Title (en)
  A METHOD FOR CONTROLLING A SUPPLY CHAIN

Title (de)
  VERFAHREN ZUR STEUERUNG EINER LIEFERKETTE

Title (fr)
  PROCÉDÉ DE COMMANDE D'UNE CHAÎNE LOGISTIQUE

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  EP 2389648 A4 20140702 (EN)

Application
  EP 10733167 A 20100121

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Abstract (en)
  [origin: WO2010083592A1] The present document describes a method, a processor platform and a processor readable medium for controlling a supply chain for moving goods by agents according to orders. The method is for controlling globally and/or individually, and for optimizing based on live events, in real-time, in a single or multi company environment, simultaneously many well known business activities such as customer relationship management (CRM), pickup calls phone services, scheduling, monitoring of picking up and delivery of parcels and operations status, of transfer, of terminal, of interleaving and of deliveries, human resource management, pricing, maintenance, engine monitoring, device monitoring and invoicing, offering thus integrated solutions to each segment of the market of goods transportation in a single system. The method comprises: updating a knowledge base populated with statuses of the goods; statuses of the agents; rules for establishing expected behaviors of the goods and of the agents; and the orders. The method further comprises: determining, based on the knowledge base, instructions to be executed by the agents for moving the goods to achieve the orders, each one of the instructions having an expected completion duration; sending the instructions to the agents; receiving the instructions for execution by the agents; upon completion an instruction by an agent or when an event affects an instruction executed by an agent, the same agent sending the status of a good or its own status to the knowledge base; and returning to the updating a knowledge base, wherein each elapsed time between each agent sending the status of a good or its own status to the knowledge base and the same agent receiving an instruction is smaller that the expected completion duration of the same instruction.

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