

2022 Executive Summary

Thank you, from the Conference Chair

Thank you for choosing to spend your time with us during Gartner Supply Chain Symposium/Xpo. Your participation means so much to us, especially during this time of continuous disruption.

Your role as a supply chain leader has never been more important, and you have the opportunity to use the current uncertainty to drive change. You can strengthen the trust in your organization by developing solutions to deliver improved agility and business outcomes.

From learning best practices in track sessions, to connecting with peers and experts during interactive experiences, you discovered new ways to overcome challenges and pursue opportunities. We hope you feel inspired, connected, and prepared for the year ahead.

Thank you again for your time. We look forward to working with you over the coming year and to seeing you at Gartner Supply Chain Symposium/Xpo 2023.

Sincerely,
Chris Poole
Conference Chair and Practice Vice President, Gartner

Top takeaways

1

Recalibrate for the future of supply chain

Recalibrate your strategy and offset future disruptions – cognitive overload, evolving customer expectations, technology change, energy instability, cybersecurity – by shifting to a human-centric organization, executing real-time decisions, and focusing on commercial innovation. For people, build empowerment and a flexible experience. For technology, unleash visibility and embrace hyperautomation. For function, sense customer expectations and drive revenue.

“An offset strategy will get us where we need to go.”

Ken Chadwick,
VP Analyst, Gartner

[Gartner Opening Keynote: Supply Chain's Offset Strategy: Recalibrating Our Approach to the Great Acceleration](#)

[Signature Series: The Future of Supply Chain](#)

2

Reinvent to attract and retain talent

Reinvent your Future of Work strategy by challenging old assumptions with new data, implementing a human-centric design to provide people with more autonomy to achieve outcomes, and resetting your employee value proposition with a more human deal. Procurement teams should reduce reliance on L&D as a method for improving strategic skill exhibition, consider how roles can be redesigned to prevent the need for hiring superheroes, and account for motivation when implementing role changes.

“Human-centric work design powers a human deal that retains and attracts talent.”

Dana Stiffler,
Distinguished VP Analyst, Gartner

[Future of Work Reinvented](#)

[Procurement Role Redesign: Stop Fitting Square Pegs into Round Holes](#)

3

Focus on your customers

Manage disruption communication to customers by assembling a cross-functional team, evaluating your portfolio optimization, and implementing resilience strategies. Build composability in areas of complexity, volatility, risk, uncertainty, or fluid requirements. To develop customer collaborative planning, select the right partners to *segment*, define the scope to *structure*, and start small to *scale*.

“Your actions should prove that you have your customers' best interest in mind.”

Beth Coppinger,
Sr Director Analyst, Gartner

[Managing Customer Communications During Service Disruptions and Shortages](#)

[Modular Operating Models Make Faster Change a Competitive Advantage](#)

[Customer Collaborative Planning: From Nice-to-Have to Must-Have](#)

4

Achieve competitive survival with emerging technologies

Establish how trends might affect your organization, and when they'll become relevant to your operations. Align IT priorities to find innovations to win and scale the business, explore and become familiar with new technologies, invest in a solution to serve as the base technology for planning, create resilient foundations to deliver transformational outcomes, and supplement with a roadmap for emerging technologies to enhance your processes and decision making.

“Use emerging technologies as an enabler to exploit your areas of differentiation.”

Amber Salley,
Sr Director Analyst, Gartner

[Signature Series: The 2022 Strategic Supply Chain Technology Themes](#)

[Demystifying Emerging Supply Chain Planning Technologies](#)

5

Put in the work to achieve resiliency

To be truly prepared, you must understand your risk appetite and areas of exposure, accelerate digital transformation efforts, and extend your partner ecosystem. Remember that risks are interconnected, so go beyond predictable or known risks, stress test incident response plans, implement scenario planning, and determine the right fit for your situation. To overcome disruption, build deeper relationships, take greater control, and get visibility of your supply chain.

“Prioritize, plan, and control risk more effectively.”

Joanne Joliet,
VP Analyst, Gartner

[The CSCO Playbook for Navigating Global Disruption](#)

[Evangelizing for the Shift from Short Term Risk Mitigation to Long Term Resilience](#)

[Logistics Risk and Disruption: Is it in the Past or Forever a Part of Our Future?](#)

6

Be a leader of sustainability

Expand your capabilities to meet stakeholder needs, double down on category and supplier management, upgrade your partner resourcing, and create a functional climate with conditions for staff success. Manage energy costs by implementing a procurement strategy and leveraging the circular economy. Create security by diversifying energy supply and testing cybersecurity risk. Plan for decarbonization by putting emission budgets in place and implementing pricing mechanisms.

“In a world where we can do so much, we need a framework for what we should be doing.”

Ryan Polk,
Director Analyst, Gartner

[What the Pivot to Sustainable Profit Means for Procurement Leaders](#)

[Supply Chain Strategies to Manage Energy Cost, Security, and Decarbonization](#)

You can replay all of these sessions — and many more — over the next few months on [Conference Navigator](#).

Save the date!



Join us May 8-10, 2023 in Orlando, FL, for [Gartner Supply Chain Symposium/Xpo](#). Take a look at our [calendar](#) to explore the range of conferences we hold to find those most relevant to you and your business.