Southern New Hampshire University

QSO 455 Final Project Milestone Two Guidelines and Rubric

Overview: Today's integrated supply chains require collaboration on purchasing. Supply chain managers are responsible to help make the connections between interested parties both within the organization and within the extended supply chain.

Start by incorporating any feedback you received from your instructor on your Milestone One submission. From there, you will add the following to your document:

- Describe the **supplier relationship management practices** utilized by the organization
- Discuss **improvements** that could be made in this area
- Describe the **customer relationship management practices** utilized by the organization
- Discuss **improvements** that could be made in this area
- Present appropriate **tools and techniques** for measuring key areas such as business risk, capabilities and capacities, workplace conditions, product quality and safety, security, and environmental impact
- Discuss how the **key areas impact** the supply chain

This assignment moves you one step closer to your final project. It continues to build on your previous understanding and helps you to explore your new knowledge of integrated SCM concepts.

Guidelines for Submission: Submit your two-page paper as a Microsoft Word document with double spacing, 12-point Times New Roman font, and one-inch margins.

Critical Elements	Proficient (100%)	Needs Improvement (75%)	Not Evident (0%)	Value
SRM Practices	Thoughtfully describes the SRM practices utilized by the organization	Describes the SRM practices utilized by the organization	Does not describe the SRM practices utilized by the organization	15
SRM Improvements	Describes, in detail, the improvements that can be made in current SRM practices	Describes improvements that can be made in current SRM practices	Does not describe improvements that can be made in current SRM practices	15
CRM Practices	Describes, in detail, the CRM practices utilized by the organization	Describes the CRM practices utilized by the organization	Does not describe the CRM practices utilized by the organization	15
CRM Improvements	Describes, in detail, improvements that can be made in current CRM practices	Describes improvements that can be made in current CRM practices	Does not describe improvements that can be made in current CRM practices	15

Tools and Techniques	Presents thoughtful appropriate tools and techniques for measuring key areas	Presents appropriate tools and techniques for measuring key areas	Does not present appropriate tools and techniques for measuring key areas	15
Key Area Impacts	Discusses, in detail, the key areas of impact on the supply chain	Discusses key areas of impact on the supply chain	Does not discuss key areas of impact on the supply chain	20
Writing Mechanics	Submission remains in the formal third person and has no major errors related to citations, grammar, spelling, syntax, or organization	Submission mostly remains in the formal third person, but has major errors related to citations, grammar, spelling, syntax, or organization that negatively impact readability and articulation of main ideas	Submission frequently employs the first or second person and has critical errors related to citations, grammar, spelling, syntax, or organization that prevent understanding of ideas	5
			Earned Total	**100%**