

The Critical Success Factors of Web-Based Supply Chain Collaboration Adoption: An Empirical Study

Abstract

This chapter aims to identify the Critical Success Factors (CSFs) and outcomes of Web-based Supply Chain Collaboration (SCC). A total of 230 questionnaires were initially distributed to sample respondents of seven manufacturing firms in Jordan that use Web systems to collaborate with supply chain members. The results showed that top management support, IT infrastructure, training and education, business processes reengineering, trust among partners, open information sharing, and performance measurement are critical factors for Web-based SCC implementation success. In addition, this study revealed that Web-based SCC implementation is positively related to supply chain relationship quality, performance effectiveness, and performance efficiency.