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The author shares what IBM’s product managers have learned in seeking to responsibly use generative AI to improve the quality and productivity of the company’s product management.

13 **From Pledge to Practice: Delivering Corporate Net-Zero Emissions** Daniel C. Esty and Alyssa M. Menz

Corporate executives must struggle with a diversity of concerns as they tackle the challenge of moving toward net-zero greenhouse gas emissions. Recognizing that there is no one-size-fits-all solution, the authors provide business leaders with guidance on how to create and implement an effective net-zero pledge backed by a compelling business transformation game plan.

28 **The Future of Healthcare Delivery: Three Insights from Supply Chain Management** James R. Francis, Alok Baveja, Xin (David) Ding, Ann D. Bagchi, Benjamin Melamed, and Diane Hill

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The authors describe six factors that differentiate today’s corporate technology giants from those of the twentieth century, illustrating why professionals should appreciate these differences.

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The authors present recent developments in grocery shopping and delivery models and explore subscription and automatic replenishment services. They introduce a model for auto replenishment that could give customers what they are looking for without bringing unsustainable costs to the supply chain.

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