Category

Data & AI

Data Literacy for Operations & Supply Chain Teams Playbook

Trusting operational dashboards enough to act on them, and knowing when not to

- Practitioner
- Intermediate
- Template Included

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- 4 minute(s)

Overview

A framework for building data literacy specifically within operations and supply chain teams — operational data quality judgment, understanding measurement lag and latency, and critical reading of efficiency and performance metrics — addressing the specific risk of operations teams acting on stale or misleading operational data.

Operations teams already rely heavily on dashboards for daily

decisions — isn't that already strong data literacy? Heavy dashboard reliance isn't the same as genuine data literacy — many operations teams act on dashboard figures without understanding measurement lag, data source reliability, or which metrics genuinely reflect current state versus historical average, leading to decisions based on data that's more delayed or unreliable than assumed.

What's the most common data literacy gap specifically in

operations and supply chain contexts? Not accounting for measurement latency — treating a dashboard figure as reflecting real-time current state when it actually reflects data from hours or days earlier, which matters significantly for time-sensitive operational decisions.

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