ARTIFICIAL INTELLIGENCE (AI) IN LOGISTICS

From attention on shipping delays to potential railroad strikes, supply chain is no longer a process that runs in the background.

With this assignment, Stukent looks into how new technology has emerged as a promising answer to the tricky balancing act companies face between building resilience and flexibility while innovating to stay ahead of the curve (or the next crisis).

INSTRUCTIONS

PART 1

When we think of Walmart, we imagine a large retailer with many, many vendors and complex procurement processes. Negotiation is crucial and something Walmart is looking to expedite utilizing software powered by artificial intelligence (AI).

Read this article from the Association of Supply Chain Management and answer the following prompts:

1. The article discusses ways in which chatbots improved ability to reach agreements with suppliers and increased savings. What are some downsides to a large corporation using AI technology for an interaction that has previously been conducted through human interactions? How do you think Walmart can help ease any negative impacts?

2. Name some of the business aspects that made this trial possible for Walmart.

3. Name one other logistical supply chain process you think will be automated in the future thanks to AI technology. Include how it will create value and any negative impacts that should be considered.

[This CNBC article](#) discusses a robotic arm called "Sparrow" that picks millions of items of varying shapes and sizes with incredible accuracy. Amazon is looking to use robots in the automation of tedious and repetitive tasks so that employees can focus on other work.

Read the CNBC article (linked above) and answer the following questions:

1. Based on your reading of the article, what are two thoughts that come to mind about robot use in warehouse operations, considering that Amazon is not looking to use robots to replace warehouse workers?

2. This article mentions an investigation that uncovered Amazon's warehouses with robotic automation have higher injury rates than Amazon's facilities that don't. Why do you think Amazon's facilities with robotic automation would have higher injury rates?

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