

Case Study DhI

Master's Thesis from the year 2007 in the subject Business economics - Operations Research, grade: 1.0, European School of Management and Technology, Berlin, language: English, abstract: This thesis mainly deals with the challenge of analyzing an organization's ability to attract employees. In spite of the abundance of literature covering the subject, there is little empirical evidence supporting the superiority of one method over the other. Such over-supply of organizational theories clearly calls for a unified framework, consequence, this thesis aims to contribute to the field by introducing a Unified Framework for Identity Gap Analysis (UFIGA). The UFIGA draws upon the contributions of three particular theories, which are Employer Branding, the Multiple Facets of Collective Identities and Control Theory, bringing together concepts from typically separated disciplines, such as human resources, marketing, organizational behavior, social psychology, math and engineering. Such a breadth of disciplines allow the model to deal with many aspects (employer branding), the differentiation between projection and perception of these benefits (multiple identities) and the manipulation of certain aspects of the organization's identity as a means of minimizing the gap between projection and perception of benefits (control theory). Besides of formulating a theoretical model for employer attractiveness analysis, this thesis provides the reader with a particular case of DHL, a worldwide market leader in the shipping consumer goods. After collecting information about three particular facets of DHL's identity as an employer (i.e. DHL's manifested, projected and attributed identities), the mismatches between projected and attributed identities are identified. Particular examples of such mismatches can be found in several elements of DHL's employer value proposition, such as work challenge, inspiring colleagues, product reputation and development reputation. Once identified, these gaps are explained in terms of DHL's market identification and explanation of mismatches allow the author to formulate possible recommendations to minimize those gaps, thus enhancing DHL's attractiveness as an employer.

Just like the world financial system, but for different reasons. 21st-century corporations need a new business model for their enterprise supply chains. The old conventions no longer work in this new world of volatile and increasingly unpredictable demand and supply. The enterprise needs to become more 'connected' to its own parts, as well as its partners up and down the chains it participates in. So too, we need to embrace new ways of looking at customers to gain deeper, more insightful impressions of what they want. This is the world of dynamic supply chain alignment where, increasingly, supply chains are the business. In the follow-up to his hugely successful Strategic Supply Chain Alignment, John Gattorna's Dynamic Supply Chain Alignment, explores how to create and sustain multiple supply chains with a level of flexibility and responsiveness that allow you to respond to opportunities and threats. So get to this stage of development the profits will flow more readily, and sustainability of performance will not be the same issue it is today. The way forward is right there in front of us; but, says John Gattorna, we must throw off old ways and embrace the new.

DHL Case StudyBrand Management During Mergers and AcquisitionsCase Study DHL Worldwide ExpressProviding Just-in-time Delivery Services Across Customs Borders in Central and Eastern EuropeGetting closer to clientsCase study 5 DHL LondonThe Multiple Identities of an EmployerA case study on DHLGRIN Verlag

Dynamic Supply Chain Alignment

Brand Management During Mergers and Acquisitions

Why Succession Planning Fails and What to Do About It

DHL and Facilitating Small Business Trade

How to Create Effective Learning That Works

Event Sponsorship

Service Leadership

Introduction to Global Logistics offers a step-by-step guide to global logistics. Covering the breadth of logistics, this highly accessible text is illustrated by engaging case studies of market leaders. In this comprehensive second instalment of Global Logistics Strategies, John Manners-Bell provides an in-depth definition, description and exploration of the strategic principles and practices in transportation modes and supply chain verticals, including: freight forwarding, contract logistics, shipping, road freight, air cargo and express. The book also examines major sectors, including automotive, chemical, pharmaceutical, retail, consumer, and high tech. Introduction to Global Logistics offers a detailed examination of key topics, including: how the logistics industry has developed, how it is influenced by macro-economic factors and demand-side trends, what the risks are to the industry, and how it will develop over the coming years. It examines important trends and developments that are shaping the industry, including 3D printing, megacities, and post-harvest food losses. Online resources available: Chapter-supporting lecturer slides.

