

## INFORMATION ON THESIS' THEORETICAL CONTRIBUTIONS

Thesis' title: **Research on factors influencing supply chain operations in Vietnamese retail firms**

Facility: Business Administration                      Code: 9340101

PhD Candidate: PHAM MINH

Training Faculty: LAC HONG UNIVERSITY - LHU

Supervisors/ Thesis Instructor: Dr. NGO QUANG HUAN

Dr. DO HUU TAI

The contributions of thesis on science and practice, including:

This thesis has new features compared to previous studies. The dissertation undertaked in-depth research into the supply chain operations of the retail industry with its own characteristics and features of a transitional market, that has not been studied by scientists in the past. This is a "gap", that not much study in the retail supply chain before, especially in Vietnam. This thesis has taken based on the supply chain theory from previous researches and based on the actual situation of the retail industry in Vietnam. In particular, most of the references made in the past 15 years was help the thesis to keep the update on the newest supply chain operations researches. The actual data of the retail sector in Vietnam was also taken from the latest reports made in 2017, which was help to present the problems that the thesis presented.

The results of this study will help managers in Vietnamese and foreign retail businesses focus their attention on key factors, without spreading out the unimportant elements, to bring out the successful development of the supply chain that they are participating. Specifically, the contributions of the thesis are as follows:

1) From the review of previous studies, the thesis has introduced a new concept for retail supply chain. This concept is consistent with the characteristics of the retail industry, and is also in line with the reality of the Vietnamese supply chain as Vietnamese retailers are currently only interested in direct suppliers and have not paid much attention on the development of raw material areas. The thesis also systematizes the theory of retail and supply chain. Since then, the thesis has provided the gaps in research to address the current issues in the supply chain in Vietnamese firms in general and retailers in particular. The results of this thesis will provide a good source of reference for managers in retail industry and other researchers.

2) The thesis has conducted a quantitative study with a sample of 201 subjects who are leaders in retail supply chains to clarify the 15 factors affecting the operation of the retail supply chain in qualitative research. This method has ensured the accuracy of the qualitative research method, increasing the persuasiveness of the research model proposed by the thesis. From there, the research results of the thesis are more reliable.

3) The results of this thesis help retail supply chain managers focus on the critical success factors (CSFs) of the supply chain in order to save their limited resources. In particular, the need to enhance the influence of leaders and their awareness will make supply chain operations more effective. Based on the magnitude of the impact of relationships, as has been demonstrated in the research model, managers also need to take appropriate implementations based on the assessment of priorities.

4) This thesis also provided other research directions for studying about supply chain operations, not just in the retail sector but also in other areas. The thesis has pointed out the importance of leadership and information in the retail supply chain. This is true of today's supply chains that tend to expand. This expansion is not limited to domestic but tends to connect with other countries. Other studies, therefore, can explore more about these aspects in order to provide a deeper insight into the operations of supply chain.

Supervisors/ Instructors

Dong Nai, August 13<sup>th</sup>, 2018  
PhD Candidate

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