

Figure 10.1 Relative power of a customer and a supplier

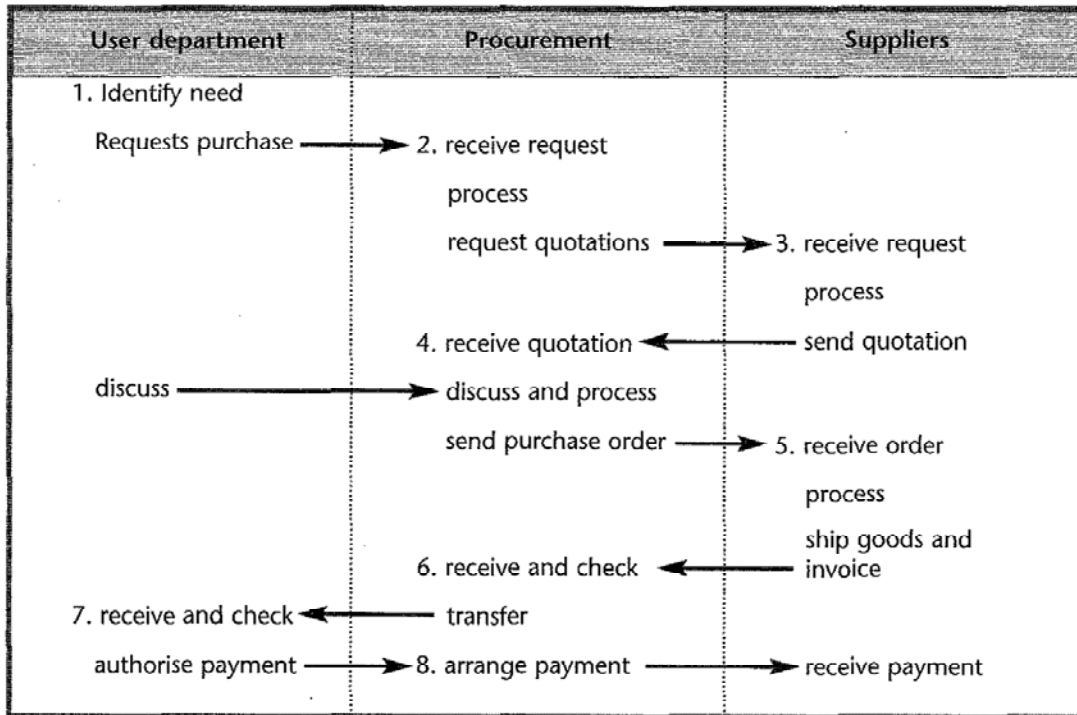


Figure 10.2 Steps in a typical procurement cycle

