**Essay Prompts**

* Organizational learning is a significant component of Systems Thinking. Define organizational learning and explain how it relates to global supply chain management.
* How does collaborative planning and forecasting improve supply chain efficiencies, specifically reducing risks and challenges?
* Explain how supply chain management encompasses partners and address how forming partnerships helps to ensure quality within the supply chain.
* Explain, in detail, customer service as a supply chain concept.

**Outline**

1. **Introduction**
2. **Organizational Learning and Systems Thinking & the Global Supply Chain**
   1. **Definition of organizational learning**
   2. **Definition of systems thinking**
   3. **Definition of global supply chain management & how organizational learning relates to global supply chain management**
3. **Partnerships in Supply Chain Management**
   1. **Description of partnerships in supply chain management**
   2. **Benefits of supply chain partnerships (quality)**
4. **Using Collaborative Planning & Forecasting to Improve the Supply Chain**
   1. **Definition of collaborative planning and forecasting**
   2. **Improving efficiency by reducing risks and challenges**
5. **Customer Service in the Supply Chain**
   1. **Description of customer service in the supply chain**
   2. **The importance of using a customer-focused approach**
6. **Conclusion**