

Logistics services:

12. Effectiveness of logistics services

Metodický koncept k efektivní podpoře klíčových odborných kompetencí s využitím cizího jazyka ATCZ62 - CLIL jako výuková strategie na vysoké škole



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Evaluation of logistics variables

Application of logistics integrated supply chains to achieve defined logistics goals means necessarily **to evaluate their logistics variables.**

Knowing the values of logistics indicators is used:

- for assessing the capabilities and their comparing with customer requirements and competitors capabilities,
- for identifying the problem processes, their bearers and causes,
- for identifying threats and opportunities for improvement,
- for determining logistics goals and measuring the achieved improvement.

Basic characteristics of logistics indicators:

- Representing the material and information flow properties and associated logistics processes,
- Interconnecting to enterprise logistics goals,
- Simplicity and clarity,
- Enable to compare,
- Ensuring connections in the logistics chain,
- Ensuring connections to a specific variant of requirement and a specific customer or market segment.

Structure of logistics system - effectiveness of logistics services

When fulfilling the logistics goals, an effective overcoming of space and time is being monitored (tracked) to ensure the satisfaction of customer requirements for goods and services (logistics efficiency - effectiveness of the logistics services).

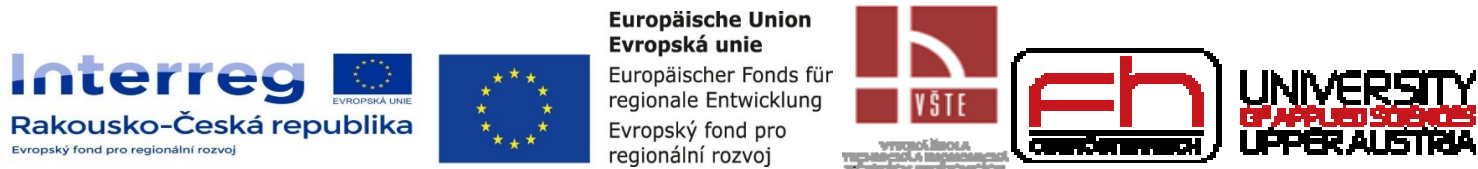
Logistics efficiency (effectiveness) consists of two components:

- Logistics performances,
- Logistics costs.

The set of logistics indicators includes the following groups of indicators:

- Level of logistics (quality) services,
- Logistics productivity,
- Logistics costs,
- Structure of the logistics system,
- Potential of logistics.

Logistics productivity is actually the permeability of the logistics system per unit of time and per unit of spent (consumed) resources.



Matrix model for the logistics services effectiveness evaluation:

A comprehensive approach (procedure) to evaluate the effectiveness of a logistics system (services) using logistics indicators is expressed by the **Matrix model**.