

<https://meet.google.com/acg-rbso-myy>

6. Lecture Six: Logistics Services and Their Role

Text 6.1:

Logistics services are critical to the SC, providing specialized expertise and capacities that improve efficiency and effectiveness. Third-party logistics (3PL) providers offer various services, including transportation, warehousing, distribution, and value-added services such as packaging, kitting, and returns management. These providers leverage their expertise and infrastructure to manage complex logistics operations, permitting companies to focus on their core business activities. By outsourcing logistics functions to 3PL providers, businesses can profit from improved operational efficiency, cost savings, and access to advanced technologies and best practices. The role of 3PL providers is critical in managing peak demand periods, handling large shipments, and ensuring timely de

فترات ذروة الطلب والتعامل مع الشحنات الكبيرة وضمان التسليم في liveries
الوقت المناسب.. As supply chains become more global and complex, the demand for specialized logistics services is predicted to grow, further emphasizing the importance of 3PL providers in the logistics ecosystem (Gong & Cullinane, 2018).

pack·aging *noun*

BrE /'pækɪdʒɪŋ/ ; NAmE /'pækɪdʒɪŋ/ [uncountable]

1 materials used to wrap or protect goods that are sold in shops/stores
/.Attractive packaging can help to sell products.

2 the process of wrapping goods. *His company offers a flexible packaging service for the food industry.*

pack·age *verb*

BrE /'pækɪdʒ/ ; NAmE /'pækɪdʒ/

[often passive]

- VERB FORMS

Verb Forms

present simple I / you / we / they package BrE /'pækɪdʒ/ ; NAmE /'pækɪdʒ/

he / she / it packages BrE /'pækɪdʒɪz/ ; NAmE /'pækɪdʒɪz/

past simple packaged BrE /'pækɪdʒd/ ; NAmE /'pækɪdʒd/

past participle packaged BrE /'pækɪdʒd/ ; NAmE /'pækɪdʒd/

-ing form packaging BrE /'pækɪdʒɪŋ/ ; NAmE /'pækɪdʒɪŋ/

1 to put something into a box, bag, etc. to be sold or transported
package something packaged food/goods

We package our products in recyclable materials.

package something up The orders were already packaged up, ready to be sent.

2 **package somebody/something (as something)** to present somebody/something in a particular way *politicians who are packaged and presented to the public*

an attempt to package news as entertainment

re•cycle verb

BrE /,ri:'saɪkl/ ; NAmE /,ri:'saɪkl/

- VERB FORMS

Verb Forms

present simple I / you / we / they recycle BrE /,ri:'saɪkl/ ; NAmE /,ri:'saɪkl/

he / she / it recycles BrE /,ri:'saɪklz/ ; NAmE /,ri:'saɪklz/

past simple recycled BrE /,ri:'saɪkld/ ; NAmE /,ri:'saɪkld/

past participle recycled BrE /,ri:'saɪkld/ ; NAmE /,ri:'saɪkld/

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1 **recycle something** to treat things that have already been used so that they can be used again *Denmark recycles nearly 85% of its paper.*

Text 6.2.

Definition:

Third-party logistics (3PL) refers to the outsourcing of logistics and supply chain management functions to an external provider.

تشير اللوجستيات التابعة لطرف ثالث (3PL) إلى الاستعانة بمزود خارجي لتنفيذ وظائف إدارة اللوجستيات وسلسلة التوريد.

These functions can include transportation, warehousing, inventory management, order fulfilment, and distribution. The 3PL provider acts as an intermediary between the business and its customers, handling the logistics operations on behalf of the business.

Example :

Imagine a British company that manufactures tea. Instead of managing its own storage and delivery, the company hires a 3PL provider like DHL or UPS. The 3PL provider stores the tea in their warehouses, manages inventory, and delivers the tea to supermarkets or directly to customers. This allows the tea company to focus on producing tea while the 3PL handles the logistics.

Related Terms:

- A. **Cost Savings** (تخفيض التكاليف): The reduction of expenses through efficient logistics practices, such as improving inventory management and optimizing transportation routes, can substantially reduce operational costs (Cook, 2006; Waters, 2003).
- B. **Operational Efficiency** (الكفاءة التشغيلية): The ability to cost-effectively deliver products and services without compromising quality. Operational efficiency facilitates processes and effectively employs resources to maintain high-quality standards while minimizing costs (Gong & Cullinane, 2018; Waters, 2007).