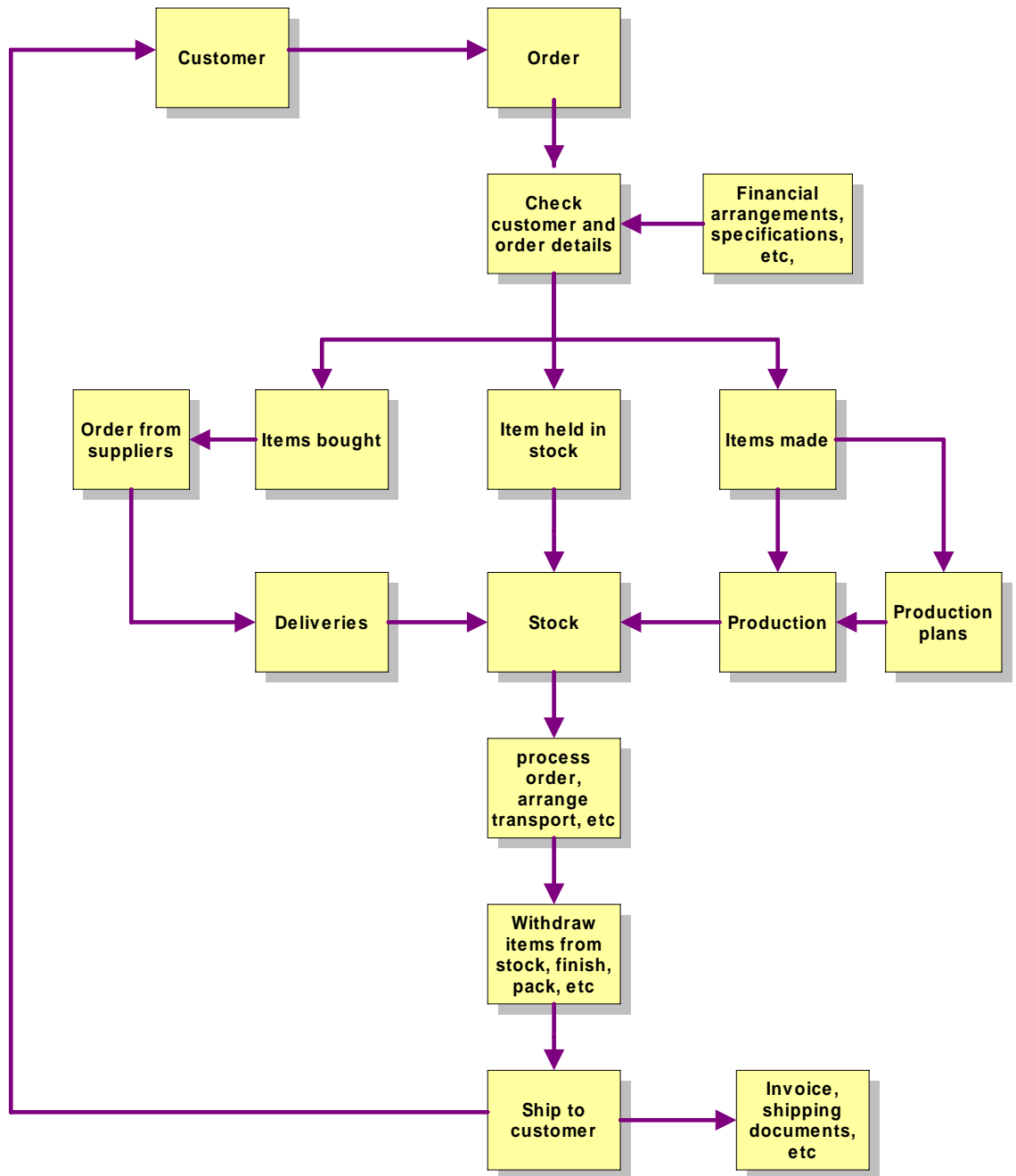


Figure 10.3 Typical order processing

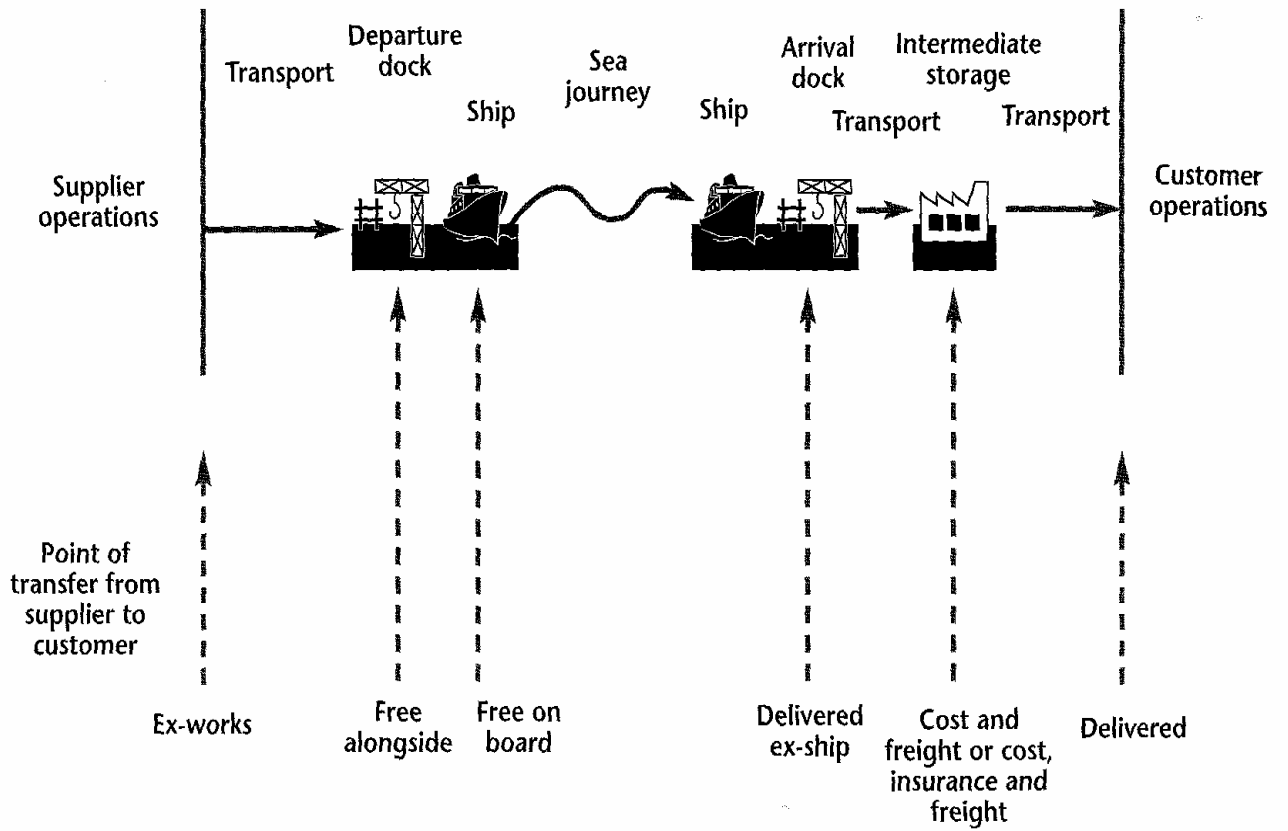


Figure 10.4 Some arrangements for delivery