

Supply Chain Management (SCM) Maturity Pyramid

Legend:

CRM = Customer relationship management

PBL = Performance-based logistics

SRM = Supplier relationship management

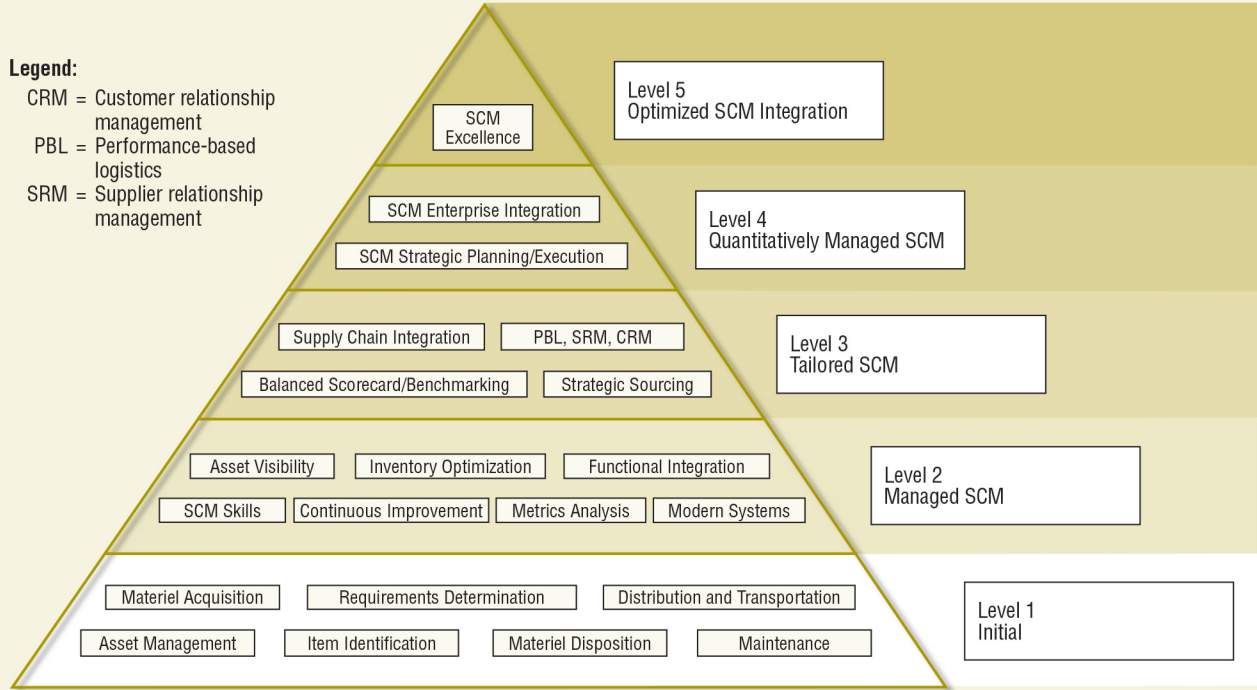


Figure 1. Supply Chain Management Maturity Pyramid. ²¹