

the implementation of a Supply Chain Management (SCM) system, the one used by Aramex, has significant impacts on a company's business processes and organizational functioning. Additionally, the system fosters a culture of continuous improvement by monitoring key performance indicators and facilitating the implementation of corrective measures. However an SCM system brings numerous benefits to organizations, such as improved efficiency, cost savings, enhanced customer satisfaction, and better overall business performance. It optimizes various aspects of the supply chain, including procurement, inventory management, order management, warehouse management, transportation management, demand planning, supplier relationship management, financial management, customer relationship management, and analytics/reporting. By leveraging the capabilities of the SCM system and addressing research challenges, organizations can optimize their supply chain operations and gain a competitive edge in the market