

A TEAM IS ONLY AS GOOD AS ITS PEOPLE:
THE IMPACT OF INDIVIDUAL SUPPLY CHAIN MEMBER SUCCESS
ON THE CROSS-FUNCTIONAL TEAM'S SUCCESS
IN THE GLOBAL APPAREL SUPPLY CHAIN

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ABSTRACT

The global apparel supply chain has been transformed by many factors including globalization and fragmentation resulting in a hyper-dynamic market full of uncertainty and volatility (Dyer & Ha-Brookshire, 2008). In managing global supply chains, cross-functional teams have become increasingly important in organizations to improve innovation and coordination and to reduce time spent on new product development and fulfillment (Denison, Hart, & Kahn, 1996). This research study was designed to investigate the relationships between successful intelligence, emotional intelligence, job satisfaction, and career success on individual supply chain members and how that may affect cross-functional teams' success within the global apparel supply chain. To achieve the objective the study collected 135 responses from global apparel supply chain members using an online survey and then analyzed the data using SEM, path analysis. The study's results supported the relationship of emotional intelligence, job satisfaction, and subjective career success on the cross-functional team's success. However, successful intelligence was not found to be a significant variable for this sample. Finding can be used by apparel organizations in developing and facilitating emotional intelligence in the work environment to assist with cross-functional team success.