JD’s AI and big data driven smart supply chain enables the company to achieve unparalleled operational efficiency for its online and brick-and-mortar operations, and to deliver a level of customer service that is unmatched globally. As part of JD’s Retail as a Service strategy, in which it shares its capabilities with its partners and suppliers to help them improve their operations, JD has built an open supply chain platform to enable brands, third party merchants and offline retail stores to increase their efficiency and boost innovation in the industry as a whole.

As a result of its smart supply chain capabilities, JD has averaged:

- 37-day reduction in inventory turnover days
- 23% reduction in invalid runs in picking areas
- 10% reduction in long and short-haul transportation costs
- 25% improvement in delivery performance

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Collaborative Planning, Forecasting and Replenishment

Brands provide JD.com with key characteristics of products, including life cycle, termination information, volume limits for sales events, and promotions and advertising campaigns that may impact sales.

JD applies this information to improve the accuracy of forecasts.

Working with JD.com to optimize its supply chain efficiency, Nestlé was able to:

- Improve demand forecast accuracy from 45% to 85% for products sold on JD
- Boost in-stock service level from 73% to 95%
- Shorten order lead time by 50%
- Shrink delivery lead time from 5-8 days to 2-3 days