# Virtual Teams of Subject Matter Experts Eliminate Confusion in Supply Chain Issue Resolution



**Key Takeaways**

- Over escalation complicates issue resolution, slowing the process and delaying improvements.
- APT-SCIM offers a new approach, enabling you to dynamically create virtual teams of internal and external experts to solve issues quickly.

**By Nicholas Gasse**

*Agile Process Teams for Supply Chain Issue Management (APT-SCIM) enables you to digitally and dynamically create process teams on demand within an easy-to-use web or mobile interface.*

Supply chain issues, if left unresolved, can quickly paralyze a supply chain. However, it’s not always clear which stakeholders should be part of cross-functional and cross-enterprise teams formed to resolve an issue. This lack of clear accountability leads to confusion over roles, responsibilities, and how teams should respond. It also results in reporting delays because team members may not know who needs to be informed when issues are identified.

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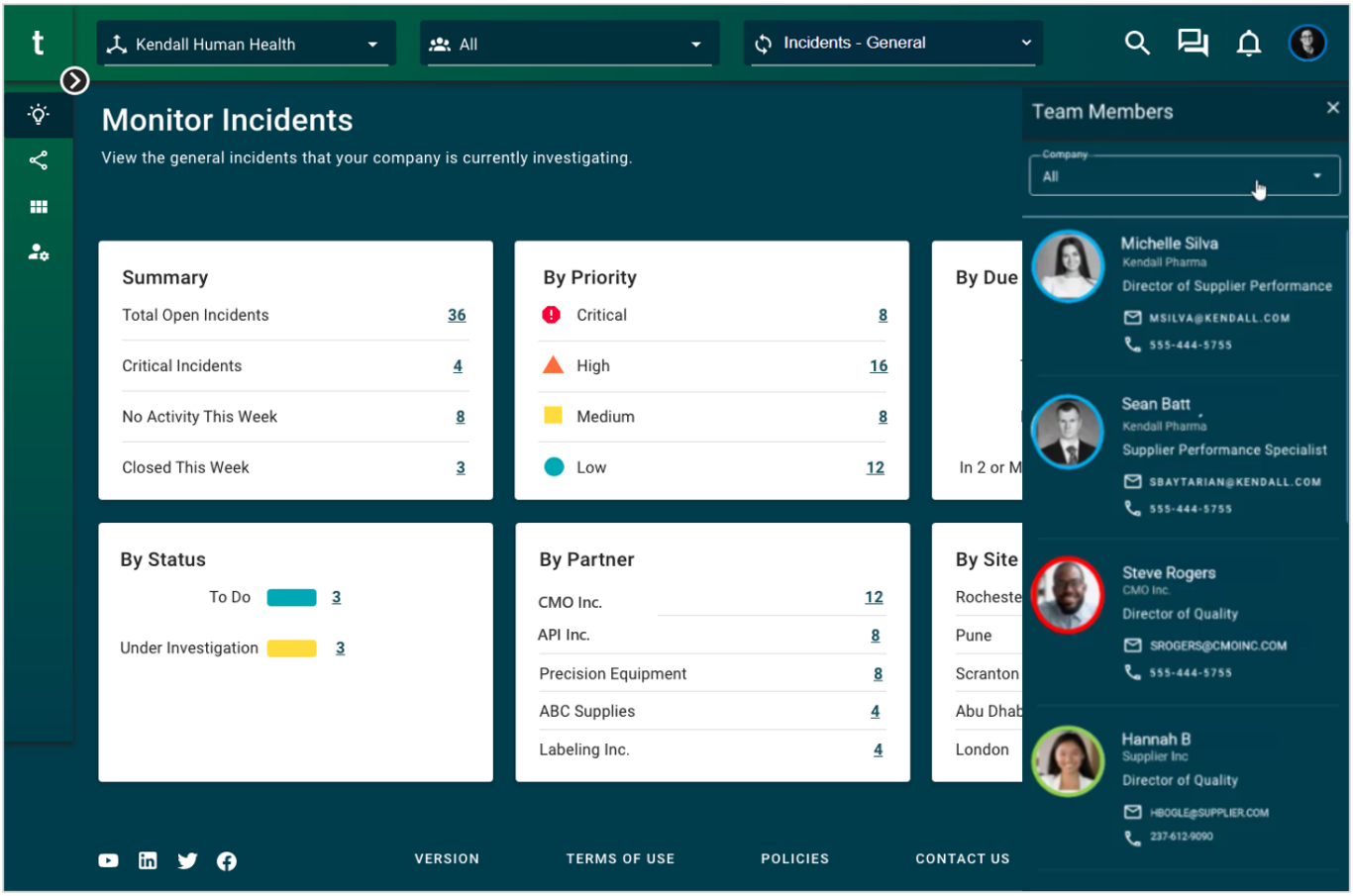
While there are several reasons for this confusion, one of the biggest impediments is poor communication. When the bulk of communication happens via email, it's easy for issues to get "over escalated." This occurs when so many people are copied across every email that it becomes difficult to determine who is accountable for each step in the resolution process, and whether certain action items require a response or approval before moving forward.

Creating "process teams"—virtual teams of specific internal and supply chain partner subject matter experts—eliminates this confusion. Process teams enable businesses to make sure issues are routed to the right team members and at the right time throughout the issue management process.




Agile Process Teams for Supply Chain Issue Management (APT-SCIM) enables you to digitally and dynamically create process teams on demand within an easy-to-use web or mobile interface. This adds much-needed structure and centralization

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to communication, improving the efficiency of managing the issue resolution process with workflow-driven assignments.

By streamlining communication and rapidly engaging with virtual internal and external teams, organizations are better able to:

- Ensure the right subject matter experts are engaged immediately.
- Speed issue resolution times across the board.
- Make the issue resolution process more structured and repeatable.

APT-SCIM makes assembling process teams easy and is a very effective way to build stronger relationships with supply chain partners, enabling you to more quickly respond to a wide variety of issues.

Learn Want to learn more? Download our supply chain issue management best practices handbook today.

*Learn more in our Supply Chain Issue Management Resource Center.*

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TraceLink Agile Process Teams for Supply Chain Issue Management (APT-SCIM) provides a digital foundation for continuous process improvement through methodologies like Six Sigma and Lean by providing a systematic approach to issue management.

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