



Production Planning & Control >

The Management of Operations

Volume 27, 2016 - [Issue 6](#): Smart Cities and Operations Management

2,767 52

Views CrossRef citations to date Altmetric

1

Articles

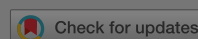
# Identifying design criteria for urban system 'last-mile' solutions – a multi-stakeholder perspective

Tomás Seosamh Harrington , Jagjit Singh Srai, Mukesh Kumar & Josef Wohlrab

Pages 456-476 | Received 04 Aug 2015, Accepted 11 Dec 2015, Published online: 18 Apr 2016

 Cite this article

 <https://doi.org/10.1080/09537287.2016.1147099>



Sample our  
Engineering & Technology  
Journals

>> [Sign in here](#) to start your access  
to the latest two volumes for 14 days

## We Care About Your Privacy

We and our 907 partners store and access personal data, like browsing data or unique identifiers, on your device. Selecting "I Accept" enables tracking technologies to support the purposes shown under "we and our partners process data to provide," whereas selecting "Reject All" or withdrawing your consent will disable them. If trackers are disabled, some content and ads you see may not be as relevant to you. You can resurface this menu to change your choices or withdraw consent at any time by clicking the ["privacy preferences"] link on the bottom of the webpage [or the floating icon on the bottom-left of the webpage, if applicable]. Your choices will have effect within our Website. For more details, refer to our Privacy Policy. [Here](#)

We and our partners process data to provide:

...

 I Accept

Reject All

Show Purpose

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

## Acknowledgement

The authors would like to acknowledge support from the UK Technology Strategy Board and the various stakeholders involved in this 'Informed Logistics' project.

## Notes

- Note: to illustrate material flows within the urban system 'last-mile', Tables 2–4 are organised as follows. Table 2 shows the 'last-mile' operations within the 'last-mile' system, which are the 'last-mile' operations within the 'last-mile' system. Table 3 shows the 'last-mile' operations within the 'last-mile' system, which are the 'last-mile' operations within the 'last-mile' system. Table 4 shows the 'last-mile' operations within the 'last-mile' system, which are the 'last-mile' operations within the 'last-mile' system.



Ref



Information for

- Authors
- R&D professionals
- Editors
- Librarians
- Societies

Opportunities

- Reprints and e-prints
- Advertising solutions
- Accelerated publication
- Corporate access solutions

Open access


- Overview
- Open journals
- Open Select
- Dove Medical Press
- F1000Research

Help and information

- Help and contact
- Newsroom
- All journals
- Books

Keep up to date

Register to receive personalised research and resources by email

 Sign me up



Copyright © 2024

Accessibility

Registered  
5 Howick Place

Wiley & Francis Group  
a John Wiley & Sons business