- c. **Third-Party Logistics (3PL)** (الخدمات اللوجستية لطرف ثالث): Companies that supply logistics services to other businesses, including transportation, warehousing, and distribution. 3PL providers help businesses manage their supply chains more effectively by offering specialized logistics solutions (Cook, 2006; Xu & Shiina, 2018).
- D. **Value-Added Services** (الخدمات ذات القيمة المضافة): Extra services offered by 3PL providers, such as packaging, kitting, and returns management. These services improve the core logistics functions by supplying additional value to customers, enhancing the supply chain's overall efficiency (Gong & Cullinane, 2018; Waters, 2007).
- E. **Kitting** (التجميع) means the process of grouping, packaging, and supplying individual items as a single unit. This method is generally used in logistics and international transportation to facilitate operations, enhance efficiency, and decrease handling time. Kitting can include elements that are used together in manufacturing or articles that are sold as a set. Kitting enables streamlining the supply chain by reducing the number of items that need to be managed and shipped, enhancing operational efficiency and improving customer satisfaction. (Gong & Cullinane, 2018; Waters, 2007).

Terms employment in real-world examples

1. A company manufacturing home furniture kits its products. Instead of shipping individual components like screws, nuts, bolts, and wooden panels separately, the company packages them together in a single box. This kit is then shipped to the customer, who receives everything needed to assemble the furniture in one package.
2. Amazon depends on 3PL providers for last-mile delivery services to guarantee timely deliveries to customers worldwide.

3. Coca-Cola uses 3PL providers for transportation and warehousing, allowing the company to manage its global distribution network efficiently.
4. Customers appreciated the kitting approach, as it ensured they received all the parts needed for the product in one convenient shipment.
5. Nike outsources its warehousing and distribution operations to third-party logistics providers to streamline its supply chain and focus on product development and marketing.
6. The company implemented kitting to optimise the assembly line, ensuring that all necessary components are grouped together before reaching the workers.
7. The warehouse staff prepared the kitting of computer components, assembling all required parts into a single package ready for dispatch.
8. Using kitting, the electronics manufacturer reduced shipping costs and improved delivery times by sending complete kits rather than individual parts.
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Companies and brief outline of their core activities

Below are some examples of companies along with a brief outline of their core activities, illustrating how each focuses on its key areas to maintain a competitive edge:

- **Apple Inc.:**

Focuses on designing and manufacturing consumer electronic devices—such as *smartphones, computers, and tablets*—while also providing integrated digital services including apps and software.

- **Amazon:**

Primarily concentrates on e-commerce and cloud computing services, which enable it to manage a complex supply chain and offer rapid delivery solutions.

- **Toyota:**

Specialises in the production of vehicles, with ongoing investments in research and development to enhance manufacturing techniques and drive innovations in transport technology.

- **DHL**

Express:

Concentrates on providing expedited shipping and comprehensive logistics services, including supply chain management, to facilitate the global movement of goods.

ex·ped·ite *verb*

BrE /'ekspədaɪt/ ; NAmE /'ekspədaɪt/

- VERB FORMS

Verb Forms

present simple I / you / we / they expedite BrE /'ekspədaɪt/

he / she / it expedites BrE /'ekspədaɪts/

past simple expedited BrE /'ekspədaɪtɪd/

past participle expedited BrE /'ekspədaɪtɪd/

-ing form expediting BrE /'ekspədaɪtɪŋ/

expedite something (*formal*) to make a process happen more quickly
SYNONYM speed up

We have developed rapid order processing to expedite deliveries to customers

- **FedEx:**

A leader in the shipping and logistics sector, offering air, road, and sea freight services, with a strong emphasis on ensuring quick and efficient delivery.

Explanation of **packaging, kitting, and returns management**, along with real-world examples:

1. Packaging: التغليف

Definition: Packaging refers to the process of enclosing or protecting products for storage, distribution, sale, and use. It involves selecting appropriate materials, designing labels, and ensuring the product is secure and presentable.

designing labels: تصميم الملصقات

ensuring the product is secure and presentable: ضمان تأمين المنتج وتقديمه بصورة احترافية

Real-World Example:

A company selling smartphones, such as **Apple or Samsung**, carefully packages its products in branded boxes with protective foam, user manuals, charging cables, and other accessories. The goal is to protect the product from damage during transportation and provide a professional, appealing presentation to customers.

appeal /ə'pi:l / verb [I]

1 *appeal* to sb (for sth); appeal for sth to make a serious request for sth you need or want very much

Relief workers¹ in the disaster area are appealing for more help and supplies.

She appeared on television to appeal to the men for her child's safe return.

2 appeal (to sb) to be attractive or interesting (to sb)

The idea of living in the country doesn't appeal to me at all.