DHL: From Startup to Global Upstart is the story of a startup that became the first worldwide logistics service organization, fighting regulation, trade restrictions, customs, and many other technical issues to develop processes that have stood the test of time to become the accepted norm in delivery throughout the world. It is a story of using "soft powers," persuasion, and ingenuity, working with, and around, emerging technologies to eliminate barriers to success. This book provides an extraordinary look into how a little startup with grit and perseverance succeeded in the face of overwhelming odds and revolutionized many of what are now accepted transportation and supply chain practices. Po Chung, DHL International co-founder, and Roger Bower, former DHL Worldwide Services Director, discuss how DHL paved the way for one day international package delivery and how they have maintained their global leadership position against powerful American titans.

Organization and Management is an introduction to theories and contemporary practice in cross-border business management. The book reviews the practice of management where a home-market approach no longer achieves and sustains success in an increasingly competitive global environment. Readers will learn about the experiences of companies in many industries operating in countries such as Argentina, China, Britain, France, Germany, India, the Netherlands, Poland, and the United States. This book is designed for students taking introductory courses in organization, and international management. Through carefully developed case studies, exercises, and integrated text material, this book bridges theory and practice. The full colour layout of the book supports self-study, as well as group study and team work.

Information Technology for Managers

Transport Project Evaluation

An International Approach

Knowledge Intensive Business Services

The Multiple Identities of an Employer

Getting closer to clients

How to Get What You Want in Business and Life, Without Using Cash

The book provides convincing findings against the hypothesis of KIBS as a factor of cognitive convergence or loss of diversity within our economies. On the contrary, KIBS are active agents of divergence and there is no universal pattern of the nature and the evolution of KIBS, but national varieties. It also shows that in order to well understand the inter-organizational collaboration between KIBS and their clients and more generally KIBS dynamics and their performance, transaction cost economies and agent theory should be complemented by other perspectives such as knowledge-based approaches, network theories, modularity theories, etc. This book, which is strongly oriented towards both policy and theoretical questions, is a valuable addition to a body of literature which is still too scarce. No doubt that it will stimulate further research in this field. It is undoubtedly a high level, knowledge intensive service provision about knowledge intensive business services. Faiz Gallouj, University of Lille, France This book focuses on the development of Knowledge Intensive Business Services (KIBS) and the associated market characteristics and organisational forms. It brings together a mix of disciplines to explore the nature and evolution of a range of knowledge intensive Business Services. Through an examination of KIBS sectors such as computer services, management consultancy and R&D services, the contributions in this book argue that the evolution of KIBS is strongly associated with new inter-organizational forms and that different country institutions shape the characteristics of these organisational forms. The book provides a strong contribution to theory and empirical evidence on fast-growing KIBS and their implications for innovation. The book will be of interest to final year undergraduates and postgraduate students and scholars in the field of innovation studies, organisation studies and comparative business systems, across Europe.

If succession planning works, how do the wrong people so often get to the top? Succession planning was once the key to identifying potential leaders to fill important positions. However, in today's rapidly evolving business world traditional succession planning is no longer a viable strategy with research showing that 70% of succession plans fail within two years, simply from lack of management support. In a climate of growing skills shortages and lack of confidence in leadership potential, David Clutterbuck offers a new a process of dialogue between an organization and its employees. The Talent Wave presents a dynamic, flexible approach to succession planning and talent management. Clutterbuck first demolishes most of accepted practice in these areas, and then presents practical solutions which align employee ambitions and business priorities to ensure that organizations have the right leadership in place for ongoing success.

The integration of technological innovations, such as In-Memory Analytics, Cloud Computing, Mobile Connectivity, and Social Media, with business practice can enable significant competitive advantage. In order to embrace recent challenges and changes in the governance of IT strategies, SAP and its think tank - the Business Transformation Academy (BTA) - have jointly developed the Digital Capability Framework (DCF). Digital Enterprise Transformation: A Business-Driven Approach to Leveraging Innovative IT by Axel Uhl and Lars Alexander Gollenia outlines the DCF which comprises six specific capabilities: Innovation Management, Transformation Management, IT Excellence, Customer Centricity, Effective Knowledge Worker, and Operational Excellence. In cooperation with the University of Applied Sciences and Arts Northwestern Switzerland, University of St. Gallen (Switzerland), Queensland University of Technology (Australia), University of Liechtenstein (Principality of Liechtenstein), and Karlsruhe Institute of Technology (Germany), SAP and the BTA have been validating each capability and the corresponding maturity models based on analyzing several "lighthouse" case studies comprising: SAMSUNG, IBM, Finanz Informatik, The Walt Disney Company, Google Inc., HILTI AG. Digital Enterprise Transformation presents how these companies take advantage of innovative IT and how they develop their digital capabilities. On top the authors also develop and present a range of novel yet hands-on Digital Use Cases for a number of different industries which have emerged from innovative technological trends such as: Big Data, Cloud Computing, 3D Printing and Internet of Things.

