ABSTRACT

This study examines financial alignment and information sharing as key drivers of a supplier’s perceived dependability trust, which, in turn, is examined as a facilitator of the supplier’s order fulfillment performance through the appropriate level of inventory and supplier manufacturing flexibility. The results of a test of the research model using a sample of 208 American and Chinese automotive suppliers suggest that financial alignment and information sharing play a vital role in building dependability trust in a supply chain and that this dependability trust is an effective facilitator of supplier order fulfillment performance.

KEY WORDS: Dependability trust, Financial alignment, Information sharing, Supplier flexibility, Order fulfillment