يجذب؛ يروق لـ

3 appeal to sth to influence sb's feelings or thoughts so that he/she will do sth you want

to appeal to sb's honour, sense of justice, etc.

We aim to appeal to people's generosity.

يحتكم إلى، يخاطب

4 appeal (to sb) (for/against sth) to ask sb in authority to change a decision

He decided to appeal against his conviction.

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The team appealed against the referee's decision.

طعن الفريق في قرار الحكم.

يستأنف

appeal noun

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قامت الشرطة بنداء عاجل للشهود للإدلاء بشهاداتهم.

a television, radio, etc. appeal (= a television or radio programme asking for help or money for a particular cause)

مُنْاشِدة، التماس

2 [C] appeal to sth a written or spoken statement that tries to influence sb's feelings or thoughts so that he/she will do what you want

a powerful appeal to our sense of loyalty

نداء، مناشدة

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The judge turned down the defendant's appeal.

استئناف

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I can't understand the appeal of stamp collecting.

جاذبيّة، فتنة

appealing / adj

1 attractive or interesting

The idea of a Greek holiday sounds very appealing!

جذاب

Oxford Wordpower © Oxford University Press 2011

2. Kitting

Definition: Kitting is the process of grouping and packaging related items together as a single unit before shipping or storage. It is commonly used in manufacturing, e-commerce, and retail to streamline operations.

Real-World Example:

An **online fitness store** selling home workout equipment may offer a "**yoga starter kit**", which includes a yoga mat, resistance bands, and a water bottle—all packed together in one box. Instead of shipping each item separately, kitting allows the company to deliver a ready-to-use package to customers.

Another example is in **automotive manufacturing**, where **car assembly plants** receive pre-packaged kits of specific parts (such as

screws, bolts, and engine components) to speed up the assembly process.

3. Returns Management

Definition: Returns management refers to the process of handling product returns efficiently, including reverse logistics, quality inspection, refurbishment, and restocking. It ensures customer satisfaction while minimising losses for businesses.

Real-World Example:

Amazon and Zara have efficient returns management systems. When a customer returns a defective or unwanted product, the company processes the return, inspects the item, and either:

- **Restocks it** if it's in good condition,
- **Repairs or refurbishes it** if it's damaged but reusable,
- **Recycles or disposes of it** if it cannot be resold.

This process is crucial in e-commerce and retail industries, where a high volume of returns needs to be managed efficiently.

Extra examples related to industry- of **packaging, kitting, and returns management** in **logistics, electronics, and fashion** industries:

1. Packaging

Logistics Industry

- **Example:** A global shipping company **شركة شحن عالمية** like **DHL or FedEx** provides specialised packaging solutions to protect fragile items such as **glassware, medical equipment, or electronics** during transportation. They use **shock-absorbent materials, waterproof wrapping, and**

temperature-controlled packaging for perishable goods like vaccines or food.

Terms explorations:

fragile/'frædʒaɪl/ items: العناصر الهشة

glassware أشياء أو مواد زجاجية أو زجاجيات

medical equipment

shock-absorbent materials : مواد ماصة للصدمات

waterproof wrapping لفائف مقاومة للماء

Electronics Industry

- **Example:** Apple carefully packages its iPhones and MacBooks in sleek, **compact boxes with foam inserts**, ensuring they remain undamaged during shipping while enhancing customer experience.

Fashion Industry

- **Example:** Luxury brands like **Gucci and Louis Vuitton** use **branded gift boxes, tissue paper, and ribbons** to enhance the customer's unboxing experience. Online retailers like **Zara and ASOS** use **eco-friendly recyclable packaging** to reduce environmental impact.

2. Kitting

Logistics Industry

- **Example:** In **Amazon fulfilment centres**, workers prepare **product bundles** by grouping related items, such as a **printer with ink cartridges and USB cables**, before shipping. This saves time and reduces errors in order processing.

Electronics Industry

- **Example:** A computer manufacturer like **Dell or HP** assembles and ships **custom PC kits** containing a **monitor, keyboard, mouse, and cables** in one package instead of sending them separately. This improves efficiency in warehouses and simplifies installation for customers.

Fashion Industry

- **Example:** A sportswear brand like **Nike or Adidas** offers a **"winter sports kit"** that includes a **thermal jacket, gloves, and running leggings** in one bundle. Customers get a complete set in one purchase, and retailers optimise inventory management.

3. Returns Management

Logistics Industry

- **Example:** Reverse logistics companies like **UPS and FedEx** provide **return labels and drop-off locations** for customers to send back faulty or unwanted items. Some companies even offer **pick-up services for large or heavy products like furniture**.