The Talent Wave

CLC 2018: Carpathian Logistics Congress

A Case Study at DHL Global Forwarding

Conference Proceedings

Learning Experience Design

Supply Chain Decarbonisation II

This book describes the trends in digital innovation that are of most importance for businesses and explores the key challenges. The book is in three parts, the first of which focuses on developments in digital systems. Here, the ever-growing relevance of big data, cloud computing, and mobile services for business is discussed, and detailed consideration is given to the importance of social listening for understanding user behavior and needs and the implications of IT consumerization. In the second part, trends in digital management are examined, with chapters devoted to work practice, digital business identity as well as branding and governance. The final part of the book presents and reviews case studies of digital innovation at the global level that provide a benchmark of best practices, with inclusion of instructive fact sheets. While the book offers academic coverage of the digital transformation of business organizations and the associated challenges, it also describes concrete, real-world issues in clear, easy-to-understand language and will serve as a toolbox for managers that can be readily consulted. The text is supported by informative illustrations and tables, and practitioners will also benefit from the reported case studies and highlighted insights and recommendations.

Driven by globalization, many multinational corporations (MNCs) adopted Global Account Management (GAM) as a means to manage their strategic customers on a globally coordinated manner. However, in existing literatures there is a lack of understanding of how GAM is implemented locally and the perspectives of local subsidiary receive less attention than its global counterparts. Therefore, by using a case study of Deutsche Post DHL's GAM program, DHL Customers Solutions and Innovations (DHL CSI), this study showcased the local implementation of GAM in a local subsidiary of a MNC. It also highlighted the challenges faced by the local subsidiary and provided recommendations. Finally, theoretical and practical implications were discussed and suggestions for future research were provided.

This timely book puts transport cost benefit analysis in a wider, institutional perspective, relating it in particular to decision making. The book will be of interest to practitioners, consultants and academics who are active in the evaluation of transport projects. Erik T. Verhoef, VU University Amsterdam, The Netherlands This is an important piece of work on project evaluation. An attractive feature is the balanced treatment of theory and application. The book provides very useful information on efforts of national governments in various countries to increase the quality of project evaluation studies by formulating guidelines for project evaluation. One of the strong points of the book is that it does not only address technical aspects of project evaluation tools, but also the institutional structures within which decisions are taken. Piet Rietveld, Vrije Universiteit and Tinbergen Institute, Amsterdam, The Netherlands This book revisits traditional evaluation methods, such as cost benefit analysis, to try and find a balance between the ever-increasing demand for transport, the search for sustainable mobility and green transport solutions, and the limited financial resources that governments are able to invest in transport infrastructure projects. In this respect, the effects of transport policy need to be measured and evaluated based on multiple criteria and the need to take into consideration a larger group of stakeholders and investors in transport projects. The book illustrates, methodologically and empirically, why and how the institutional and multi-actor environment impacts upon the analysis, evaluation and decision-making of transport projects in Europe. Including contributions from scholars with considerable expertise in the field, this book will be of great interest to consultants, policymakers and researchers.

