

ILS

Information Systems,
Logistics and
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THEMATIC SESSION: TS09

Title: Logistics services

Conference associated Topic: Innovative and Smart Technologies in Logistics

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Abstract: Logistics services range from basic services in transport and warehousing towards advanced and bundled services that in combination, provide unique offering to customers. Logistics services providers (LSPs) play an immense role in the operational efficiency their customer's supply chains. These efficiency gains rely upon principles from servitization such as service modularity, mass customisation, and co-production between players in the service triad. Increasingly, LSP's also foster development current services as well as innovation of new offerings to the supply chain. These innovations often take a combinatory approach in that technology, actors, organisational principles and customers as co-producers are combined in a unique way. By this, we assert that logistics service sector can benefit much from servitization and the transformation it has stimulated in e.g. the manufacturing sector.

This session encourages a variety of approaches of logistics services, ranging from basic to advanced services towards innovation processes and service innovations of new solutions to meet competitive and societal challenges in e.g. sustainable development, digitalisation, and servitization.

Keywords: *Logistics Services, Innovation, Modularity, Co-Creation, Servitization, Service Triads, Outsourcing, Third-Party Logistics, Customer Satisfaction*



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