Electronics Industry

- **Example:** **Samsung** allows customers to return defective smartphones under warranty. Returned devices go through **diagnostic tests**—if repairable, they are **refurbished and resold** as certified pre-owned products. If irreparable, they are **recycled responsibly**.

Fashion Industry

- **Example:** **Zara, ASOS, and H&M** have **flexible return policies**, allowing customers to return clothing within 30 days.

Items in good condition are **repackaged and resold**, while damaged items may be **repaired or recycled into new fabrics**.

Final Thoughts

Each of these processes plays a vital role in supply chain efficiency, customer satisfaction, and cost management. **Would you like me to refine this for academic writing or provide additional case studies?**

¹Relief Workers

- The term "relief workers" refers to individuals or specialised teams engaged in providing urgent assistance and logistical support during disasters or humanitarian crises. These workers operate within the framework of the **humanitarian supply chain** (Van Wassenhove, 2006), which encompasses the planning and execution of **international transportation** operations to distribute essential supplies such as food, water, medicine, and shelter to affected areas.
- Their work is characterised by integration with **inventory management systems** and **logistics coordination** to ensure the efficient and timely delivery of aid, while addressing challenges related to limited infrastructure or hard-to-reach regions. They rely on **multimodal transport networks** (Christopher, 2016) to achieve flexibility in delivering aid through air, sea, and land routes.
- The role of relief workers is critical in enhancing a rapid and organised response, ensuring the sustainability of logistical operations in challenging environments.

New meaning of the lecture : to come forward

"to come forward" means to volunteer oneself or offer information willingly, especially when such input is needed to

clarify a situation or contribute to research. It implies a proactive step by an individual to provide evidence, insight, or assistance without being prompted by others.

Examples in sentences:

- *The university encouraged experts to come forward with new research findings on climate change.*
- *After the incident, several students came forward to share their observations, helping to shed light on the matter.*
- *The committee called on anyone with additional data to come forward and support the ongoing investigation.*

volunteer /ˌvɒlənˈtɪə(r) / **noun** [C]

1 a person who offers or agrees to do sth without being forced or paid to do it

متطوّع

2 a person who joins the armed forces without being ordered to

متطوّع

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They volunteered their services free.

She frequently volunteers for extra work because she really likes her job.

One of my friends volunteered to take us all in his car.

يتطوّع له، يتبرّع به

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I volunteered a few helpful suggestions.

يَتَبَرَّع (بتقديم شيء)

sell *verb* /sel/

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present simple I / you / we / they sell BrE /sel/

he / she / it sells BrE /selz/

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-ing form selling BrE /'selɪŋ/

brand /brænd ; US /

noun

[C]

1 the name of a product that is made by a particular company

a well-known brand

علامة تجارية ، ماركة

2 a particular type of sth

a strange brand of humour

نوع ، ضَرْب

brand

verb

[T]

1 to mark an animal with a hot iron to show who owns it

يَسِم (حيواناً بالنار)

2 brand sb (as sth) to say that sb has a bad character so that people have a bad opinion of him/her

She was branded as a troublemaker after she complained about her long working hours.

يَصِم ، يَدْمُغ

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• References

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- Van Wassenhove, L. N. (2006). Humanitarian aid logistics: Supply chain management in high gear. *Journal of the Operational Research Society*, 57(5), 475–489. <https://doi.org/10.1057/palgrave.jors.2602125>
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يَصِم ، يَدْمُغ

Cloud computing services خدمات الحوسبة السحابية

expedition /ˌekspə'dɪʃn /

noun

[C]

1 a long journey for a special purpose
a scientific expedition to Antarctica

رحلة استكشافية

2 a short journey that you make for pleasure
a shopping expedition

جَوْلَة

expend /ɪk'spend / ; US /

verb

[T] (*formal*) to spend or use money, time, care, etc. in doing sth
I have expended a lot of time and energy on that project.

يُنْفِق

expendable /-əbl / ; US /

adj

(*formal*) not thought of as important or worth saving
In a war human life is expendable.

يمكن الاستغناء عنه، لا قيمة له

expend *verb*

BrE /ɪk'spend/ ; NAmE /ɪk'spend/

- VERB FORMS

Verb Forms

present simple I / you / we / they expend BrE /ɪk'spend/ ; NAmE /ɪk'spend/

he / she / it expends BrE /ɪk'spendz/ ; NAmE /ɪk'spendz/

past simple expended BrE /ɪk'spendɪd/ ; NAmE /ɪk'spendɪd/

past participle expended BrE /ɪk'spendɪd/ ; NAmE /ɪk'spendɪd/

-ing form expending BrE /ɪk'spendɪŋ/ ; NAmE /ɪk'spendɪŋ/

expend something (in/on somebody) expend something (in/on/doing something) (*formal*) to use or spend a lot of time, money, energy, etc *She expended all her efforts on the care of home and children.*

Smith had expended large sums in pursuing his claim through the court.