A Case Study on DHL

Case study 4 DHL International (Republic of Ireland)

Case study 5 DHL London

A case study on DHL

How Digital Transformation Impacts Supply Chain Quality Management

Organisational Performance Management in Sport

Dynamic Quality Models and Games in Digital Supply Chains

Circular Economy (CE) is considered as one of the important strategies in addressing Sustainable Development Goals. Practicing Circular Economy provides an overview of CE, covering its evolution, describing the key concepts, programs, policies, and regulations. It illustrates several business opportunities over a hundred hand-picked case studies that encompass numerous sectors, various scales of operations and geographies. Another unique feature of the book is the activities listed in each chapter to invoke thoughts, frame assignments, and generate discussions. Each chapter lists key additional reading materials and takeaways. Aimed at mid- and senior-level managers, policy makers, investors, entrepreneurs, consultants, researchers, professors, and academic students involved in the subject of environmental management and sustainability, this book: Introduces the evolution of CE to clarify the key concepts and introduce some of the important global programs and initiatives CE economy with case studies Gives a global overview of adoption of CE covering countries such as India, Japan, Korea, China, EU, North America, Australia, and several more Includes information on methodologies followed, tools, and knowledge resources for practicing CE Provides insight to the business models with numerous case studies covering product design, manufacturing, and services and the role of innovation and financing Presents a comprehensive overview of opportunities in CE in sectors such as textile, steel, agriculture, and food Covers newly emerging paradigms of CE such as regional circular economy, circular supply chains, and sustainable procurement and impact of the COVID-19 pandemic on CE Practicing Circular Economy is thus an important resource for every circular economy practitioner and especially to those who aspire to make a career in circular economy.

Service Leadership offers students, researchers, and leaders a leadership model originating in the service economy – but which is gaining ground in all sectors and industries – explained by experts that were key actors in that origination at DHL International. Designed for undergraduates and graduates but also useful for professionals in leadership positions, Hoshmand and Chung structure the book around the 3Cs of leadership in the service economy: character, character, and care. It shows how the integration of the 3Cs when applied in combination with each other creates an environment of trust within and outside the organization. Most importantly, it allows the reader to understand how a move from the manufacturing mindset (hierarchical decision making) to a service mindset (collective, qualitative, culturally sensitive) creates an ethical habitat and ecosystem that contributes to a firm's competitiveness and adds value to its brand image. Incorporating elements of leadership literature, philosophy, psychology, sociology, economics, and political science, including cases, and supported by a teaching manual and a full set of slides, this book is ideal core reading for students of service leadership and leadership in the service economy, and valuable to those learning about leadership more broadly.

Can this really be true? Can you really get what you want in life without using cash? The answer is yes, and it is done every day. In this ground-breaking book you will learn how governments, businesses, and even individuals have all been using the ancient practice of Barter to their benefit for centuries. Barter today is no longer about a Farmer trading chickens for a Doctors time. It has evolved into a highly sophisticated financial instrument. Although the book is about barter trade it will stretch your mind and stimulate your imagination more than you ever thought was possible, and you will learn a secret that is said to be known to only 500 people around the world. David Wagenvoord is a legend in his own right, and one of the world icons, when it comes to Barter trade. He is often referred to as the father of Radio Barter. Having been involved in trade for over 40 years. He has done over half a billion dollars worth of Barter Trade, his clients have included some of the icons of American business, including American Express, Hertz, Chrysler, General Motors, Sheraton, DHL, Hilton, to mention a few. Ali Pervez is one of America's leading marketing experts, and an International Marketing Consultant, with over twenty five years of hands on global marketing experience. He is a best-selling marketing author of "Get Your Black Belt in Marketing". For the first time in history both David and Ali reveal how you can unleash the power of barter trade in your business and personnel life. With Barter trade, the sky is not the limit it really is just the beginning. Welcome to a new universe where you will find that no cash is really no problem will soon hold true for you also!

Supply Chain Analytics

Organisational Forms and National Institutions

Dublin bus initiative replaces van courier services

The Flow of Information Via Documents in the Transportation Process

Supply Chain Risk Management. How IT tools can help making supply chains resilient

"SERVICE INTEGRATION TO THE PERFORMANCE OF SHARED DATA DOMAIN" CASE STUDY OF DHL IT SERVICES

A Case Study with DHL Australia

This case study tracks the growth of DHL, from a small courier between California and Hawaii, to an international shipping organization. In more recent years, DHL has directed focus to facilitating trade for small and medium businesses in emerging markets, and this case investigates the various strategies by which these markets are reached.

