Chapter Outline

# Chapter 11: Logistics Management

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Operations Profile: Piracy on the High Seas— Another Global Logistics Problem

 Integrated Logistics Management

 Order Fulfillment

 Transportation Management

 Strategy and Transportation Performance Metrics

 Transportation Modes: Basic and Intermodal

 Transportation Network Design Options

 Packaging

 Packaging Factors

 Packaging Types

 Package Labeling

 Materials Handling

 Warehousing Management

 Warehouse Functions

 Warehouse Types

 Inventory Management

 Facilities Network Design

 Global Logistics

 Political Factors

 Economic Factors

 Cultural Factors

 Distance

 International Documentation

 Security

 Global Channel Intermediaries

 International Transportation Modes

 Other Features of Global Logistics

 Logistics Outsourcing

 Logistics in the Service Sector

 Ethical and Sustainability Issues

 Packaging

Operations Management: Lessons Learned: Making Trucking More Cost Effective and Sustainable Through Collaboration

 Consolidating Facilities

 Using a Mixture of Transportation Modes and Optimizing Transportation Routes

 Managing Capacity

 Chapter Summary

 Key Terms

 Discussion and Review Questions

 Problems

 Case Study 11.1: How Sustainable Logistics Solutions and Technologies Have Helped Wal-Mart Become More Efficient

 Video Case

 Critical Thinking Exercises