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How Supply Chain leaders are getting proactive with process optimization

401
Supply Chain leaders took part in our global survey

84%
say they urgently need to improve process understanding

93%
believe there's untapped value in their processes

Supply Chain teams are in a reactive no-win cycle

83%
say the quality of their processes can help them mitigate the impact of supply chain disruptions

But too much time spent in **"firefighting mode"** is the biggest factor preventing them from understanding and improving their processes

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They face multiple challenges and unpredictability is the norm

They see their biggest supply chain challenges as:

① Increasing freight or shipping costs

② Stock or raw material shortages

③ Increasing supply chain complexity

④ Difficulties forecasting demand

⑤ Lack of supply chain visibility

54%
Surprisingly, only 54% agree supply chain disruptions are now a day-to-day occurrence

88%
But 88% say it's more important than ever to focus on what *can* be controlled to mitigate risk

Supply Chain teams are embracing emerging tech

70%
are using new solutions for supply chain visibility

92%
plan to use process mining in the next 12 months

81%
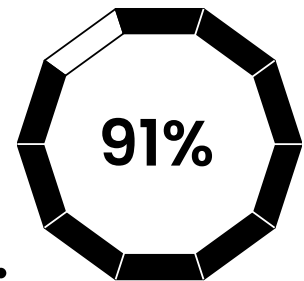expect to use AI to improve processes in the coming year

AI is embedded in supply chain operations

Supply Chain teams are using AI for:	Already use	Plan to use
Automated inventory management	55%	40%
Warehouse automation	49%	49%
Demand forecasting	48%	49%
Supplier relationship management	48%	45%
Logistics automation	48%	51%
Automated quality checks	40%	48%
Transport network and route planning	40%	46%

91%
say AI needs the context of how their business runs to be effectively deployed

Get proactive with Celonis Process Intelligence

Read the full Supply Chain report

Celonis Process Intelligence is the first-of-its kind connective tissue for your supply chain, helping you see, understand, and unify your processes, end-to-end, across the organization. With AI-powered Process Intelligence, you can get out of firefighting mode, and take a more proactive approach to delivering value.

supply chain shock absorbers
When processes work, supply chain teams can always deliver

2025
Process Optimization Report
SUPPLY CHAIN EDITION · SUPPLY CHAIN EDITION · SUPPLY CHAIN EDITION · SUPPLY CHAIN

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