

REVIEW OF ROLE OF INFORMATION TECHNOLOGY IN LOGISTICS AND SCM IN THE HEALTHCARE SECTOR

S. M. KHERDE AND A. P. WADEGAONKAR

Abstract

In the present scenario IT is playing an important role in logistics and supply chain management. Establishing a link between LIT and performance provides management with some rationalization for LIT investments and offers some guidance regarding investment effectiveness. The enhanced profitability and improved competitiveness can be achieved when integration is facilitated by information exchange. The current literature indicates that the benefits resulting from internet/integration of business logistics functions through intranets/extranets and the Internet outweigh the costs. Detailed study of literature on various aspects of SCM/Logistics is necessary in order to understand the important features and limitations of the available literature on cool chain management and modifications needed to suit the Indian conditions. The literature survey/review carried out reflects that, almost twenty different areas are addressed in the field of SCM/Logistics such as E-business, Logistics Management, Inventory Management, Transportation, Warehousing, etc. It is also clear from the review that, most of the research addresses manufacturing and related service sector with very little contribution in the area of cooperative and health care service sector.

Many modules are developed for the manufacturing concerns in the area of inventory management, stores management, etc. by the use of new powerful tool such as Enterprise Resource Planning (ERP), but none of them address the issues related to the health sector. This suggests that, there is a growing need to investigate the SCM system in the health sector. In this paper, the literature available on Information technology in Logistics and SCM have been classified using suitable criteria and then critically reviewed to develop a framework for studying the application of Logistic Information Technology (LIT) in the health care sector. Based on the review and analysis, recommendations have been made regarding the various areas of applications of LIT in health care sector can be deployed in India.

Keywords : SCM; LIT; Information Technology; Framework; Healthcare.