# Current State of Robotic Process Automation in Supply Chain in 2022

APQC asked supply chain professionals to answer seven questions about **Robotic Process Automation** in supply chain in 2022.

Robotic Process Automation (RPA) refers to process automation that combines process steps with decision models or business rules with little to no human oversight. It is typically applied to high-volume transactional processes with limited variation and clearly outlined business rules or decision models.

Familiarity with Robotic Process Automation

6%
Not at all/Slightly familiar

30%
Moderately familiar

64%
Very/Extremely familiar

N=214
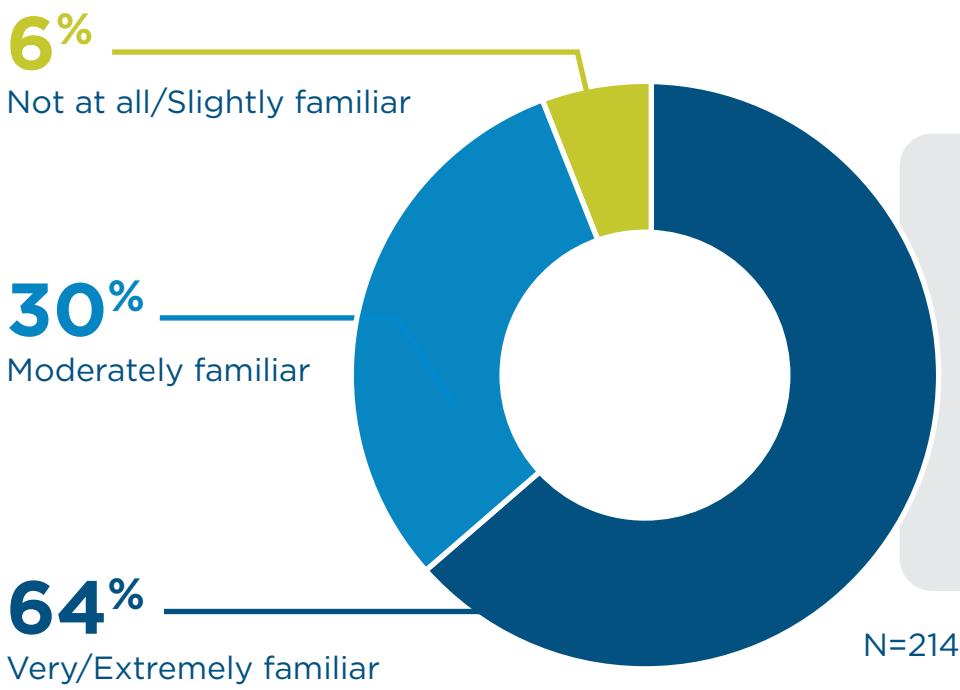
Almost two-thirds of participants (64 percent) are very or extremely familiar with robotic process automation.

This is an increase over 2018 when it was only about half (52 percent).
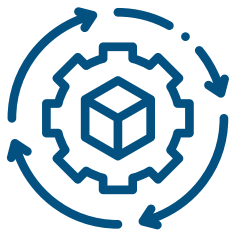
Use and Exploration

More than 8 out of 10 participants (86 percent) indicated that their organization is currently using or exploring robotic process automation.
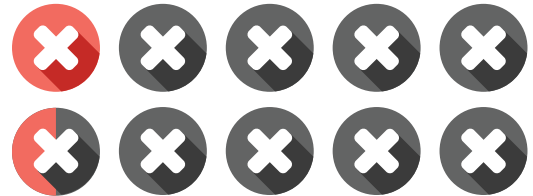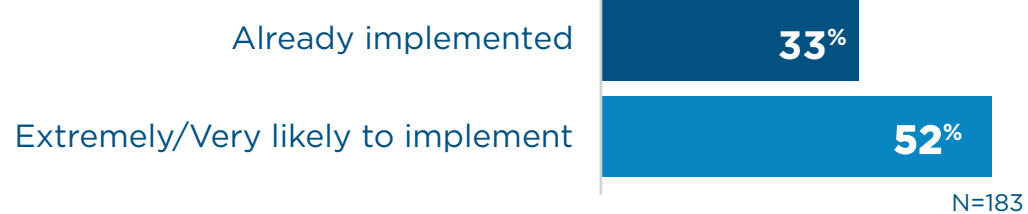
Only 14 percent reported that their organization is not planning on adopting robotic process automation.

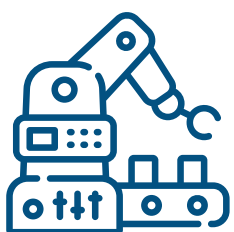## Current State of RPA in Specific Supply Chain Functions

Supply Chain Planning

Already implemented	**30%**
Extremely/Very likely to implement	**57%**

N=183

Sourcing & Procurement

Already implemented	**33%**
Extremely/Very likely to implement	**52%**

N=183

Logistics & Warehousing

Already implemented	**32%**
Extremely/Very likely to implement	**48%**

N=183

Manufacturing

Already implemented	**32%**
Extremely/Very likely to implement	**54%**

N=183

Benefits of Robotic Process Automation in Supply Chain

Top 5 Benefits

Save time on repetitive tasks	66%
Improve quality (e.g., reduce errors or rework)	64%
Reduce risk and increase compliance	59%
Cut costs	53%
Increase capacity without increasing headcount	52%
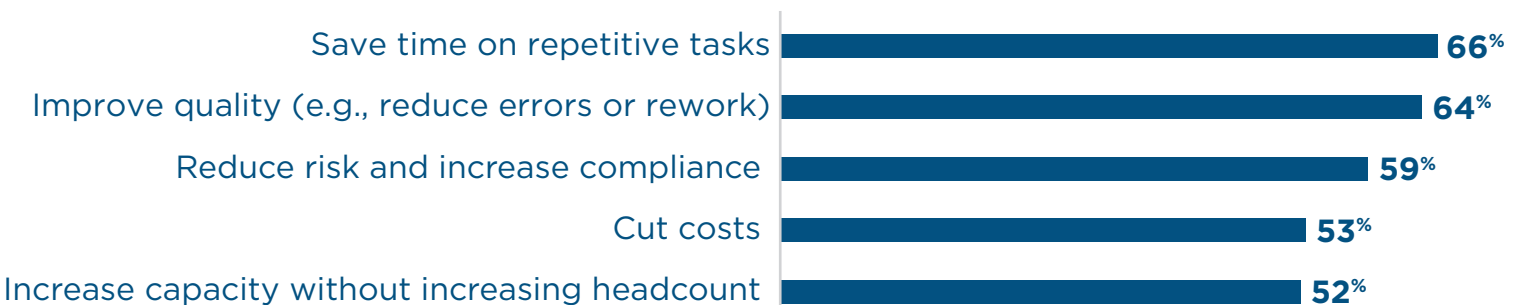
Two thirds of respondents see **the ability to save time on repetitive tasks as the top benefit** of robotic process automation in supply chain.

Hurdles to Deploying Robotic Process Automation

Top 5 Barriers

Cost of implementation	52%
Employee resistance	43%
Technology limitations	43%
Lack of pre-existing process foundation	37%
Processes too customized/variable to automate	33%

More than half of respondents see the cost of implementation as the top barrier to implementing robotic process automation in supply chain, followed by employee resistance and technology limitations.

TO LEARN MORE,
visit APQC's 2022 Supply Chain Current State Quick Polls collection.

Date collected: June - July 2022. N=214.

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