



Firms not employing key technologies may very soon find themselves far behind in efficiency and effectiveness

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## Executive Summary

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Many technologies affecting, or potentially affecting, supply management have emerged in the past several years. Examples included, Robotic Process Automation (RPA), Artificial Intelligence (AI), Blockchain, and 3D Printing. It is difficult for supply managers to understand what these technologies are, much less whether or not they should be implementing them in their firms.

In this talk, Dr. Gray will introduce each technology, provide evidence of the extent of their use in practice, and discuss realized and potential benefits and challenges of each. Managers may need to effectively implement these technologies (some sooner rather than later), else they may soon find themselves far behind in efficiency and effectiveness compared to competitors that have done so.

## John Gray

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John Gray is an associate professor of operations at the Fisher College of Business at Ohio State. He received his PhD from UNC in 2006; he started his PhD after 8 years in operations management at Procter & Gamble, during which time he received an MBA from Wake Forest. His undergraduate degree is in engineering. He co-authored case (Scotts Miracle-Gro: The Spreader Sourcing Decision) that has been widely adopted. Dr. Gray researches, among things, hidden costs and challenges in outsourcing and offshoring. He has focused on quality risk and, more recently, confidentiality risk. His research has been awarded several times, most recently this summer being awarded Best Paper in the Journal of Operations Management for his 2017 paper on reshoring decision making.



Presents  
"Emerging Technologies  
in Supply Management"  
by John Gray PhD

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