LOGISTICS

Concept

Logistics is the art of managing the supply chain and science of managing and controlling the flow of goods, energy, information and other resources like products, services and people from the source of production to the marketplace. It is difficult or nearly impossible to accomplish any international trading, global export/import processes, international repositioning of raw materials/products and manufacturing without a professional logistical support. It involves the integration of information, transportation, inventory, warehousing, material handling, and packaging. The operating responsibility of logistics is the geographical repositioning of raw materials, work in process and finished inventories where required at the lowest cost possible.

Objectives for Excellence

Product traceability is guaranteed for all the circumstances through a computer-based system.

Delivery and distribution procedures are defined, as well as the persons in charge of these matters and the measures to take in specific situations.

There is a procedure to collect information about customer satisfaction during installation or use of the product by customers.

The information system is integrated and interconnected in such way that the updating is immediate, providing real time information at every distribution point.

Logistics are defined in all the stages, so it is possible to provide real time information to providers and customers, even it is possible to integrate them in the system.

The collected information about customer satisfaction during the post-delivery period is effectively used to redefine previous phases as product definition, design, production and shipment.

Actions for implementation

There is a system that makes possible the product traceability, so it is possible to monitor every operation that has taken place until its delivery.

Finished goods are properly stored and packaged, including documentation with instructions for transport, installation, use and problem solving.

It is a system available to collect information about the performance and customer satisfaction in the period following delivery.

It is any information system available to control and facilitate the products distribution.

Best practice[1]

Think about

Distribution

Traditionally, distribution has been seen as dealing with logistics: how to get the product or service to the customer. It must answer questions such as:

- Should the product be sold through a retailer?
- Should the product be distributed through wholesale?
- Should multi-level marketing channels be used?
- How long should the channel be (how many members)?
- Where should the product or service be available?
- When should the product or service be available?
- Should distribution be exclusive, selective or intensive?
- Who should control the channel (referred to as the channel captain)?
- Should channel relationships be informal or contractual?
- Should channel members share advertising (referred to as co-op ads)?
- Should electronic methods of distribution be used?
- Are there physical distribution and logistical issues to deal with?
- What will it cost to keep an inventory of products on store shelves and in channel warehouses (referred to as filling the pipeline)?

Traceability

Traceability refers to the completeness of the information about every step in a process chain.

In software development, the term traceability (or requirements traceability) refers to the ability to link requirements back to stakeholders' rationales and forward to corresponding design artifacts, code,and test cases. Traceability supports numerous software engineering activities such as change impact analysis, compliance verification of code, regression test selection, and requirements validation. It is usually accomplished in the form of a matrix created for the verification and validation of the project. Unfortunately the practice of constructing and maintaining a requirements trace matrix [RTM] can be very arduous and over time the traces tend to erode into an inaccurate state. Alternate automated approaches for generating traces using information retrieval methods have been developed.

[1] Real case coming from the experiences of InnoSME users, to be incorporated in the future.

Resources and Links

Skills for Logistics – Is the Sector Skills Council which works alongside companies involved in moving, handling or storing goods. The organisation's job is to raise awareness of skills issues within the sector and to offer support and practical advice on all aspects of improving skills and training.

Logistics World – A directory of logistics resources on the internet. Find logistics companies, logistics providers, supply chain consultants, supply chain management, freight forwarders, freight companies, trucking companies, moving companies, movers, shipping companies, air freight, air carriers, ocean freight, ship lines, rail freight, third party logistics providers, warehouses, freight transportation and more. Logistics World is your guide to sites related to logistics, logistics management, freight, transportation, supply chain management, warehousing, distribution, maintenance, manufacturing, management, travel, tourism, reliability, business, and quality sites on the web.

Logistics Management – A comprehensive Web with resources, information and business practices useful for the professional in this field.

Logistics / Supply Chain – Information, News, Tools and business cases about logistics and supply chain management.

TraceabilityCenter.org – The goal of the Center of Excellence for Traceability is to bring together traceability researchers and experts in the field. We hope to encourage research collaborations, assemble a body of knowledge for traceability and develop new technology to meet tracing needs.