Most animals expend a lot of energy searching for food.

expand /ɪk'spænd / ; US /

verb

[I,T] to become bigger or to make sth bigger

Metals expand when they are heated.

We hope to expand our business this year.

The opposite is **contract**.

يُوسِعُ ؛ يتمدد؛

expand on sth to give more details of a story, plan, point of view, etc.

يفصّل

ex·pand verb

BrE /ɪk'spænd/ ; NAmE /ɪk'spænd/

- VERB FORMS

Verb Forms

present simple I / you / we / they expand BrE /ɪk'spænd/ ; NAmE /ɪk'spænd/

he / she / it expands BrE /ɪk'spændz/ ; NAmE /ɪk'spændz/

past simple expanded BrE /ɪk'spændɪd/ ; NAmE /ɪk'spændɪd/

past participle expanded BrE /ɪk'spændɪd/ ; NAmE /ɪk'spændɪd/

-ing form expanding BrE /ɪk'spændɪŋ/ ; NAmE /ɪk'spændɪŋ/

1 [intransitive, transitive] to become greater in size, number or importance; to make something greater in size, number or importance.

Student numbers are expanding rapidly.

A child's vocabulary expands through reading.

The waist expands to fit all sizes.

There are no plans to expand the local airport.

OPPOSITE **contract**

2 [intransitive, transitive] if a business **expands** or **is expanded**, new branches are opened, it makes more money, etc *an expanding economy* (= *with more businesses starting and growing*)

expand something *We've expanded the business by opening two more stores.*

3 [intransitive] to talk more; to add details to what you are saying *I repeated the question and waited for her to expand.*

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Examples of the term contract

1. The logistics company contracted a specialised firm to manage its international shipping operations.
تعاقدت الشركة اللوجستية مع شركة متخصصة لإدارة عمليات الشحن الدولي لديها.
2. We **contracted** with a reputable third-party provider for warehousing and distribution services.
تعاقدنا مع مزود طرف ثالث ذو سمعة طيبة لخدمات التخزين والتوزيع.
3. After a **thorough tender process**, the firm **contracted** a leading supply chain consultant.
بعد عملية مناقصة شاملة، تعاقدت الشركة مع مستشار رائد في سلسلة الإمداد.
4. The organisation contracted out its reverse logistics operations to enhance efficiency in handling returns.
تعاقدت المنظمة على تنفيذ عمليات اللوجستيات العكسية لديها لتعزيز الكفاءة في التعامل مع المرتجعات.
5. Our company has contracted multiple carriers to ensure cost-effective and timely deliveries.
تعاقدت شركتنا مع عدة ناقلين لضمان التسليم الفعال من حيث التكلفة وفي الوقت المناسب.

Here are the verb forms of "contract" along with their phonetic transcriptions using the International Phonetic Alphabet (IPA):

Verb Forms of "Contract":

1. Base Form (Infinitive): contract

- Phonetic Transcription: /kən'trækt/
- Example: "The company decided to contract with a 3PL provider."

2. Third Person Singular Present: contracts

- Phonetic Transcription: /kən'træktz/
- Example: "The supplier contracts with multiple logistics firms."

3. Past Simple: contracted

- Phonetic Transcription: /kən'træktɪd/
- Example: "They contracted a new logistics partner last year."

4. Past Participle: contracted

- Phonetic Transcription: /kən'træktɪd/
- Example: "The services have been contracted to a third-party provider."

5. Present Participle/Gerund: contracting

- Phonetic Transcription: /kən'træktɪŋ/
- Example: "The company is currently contracting with a new vendor."

Notes:

- The pronunciation of "contract" as a verb typically places the stress on the second syllable: con-TRACT (/kən'trækt/).
- The verb form meaning "to shrink" (e.g., "The metal contracts when cooled.") follows the same pronunciation.

slash /slæʃ ; US / **verb**

1 [I,T] **slash (at) sb/sth** to make, or to try to make, a long cut in sth with a violent action

Several cars have had their tyres slashed in that car park.

يشقّ ، يشرط

2 [T] to reduce an amount of money, etc. very much

The price of coffee has been slashed by about 20%.

يخفّض تخفيضاً كبيراً

- **References**

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