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Articles

Identifying design criteria for urban system 'last-mile' solutions – a multi-stakeholder perspective

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Abstract

This stu…utions – encompa…While urban system i…ain at the operatio…esign criteria identifie…ent litera… impler… solution, within a … a need to re-define…nance task, to one o… l efficiency dimensi…al considerations and multi-stakeholder service outcomes. Finally, implications for

operations theory and practising managers in city logistics are highlighted, with suggested directions for future research.

Keywords: ‘Last-mile’ operations urban systems smart cities evaluation criteria stakeholder analysis service supply networks design

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Notes

1. Note: to illustrate material flows within the urban system ‘last-mile’, Tables 2–4 are organised in order to distinguish between freight transportation and ‘stations’ within the ‘last-mile’ value chain. For example, freight transportation includes ‘upstream logistics’ and ‘transportation to drop point’ by the logistics service provider and parcel ‘pick-up distance’ by the customer. ‘Stations’ within the last-mile value chain include the ‘transit-‘, ‘drop-‘ and ‘destination’ points. The pick-up distance may be zero, in the case of the destination point being the drop point.