



Council of Supply Chain
Management Professionals

Educating and Connecting the World's Supply Chain Professionals.™

MEET A MEMBER



Phillip Melton

Education:
Multiple - BA Management

Company/Title:
MercuryGate International/VP, Industry Principal

When and why did you join CSCMP?

I joined CSCMP as a way of increasing my network and to gain additional industry knowledge.

What advice do you have for new CSCMP members on how they can maximize their membership value?

Leverage all that CSCMP has to offer from the website to the conferences and networking opportunities. As for me, educational and conference opportunities is what I have found to be of most value.

What has been the most impactful connection you have made through CSCMP membership?

Last year at the Edge 2019 conference I was able to re-introduce myself to a number of people who are in the supply chain industry that I have not worked with in a few years or ever. It was through theirs and my conference attendance that it was made possible.

How did you get into supply chain management/logistics?

I began my career in retail and a friend's father asked me to interview for a systems job at CF Motor Freight back in 1982. I subsequently got the job as an on-line control analyst and began my career in supply chain management and logistics.

Describe your job in a tweet (i.e. 140 characters or less)

Building strategic relationships with key customers, understanding their logistics roadmap, and aligning our product to the future.

What are your top three job responsibilities?

1. Building strategic relationships with our customer base.
2. Being an advocate for the MercuryGate product offering.
3. Providing input and innovation into our product roadmap to ensure future fit in the industry.

What is the biggest challenge you face on the job, and how are you managing it?

The ultimate phrase of “there is only one thing money cannot buy, time”. I want to meet as many of our strategic customers as possible, but there is only so much time available. I have to dissect the accounts into groups and then proceed from there trying to make the biggest impact as fast as possible. So far, so good.

What technologies, trends, or disruptive forces do you see having the biggest impact on supply chains?

I know there is a ton of talk about the internet of things, blockchain, etc. impacting the supply chain, however, I feel the biggest, most disruptive (in a good way) technology, is that of artificial intelligence and machine learning. If we can utilize AI and ML to manage many of the tasks that happen today we can put our most valuable resources, our people, on more productive and complex tasks. This will help us to continue to improve and grow as an industry.

If you were to start a company from scratch, what values would you build it on?

Servant Leadership Values - Honesty, truth, compassion and acceptance.

What are you proudest of?

The people and teams that I have worked with, mentored, and or coached, over the years. Watching them grow in their careers brings me great joy and a sense of accomplishment.

If you could interview anyone, who would it be and why?

This is a tough question as there are so many. However, if there was just 1 person I could interview it would be Bill Gates. I believe Bill Gates is one of the greatest visionaries of our time and I would like to know what he sees in our future.

What was your childhood dream job?

I wanted to be an orthopedic surgeon. I had witnessed first hand a few sports injuries and thought how great it would be to help those who needed help getting back to the sports or activities they love.

When you retire, what will be the first adventure you take, or what will be the first thing you will do for which you may not otherwise have had the time?

Although both my wife and I travel a great deal for work we don't usually get to see the places we travel to as tourists. So we want to travel and visit all of the state parks, the great golf courses in each state, and the people that make up this beautiful country.

Write your own question and answer! What have we not asked that would be interesting for other CSCMP members to learn about you?

Question: What do you feel is the most important job of a leader?

Answer: To listen to your people with the intent of learning and understanding.