Supply Chain Analytics introduces the reader to data analytics and demonstrates the value of their effective use in supply chain management. By describing the key supply chain processes through worked examples, and the descriptive, predictive and prescriptive analytic methods that can be applied to bring about improvements to those processes, the book presents a more comprehensive learning experience for the reader than has been offered previously. Key topics are addressed, including optimisation, big data, data mining and cloud computing. The author identifies four core supply chain processes – strategy, design, execution and people – to which the analytic techniques explained can be applied to ensure continuous improvement. Pedagogy to aid learning is incorporated throughout, including an opening section for each chapter explaining the learnings designed for the chapter; worked examples illustrating how each analytic technique works, how it is applied and what to be careful of; tables, diagrams and equations to help 'visualise' the concepts and methods covered; chapter case studies; and end-of-chapter review questions and assignment tasks. Providing both management expertise and technical skills, which are essential to decision-makers in the supply chain, this textbook should be essential reading for advanced undergraduate and postgraduate students of supply chain analytics, supply chain leadership, and supply chain and operations management. Its practice-based and applied approach also makes it valuable for operating supply chain practitioners and those studying for professional qualifications. Online resources include chapter-by-chapter PowerPoint slides, tutorial exercises, written assignments and a test bank of exam questions.

Effective performance management systems are essential in any successful organisation. In both commercial sport business and not-for-profit sport organisations, the pressure to follow international best practice in performance management has grown significantly in recent years. Organisational Performance Management in Sport is the first book to show how performance management concepts, tools and principles can be applied in the modern sport environment. Linking theory and practice throughout, the book defines fundamental performance parameters impacting on sport organisations, and introduces key issues such as individual performance management through to board-level governance structures, presenting extended real-world case studies and practitioner perspectives. As such, it offers the most clear and complete outline of performance management in sport organisations available. With case studies, insight boxes and industry examples integrated throughout the text, Organisational Performance Management in Sport offers accessible and vital reading for all sport management students, researchers and professionals with an interest in this important area of sport management research and practice.

No Cash? No Problem!

Providing Just-in-time Delivery Services Across Customs Borders in Central and Eastern Europe

Strategic Performance Management

Practicing Circular Economy

Organization and Management

From Startup to Global Upstart

Introduction to Global Logistics

Now today's managers can prepare to successfully oversee and understand information systems with Reynold's INFORMATION TECHNOLOGY FOR MANAGERS, 2E. This practical, insightful book prepares current and future managers to understand the critical business implications of information technology. A wealth of actual contemporary examples demonstrate how successful managers can apply information technology to improve their organizations. A new chapter on IT security, hands-on scenarios and practical cases give readers an opportunity to apply what they're learning. This edition's solid framework helps define the manager's important role in information technology and in working effectively with all members of the organization to achieve results. Important Notice: Media content referenced within the product description or the product text may not be available in the ebook version.

Seminar paper from the year 2017 in the subject Business economics - Supply, Production, Logistics, grade: 1,0, Reutlingen University, language: English, abstract: Driven by a high intensity of competition, modern companies have put much effort into reducing costs in their supply chain. Two important trends on the way to achieving that goal are globalization and lean management. Both have led to complex, highly distributed supply chains and low buffer stocks. Indeed, these mechanisms brought lower costs but at the same time an increase of vulnerability and risk in modern supply chains. Unexpected disruptions in supply chains can cause a huge impact on businesses, such as high financial expenses and supply delays on the short-term, but also negative brand reputation and falling investor confidence on the long-term. This is why the implementation of the approaches "supply chain risk management (SCRM)" and "business continuity management (BCM)" has become crucial in modern top-level management. Digitization is another disruptive trend within the present economic system. The volume of available data for businesses has been increasing exponentially in the last years. But at the same time most companies have failed using these data, essential in decision-making process. These unused data offer great potential: With Big Data Analytics they could turn companies' supply chains into a competitive advantage. This case study deals, in virtue of the quote from JFK, with the research question: "How can IT tools support companies making their supply chains resilient?" To this effect, the first chapter describes key risks in modern supply chain in order to create a general awareness of the scope of SCRM and BCM approaches. The next chapter then compares two common supply chain strategies with a focus on resilience in order to evaluate the proposed solution at the end of this case study. Thereupon Chapter 4 answers the research question of this case study by comprising the key components of the SCRM solution "DHL Resilience 360". The last chapter evaluates the proposed solution based on the output of Chapter 3 on the one hand, and on own practical considerations on the other hand.

