logistics Management, Vol. 30, N. 6, 2000.

Teresko, J., **“The PLM Revolution”**, Industry week N. 253,, pg. 32 – 36, 2004

The Economist Intelligence Unit, **“The Demand-Driven Supply Chain: A Holistic Approach”**, January - 2009.

Toth, P. and Vigo, D., **“The Vehicle Routing Problem”**, SIAM monographs on Discrete Mathematics and Applications, 2002.

Trkman, P. and McCormack, K., **“Supply Chain Risk in Turbulent Environments – A Conceptual Model for Managing Supply Chain Network Risk”**, International Journal of Production Economics, Vol. 119, pg. 247 – 258, 2009.

Van Aken, J., **“Management Research Based on the Paradigm of the Design Sciences: The Quest for Field-Tested and Grounded Technological Rules”**, Journal of Management Studies, Vol. 41, pg. 219 – 246, 2004



- Vidal, L., Sahin, E., Martelli, N. Berhoune, M., Bonan, B., **“Applying AHP to Select Drugs to be Produced by Anticipation in a Chemotherapy Compounding Unit”**, Expert Systems with Applications, Vol. 37, Issue 2, pg. 1528 – 1534, 2010
- Verdouw , C., Beulens, A., Trienekens, J., Wolfert, J., **“Process Modeling in Demand-Driven Supply Chains: A Reference Model for the Fruit Industry”**, Computers and Electronics in Agriculture, Vol. 73, N. 2, pg. 174 – 187, 2010
- Wallace, T.F., **“Sales & Operations Planning: The “How to” Handbook”**, Second Edition, T. F. Wallace & Company, 2004
- Waller, M., Johnson, M., Davis,T.,**“Vendor-Managed Inventory in the retail supply chain”**, Journal of Business Logistics N. 20, pg 183 – 203, 1999.
- Wanke, F.P., Correa, H., Hijjar, M., **“Establishing the Relationship between Logistics Complexity and Supply Chain Objectives and Decision Areas in Large Companies Operating in Brazil”**, Journal of Operations and Supply Chain Management, Vol. 3, N. 1, January – June 2010
- Watson, E., **“Nestle Switches to Vendor Managed Inventory with Tesco”**, Food Manufacture N. 80, pg. 20, 2005
- Wolff, C., **“The Analytic Hierarchy Process - Conceptual Review and Proposal of Simplification”**, M.Sc. Dissertation – Industrial Engineering Department – Catholic University – RJ, 2008
- Wyatt, J.k., **“Optimal Fleet Size”**, Operational Research Society, V. 12, 1961
- Wu , P., Hartman, J., Wilson, G.. **“An integrated Model and Solution Approach for Fleet Sizing with Heterogeneous Assets”**, Transportation Science, Vol. 39, N. 01, pg. 87 – 103, 2005
- Xia, W., Wu, Z. **“Suppliers Selection with Multiple Criteria in Volume Discount Environments”**, Omega, Vol. 35, N. 05, pg. 494 – 504, 2007
- Yin, R., **“Case Study Research: Design and Methods”**, 4<sup>th</sup> Edition, SAGE, 2009
- Zeithaml, V., Varadarajan, P., Zeithaml, C., **“The Contingency Approach: Its Foundations and Relevance to Theory Building and Research in Marketing”**, European Journal of Marketing, Vol. 22, Issue 7, pg. 37 – 64, 1988
- Zhang, Y. and Li, J. **“Dynamic Optimal Model of Vehicle Fleet Size and Exact Algorithm”**, System Engineering – Theory and Practice, Vol. 27, N. 02, pg. 83 – 91, 2007