

**KEY FACTORS FOR RELIABILITY AND VALIDITY
ESTIMATION OF AN INSTRUMENT FOR ASSESSING
OPERATIONAL EFFECTIVENESS OF AN ORGANIZATION
AS A FUNCTION OF SUPPLY CHAIN MANAGEMENT**

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Abstract

Today businesses not only need to operate at a lower cost to compete, they must also develop their own core competencies to distinguish themselves from their competitors and stand out in the market by focusing on what they do best and outsource the remaining processes. However, it is very difficult to select the right approach for quality management as well as improvement, especially, in view of the vast number of approaches that are available, such as Supply Chain Management (SCM) [1,2,3], Total Quality Management (TQM) [4,5], Six Sigma [6], Quality Function Deployment [7], Statistical Process Control (SPC), Zero Defects, Quality circles, Business process reengineering [8], Kaizen[9], ISO 9000, etc. to name a few. SCM has been evolving as the new key to productivity and competitiveness of manufacturing and service enterprises. However, the systematic guidelines are not present for ready use of this important concept (of SCM) for the manufacturing companies of India and also other developing countries.