

Title: An Examination of Supply Chain Performance Factors based on the Quality of Relationships.

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Abstract: The present research work uniquely brings together the quality of relationship factors and supply chain performance factor by way of establishing relationships among them using extant literature. The quality of relationship factors are trust, commitment and satisfaction. The overall of supply chain performance factors are cost, quality, dependability and flexibility. In addition, these relationships are tested empirically using structural equation modelling. The study focuses on the supply chain service providers in the region of New Delhi and NCR. The results indicate that the quality of relationship factors do not influence cost while all the three factors have a significant influence on dependability and flexibility. Also, quality is influenced only by the trust factors. The results are useful in deriving meaningful implications for improving overall supply chain performance for the service providers. [ABSTRACT FROM AUTHOR]

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