How can I create in-person learning that engages people? How can I build digital learning that is effective? How can I develop learning content that can be used remotely and ensure that the learning sticks? Learning Experience Design has the answers to all these questions and more. This book is a practical guide for all learning and development (L&D) professionals. It covers everything from what learning experience design (LXD) is, the role of the L&D professional in LXD, and what the main areas to consider when designing learning are including emotion, attention, memory, engagement, enjoyment, transfer, practice and learning retention. It includes practical advice for all areas of learning design including text, graphics, audio, visual, simulations, AR/VR, question and social design. There is also essential guidance on instructional design, UX (user experience) design and how to design effective learning analytics. The final part of the book covers design thinking, blended learning and discussion of LMSs (learning management systems), LXPs (learning experience platforms) and LRSs (learning record stores). With examples, tips, case studies and advice throughout, this is an invaluable book for anyone wanting to make an impact with their learning design and ensure knowledge, skills and performance improvement.

Land & Sea Transport Aviation Management

Delivering the Goods

Towards Sustainable Aviation

A Business-Driven Approach to Leveraging Innovative IT

Case Study DHL Worldwide Express

A Stakeholder Management Approach

Case Studies on Competitive Strategies

First Published in 2003, Routledge is an imprint of Taylor & Francis, an informa company.

Analyzing the way managers plan for the construction of large infrastructure hubs, this study finds that failure to include all stakeholders at the start of a project hampers the timely completion of major projects--and in worst-case scenarios, implementation fails and major projects are shelved. Using new models of stakeholder theory, the discussion compares four case studies: the extension of DHL at Brussels National Airport; the industrial cluster on the Left Bank of the port of Antwerp; the plan for the port of Brussels, to be completed in 2015; and the plan for the port of Antwerp, to be completed in 2030.

Business concepts in the Transportation Management

DP DHL Sustainability Case Study

Digital Enterprise Transformation

DHL Case Study

Distributing Goods in a Low Carbon World

A New Business Model for Peak Performance in Enterprise Supply Chains Across All Geographies

Using Data to Optimize Supply Chain Processes

Leading with Competence, Character and Care in the Service Economy

This introduction to Event Sponsorship provides students with an essential understanding of the important role of sponsorship in an event, how this can be gained and successfully managed to the benefit of both the sponsor and sponsee. The text starts with an investigation of the origins of sponsorship and then considers all important elements of Events sponsorship management. It considers what sponsorship is, its history and evolution, what its marketing uses are, how it can used efficiently; the benefits it can offer; funding sources for events including government grants, crowd source funding and merchandising. To reflect changes in the way firms communicate with their customers, there is a strong focus on the use of social media, e - marketing and technology in sponsorship. The text uniquely considers topics of sponsorship from perspective of both the sponsor and the sponsee (the event) to provide a holistic view of the sponsorship process. Case Studies are integrated throughout to show how both small and large scale events can be managed to avoid. Learning outcomes, discussion questions and further reading suggestions are included to aid navigation throughout the book, spur critical thinking and further students' knowledge. This is essential reading for all students studying Events Management.

The focus of this book is on competitive strategies, which assumes an all-important role in the wake of competition. Without competition, strategy has no relevance. However, as the ecology and landscape of competition are not similar across countries and regions, the focus of this book is on the most competitive strategies. This book provides a comprehensive overview of the competitive strategies used by leading companies in the world. The book also discusses the importance of competitive strategies in the wake of globalization and the impact of technology on competitive strategies. Logistics and transportation is one of the highest carbon emitters among all the economic sectors. Following the Paris Climate Conference (COP21), where countries adopt first-ever universal and legally binding global climate deals, governments start to set emission targets and impose regulations on disclosing carbon emission activities. Campaigns have also been organized to initiate corporations to mitigate carbon emissions and raise public awareness on carbon footprint. This book gives a foundation on carbon footprint reporting. It also provides illustrations on pilot implementation of carbon footprint toolkits, as well as case studies showing the best practices on carbon emission mitigation for practitioners, scholars, and students.

