

Session 1:

Role of logistics service providers in the region

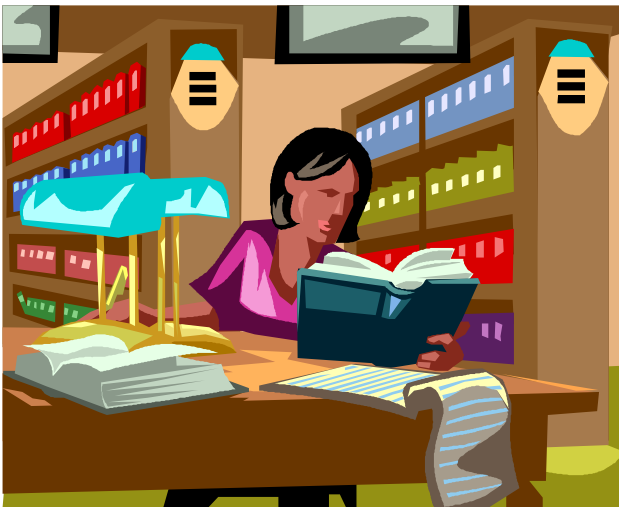
Mapping of logistics services

Background

There is **no universally agreed definition** for a logistics service provider.

Five different roles in logistics related service provision
transporter, freight forwarder, NVOCC, MTO and logistics service provider

The role **may not be identifiable** from name or registration of the company



Service based approach

1. Definitions of logistics service provider collected from national and international publications
2. Services extracted and grouped
3. Relevance to each role identified

Services	Transporter	Freight forwarders	NVOCC	MTO	LSP
Carriage	x			(x)	x
Information services, including track and trace	x	x	x	x	x
Arrangement of transport operations	(x)	x	x	x	x
Warehousing (CFS)		(x)	(x)	(x)	x
Consolidation		x	x	x	x
Customs formalities and other order administration		x	x	x	x
Selection and integration of multiple carriers		x	x	x	x
Kitting		x			x
Assembly and processing of goods					x
Technical testing					x
Localization					x
Quality inspection					x
Lead logistics provision					x
Logistics consulting and supply chain design					x
Management of supply chain (including transport, warehousing and inventory)					x
Operation of supply chain					x
Project logistics					x
Procurement					x
Financial services, such as collateral management or insurance brokering					x
After market services, e.g. reverse logistics, returns and repairs					x
Outsourced call centre (e.g. technical and warranty enquiries)					x

Mapping of logistics services

Emerging features

The services provided are **highly customized**

Competing with service

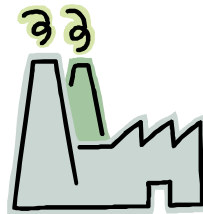
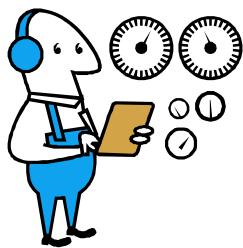
Relationship with customer important

Increasingly fall under the responsibility of **several government agencies**

Often lack a shared approach to logistics service providers.

An increasing proportion of activities **do not strictly fall into the category of transport**

E.g. assembly, supply chain management services, customer service responsibilities and financial services



This has implications on **skill requirements!**
Identification of **common needs and aims** may be difficult

Mapping of logistics services

Questions

- What are the services that dominate logistics service provision in your country?
Are some services irrelevant in your country?
- Would you change the categorization of services?
- Are any services missing?
- Are there other features of new services that you think are relevant?



Session 2:
***Recommendations for minimum standards and
measures to promote professional standards for
logistics service providers***

Regulation of entry

Regulation of entry

Main findings

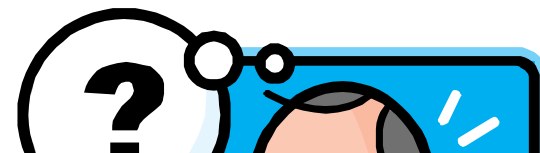
Regulation of entry may be carried out **by government or industry**
for the purpose of confirmation of legality, market control, information collection, reputation management.

Mostly neither government nor industry generally imposes requirements **specific to logistics service providers.**

However, a wider range of services can lead to a significant increase in the **number of agencies** a company has to deal with

Potentially the agencies can have different entry requirements

Process of entry can be confusing, time-consuming and costly



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