

Firm's supply chain agility enabling resilience and performance in turmoil times

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Abstract

Facing a scenario of greater risk and turbulence, in which vulnerability and disruption events can impact firms' operations and supply chains, agility remains a key capability for its effects on performance and, especially important in turbulent periods, on firm's resilience. This paper presents the findings of a quantitative study that attempted to describe these effects. By means of a survey with a group of 305 top executives and management professionals in manufacturers of non-durable consumer goods operating in Brazil, this study describes agility taking into account the respondents' perception of the firm's internal limits as well as the upstream and downstream firms value chain processes. Structural equation modelling was used to analyse data and validate the research model. In terms of managerial contributions, the research findings suggest that investments must be directed at improving firms' integration and flexibility, especially if agility is considered a relevant competitive capability in operations strategy. Copyright © 2021 Inderscience Enterprises Ltd.

Author keywords

Competitive performance; Organisational resilience; Process flexibility; Process integration; Supply chain agility