



Supply Chain Operations & Technologies  
 Supply Chain Vendor Compliance  
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Since January 1996

*My second book, published!*

Fittingly perhaps on the anniversary of my 20<sup>th</sup> year in business, January 2016 also marked the publication of my second book, titled [Successful Supply Chain Vendor Compliance](#).

Since 1993 the technical and operation aspects of supply chain vendor compliance have played an integral role in my professional career as an employee and as a consultant. The technical aspects of vendor compliance include Enterprise Resource Planning (ERP) systems, electronic business-to-business capabilities especially via Electronic Data Interchange (EDI), and barcode labeling and scanning technology. Vendor compliance touches virtually every aspect of operations including sales order processing, inventory management, distribution, accounting, shipping, sales analysis, marketing, manufacturing, purchasing, customer relationship management, supplier relationship management, and supplier risk management. It impacts human resource hiring, scheduling, and training within the enterprise.

My vendor compliance experience spans over two decades in which I have seen the proverbial good, bad, and ugly in different industries though retail is my specialty. I have consulted for the retail industry's trade association, creating supplier education courses based on the belief that an educated supplier is a less disruptive supplier. I have consulted for the largest marine industry trade association, developing standards, creating technical specifications, leading multi-vertical (manufacturer, distributor, and retailer) meetings, and presenting at conferences on initiatives. I have helped numerous companies improve their supply chain relationships, sell more, reduce their chargebacks, and be more competitive players.

With so much experience from such unique perspectives, and upon realizing that no one had ever written a book about supply chain vendor compliance yet, I took it upon myself to gather up all of my knowledge and set about the task.

My book lays out a business model for a well-functioning vendor compliance program; one that reduces costs and frustrations to both the customer enterprise and its vendor community. I establish the essentials that should be elements of every vendor compliance initiative, covering topics such as technologies, operations, and good governance. I discuss the operational impacts of vendor compliance given that it can be thought of as internal controls for external relationships. I review a legal framework that defines the buyer-seller relationship in the United States that, in my opinion, every vendor compliance program should follow. I incorporate my supplier education course content because I remain firmly committed to vendor education, preferably at the trade association level where industry standards can also be defined. I review a client case gone ethically and operationally wrong.

This is somewhat of a companion book to my first book, [Detecting and Reducing Supply Chain Fraud](#), as I also highlight that at the core of any supplier relationship management program or supplier risk management program must be a solid supply chain vendor compliance program. Likewise, the ability to detect and reduce fraud relies on the same supply chain systems and transactions as are established in a vendor compliance program.

Both books are published by Gower Publishing, to whom I am very grateful for giving this first time – and now second-time – author a chance, and for publishing these unique content works.

The Gower page for this book is: <http://www.gowerpublishing.com/isbn/9781472472014>

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