DHL
Decarbonizing Logistics

A Case Study of DHL

Crafting the Integrative Value Proposition for Large Scale Transport Infrastructure Hubs

Using the example of DHL Resilience360

Extending the Social Cost-benefit Approach

The IT Supply Chain

This book bridges the fields of Supply Chain Management, Digital Transformation, and Dynamic Quality models in order to illustrate how digital transformation affects the work of researchers and managers in Supply Chain Quality problems. It aims to address the gap in scholarship regarding new technologies, updating the established literature to reimagine theoretical models, dynamic games,

knowledge management, supply chain coordination solutions, interfaces in circular economies, and other functional spaces for a digital era. Written for researchers, managers, and practitioners, this book offers an accessible approach to the topics through clear, management-oriented chapters, reserving mathematical background for the Appendices. It discusses an array of modern challenges in digitization, including smart device installation, Cloud data accessibility, applications of AI systems, Supply Chain monitoring via Blockchains, using sensors in operations, and digital tool integration within traditional IS frameworks.

Logistics accounts for around 9-10% of global CO2 emissions and will be one of the hardest economic sectors to decarbonize. This is partly because the demand for freight transport is expected to rise sharply over the next few decades, but also because it relies very heavily on fossil fuel. This book outlines the nature and extent of the challenge we face in trying to achieve deep reductions in greenhouse gas emissions from logistical activities. It makes a detailed assessment of the available options, including restructuring supply chains, shifting freight to lower carbon transport modes and transforming energy use in the logistics sector. The options are examined from technological and managerial standpoints for all the main freight transport modes. Based on an up-to-date review of almost 600 publications and containing new analytical frameworks and research results, this book is the first to provide a global, multi-disciplinary perspective on the subject. It is written by one of the foremost specialists in the field who has spent many years researching the links between logistics and climate change and been an adviser to governments, international organizations and companies on the topic.

This book is about strategic performance management for the Twenty-First Century organization. In a practical step-by-step approach it navigates readers through the identification, measurement, and management of the strategic value drivers as enablers of superior performance. Using many real life case examples this book outlines how organizations can visualize their value creation, design relevant and meaningful performance indicators to assess performance, and then use them to extract real management insights and improve everyday strategic decision making as well as organizational learning. A key focus of the book is the important issue of creating value from intangible assets. Much has been written about the importance of intangible assets such as knowledge, skills, relationships, culture, practices, routines, and intellectual property as levers for organisational success. However, little has been published that tells managers how to do that. This book moves beyond just raising awareness and provides practical tools and templates, gathered in many extensive case studies with world-leading organizations. The key issues the book addresses are: • How do we identify the strategic value drivers, especially the intangibles, in our organisations? • How do we understand their strategic value using the powerful mapping tools? • How do we then measure the business performance? • How do we use performance indicators to improve decision making and organisational learning? • How do we align performance reviews and risk management with our strategy? Well grounded in theory and packed with case studies from around the world, this book will function as a guide for managers as well as a reference work for students and researchers. The tools described in this book are not only suitable for leading international corporations, but have been designed to be equally appropriate for not-for-profit organizations, central and local government institutions, small and medium sized businesses, and even departments and business units. The ideas, tools, and templates provided allow managers to apply them straight away and transform the way they manage strategic performance at all levels of their organization.

Daimler trucks, DHL, JD Retail, Amazon, DB Schenker, COSCO Shipping, UPS, DSV, Anji Logistics, FedEx Qatar Airways, Lufthansa, China Eastern Airlines, Emirates Airlines, easyJet, Air Chi-na, Austrian Airlines, Iran Air

Independent Study Employee Engagement : a Case Study of Employees in Customer Service Department of DHL Express International (Thailand) Limited

Implementing Global Account Management Strategy on the Local Level

Trends and Challenges in Digital Business Innovation