Chapter Outline

# Chapter 11: Logistics Management

***See pages: 386-414.***

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