

Reading list for Service logistics (SMMV23), 7,5 credits.

The reading list was approved by the Board of the Department of Service Management and Service Studies 2020-01-29, revised 2023-01-23.

The reading list is valid from 2023-03-22.

- Cardenas Ivan, Borbon-Galvez Yari, Verlinden Thomas, Van de Voorde Eddy, Vanelslander, Thierry & Dewulf, Wouter. (2017). City Logistics, Urban Goods Distribution and Last Mile Delivery and Collection. *Competition and Regulation in Network Industries*. Vol. 18 Issue: 1-2, pp. 22–43.
- Davis, Frank W. & Manrodt, Karl B. (1994). "Service Logistics: An Introduction", *International Journal of Physical Distribution & Logistics Management*, Vol. 24 Issue: 4, pp. 59–68.
Doi:10.1108/09600039410757658
- Fernie, John & Sparks, Leigh. (2018). *Logistics and retail management: Emerging Issues and New Challenges in the Retail Supply Chain*. [314 p. ISBN 9780749481605]
- Galipoglu, Erdem, Kotzab, Herbert, Teller, Christoph, Hüseyinoglu, Isik Özge Yumurtaci & Pöppelbuß Jens. (2018). "Omni-channel retailing research – state of the art and intellectual foundation", *International Journal of Physical Distribution & Logistics Management*, Vol. 48 Issue: 4, pp. 365–390. Doi.org/10.1108/IJPDLM-10-2016-0292
- Holmström, Jan, Matthias Holweg, Benn Lawson, Frits K. Pil, and Stephan M. Wagner. 2019. "The Digitalization of Operations and Supply Chain Management: Theoretical and Methodological Implications." *Journal of Operations Management* 65 (8): pp. 728–34. Doi:10.1002/joom.1073.
- Hübner, Alexander, Holzapfel Andreas & Kuhn, Heinrich. (2016). "Distribution systems in omni-channel retailing". *Business Research*, Vol. 9 Issue: 2, pp. 255–296. Doi:10.1007/s40685-016-0034-7.
- Hübner, Alexander, Kuhn, Heinrich & Wollenburg Johannes. (2016) "Last mile fulfilment and distribution in omni-channel grocery retailing: A strategic planning framework", *International Journal of Retail & Distribution Management*, Vol. 44 Issue: 3, pp. 228–247.
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- Hübner Alexander, Wollenburg Johannes & Holzapfel Andreas. (2016). "Retail logistics in the transition from multi-channel to omni-channel", *International Journal of Physical Distribution & Logistics Management*, Vol. 46 Issue: 6/7, pp. 562–583. Doi.org/10.1108/IJPDLM-08-2015-0179
- Lemon, Katherine N & Verhoef, Peter C. (2016). "Understanding Customer Experience Throughout the Customer Journey", *Journal of Marketing*. Vol. 80 Issue: 6, pp. 69–96.
Doi:10.1509/jm.15.0420
- Lim, Stanley Frederick W.T, Xin J & Jagjit Singh Srai. (2018). "Consumer-driven e-commerce: A literature review, design framework, and research agenda on last-mile logistics models", *International Journal of Physical Distribution & Logistics Management*, Vol. 48 Issue: 3, pp. 308–332. Doi.org/10.1108/IJPDLM-02-2017-0081
- Lim, Stanley Frederick W.T, Winkenbach, Matthias. (2019). "Configuring the Last-Mile in Business-to-Consumer E-Retailing. *California Management Review*", Vol. 61 Issue: 2, pp.132–154.
Doi:10.1177/0008125618805094
- Liu, Weihua, Wang D, Xuan L, Cheng S, Ou T, (2019). "The framework for designing new logistics service product: a multi-case investigation in China", *Asia Pacific Journal of Marketing and Logistics*, Vol. 31 Issue: 4, pp. 898–924. Doi:10.1108/APJML-12-2017-0338.
- Loske, Dominic, & Klumpp, Matthias (2022). Verifying the effects of digitalisation in retail logistics: an efficiency-centred approach. *International Journal of Logistics Research and Applications*, 25(2), pp. 203-227. Doi.org/10.1080/13675567.2020.1815681
- Marcus, Claudio. (1998). "A practical yet meaningful approach to customer segmentation", *Journal of Consumer Marketing*, Vol. 15 Issue: 5, pp. 494–504. Doi.org/10.1108/07363769810235974
- Mentzer, John T., DeWitt, William, Keebler, James S., et al., (2001). "Defining Supply Chain Management", *Journal of Business Logistics*, Vol.22 Issue: 2, pp.1-25. Doi:10.1002/j.2158-1592.2001.tb00001.x.

- Mentzer, John T., Stank, Theodore P. & Esper, Terry L. (2008). "Supply Chain Management and Its Relationship to Logistics", Marketing, Production, and Operations Management. *Journal of Business Logistics*. Vol.29 Issue: 1, pp. 31–46. Doi:10.1002/j.2158-1592.2008.tb00067.x.
- Pålsson, Henrik, Pettersson, Fredrik & Winslott Hiselius, Lena. (2017). "Energy consumption in e-commerce versus conventional trade channels - Insights into packaging, the last mile, unsold products and product returns". *Journal of Cleaner Production*. Vol. 164, pp.765–778. Doi:10.1016/j.jclepro.2017.06.242.
- Rouquet, Aurélien, Henriquez, Tatiana & Paché, Gilles. (2018). "Omni-Channel Strategies: An Exploratory Typology to Better Understand Logistical Dimensions". *IUP Journal of Supply Chain Management*. Vol. 15 Issue: 4, pp. 7–26.
- Sandberg, Erik, Jafari, Hamad. (2018). "Retail supply chain responsiveness: Towards a retail-specific framework and a future research agenda", *International Journal of Productivity and Performance Management*, Vol. 67 Issue: 9, pp.1977–1993. Doi.org/10.1108/IJPPM-11-2017-0315
- Wang, Ke, Yitian Li, and Yulin Zhou. 2022. "Execution of Omni-Channel Retailing Based on a Practical Order Fulfillment Policy" *Journal of Theoretical and Applied Electronic Commerce Research* 17, no. 3: pp. 1185-1203. Doi.org/10.3390/jtaer17030060

There are selected articles and a number of articles that students choose themselves. A total of about 100-200 pages.

Total amount of pages: Approx. 900.