

- 1) According to this case study, we can identify different type of problems from Dow's logistic operations. Specially T&T Company is a major supplier of Dow chemical but T&T has frequently delivered late, delivered the wrong orders or backorder Dow chemical supplies. In the past Dow Chemical has dealt with supply problems by simply changing suppliers. So, it is not easy to change a major supplier so easily. Another problem is some slow-moving items have long lead time. Also, the process from the customer to supplier has a long path and should be more efficient. There must be a good connection between the all departments of the Dow chemical. Also, sometimes Dow chemical cannot satisfy the customers who place expedited order because the stock is already reserved for other customers.
- 2) Dow Company can implement a good ESR, MRP systems to the company to carry out their logistic operations more efficiently. Because there is a long path from customer order to supplier order. It comes through different department and those orders should make as soon as possible. So using good system company can manage those things effectively. Also, they can add the ordering part from the suppliers and Dow can improve their system to support expedited orders. Through some orders are reserved, may be there is a good time period to order them again. So, in such cases expedited orders can be served from such reserved stocks. So, basically dow chemical has to do is develop a better system for those kinds of activities. Doing those things Dow can be very effective and efficient. Another thing is Dow can make another good relationship with a supplier. So with that Dow doesn't have to depend on T&T all the time. Also, Dow can discuss with T&T for better methods to carryout the logistic operations without any problems and delays.
- 3) T&T should expect expedited orders from their customers. Because, if they have already for those orders they can supply those orders without big delay. And also, T&T should expect that their customers are depend on them. If they can serve the customers

with that idea, they can build good relationship with the customers and can supply orders without delays. For this T&T can maintain a good system for this process to connect with customs easily and effectively. On other hand, T&T expect from its suppliers to understand their process. Because, they don't maintain a large inventory of slow-moving items. So those things should understand by customers and according to that they can place orders in advance. T&T should ready for expedited orders using suitable strategies. T&T can deal with customers well with these things.

- 4) In short term T&T try to discuss with the Dow chemical to identify major problems and suitable solutions for them. They can develop a suitable communication method which is effective and they can forecast for supplies, specially for slow moving items. Then they can continue a good logistic operation process.

In long term, they can develop a system for that to carry out the business effectively. T&T always try to make good relationships with their major customers. Always T&T try to work not to get pressure from Dow chemical Because Dow is a major customer.