

The Effects of Logistics Applications on Logistics Activities of Service Providers: An Assessment of a 3PL Company in Turkey

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Abstract : In today's world, technological innovations have brought out entirely new business understanding. Companies operating in logistics have become more flexible to business trends such as digitalization, innovation, sustainability, flexibility, and productivity. Through the arrival of the fourth industrial revolution called as industry 4.0 approach, the logistics concepts have been redefined. By adopting automated planning and scheduling, organizing and controlling systems such as Transportation Management System (TMS), Enterprise Resource Planning (ERP), warehouse control systems, it will be possible for businesses to be ahead of logistics process. In this research, the aim is to reveal the effects of logistics 4.0 applications for a third party logistics service provider (3PL) located in Turkey. Also, the impacts of logistics 4.0 on key performance indicators (KPI) are examined under the scope of the study. As a methodology, a semi-structured interview is conducted with a global 3PL company and data collected from interviews is analyzed with content analysis. At the end of the analysis, it is presented the effects of logistics 4.0 applications on logistics activities of the company. Limitations and suggestions are also offered.

Keywords : key performance indicators, KPI, logistics activities, logistics 4.0, 3PL

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