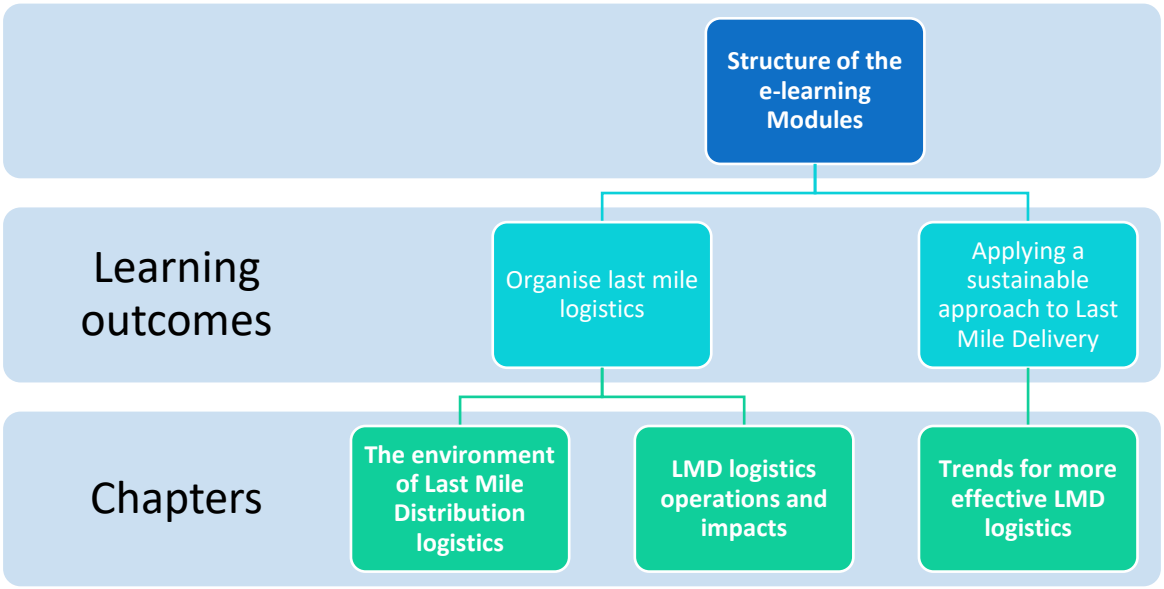
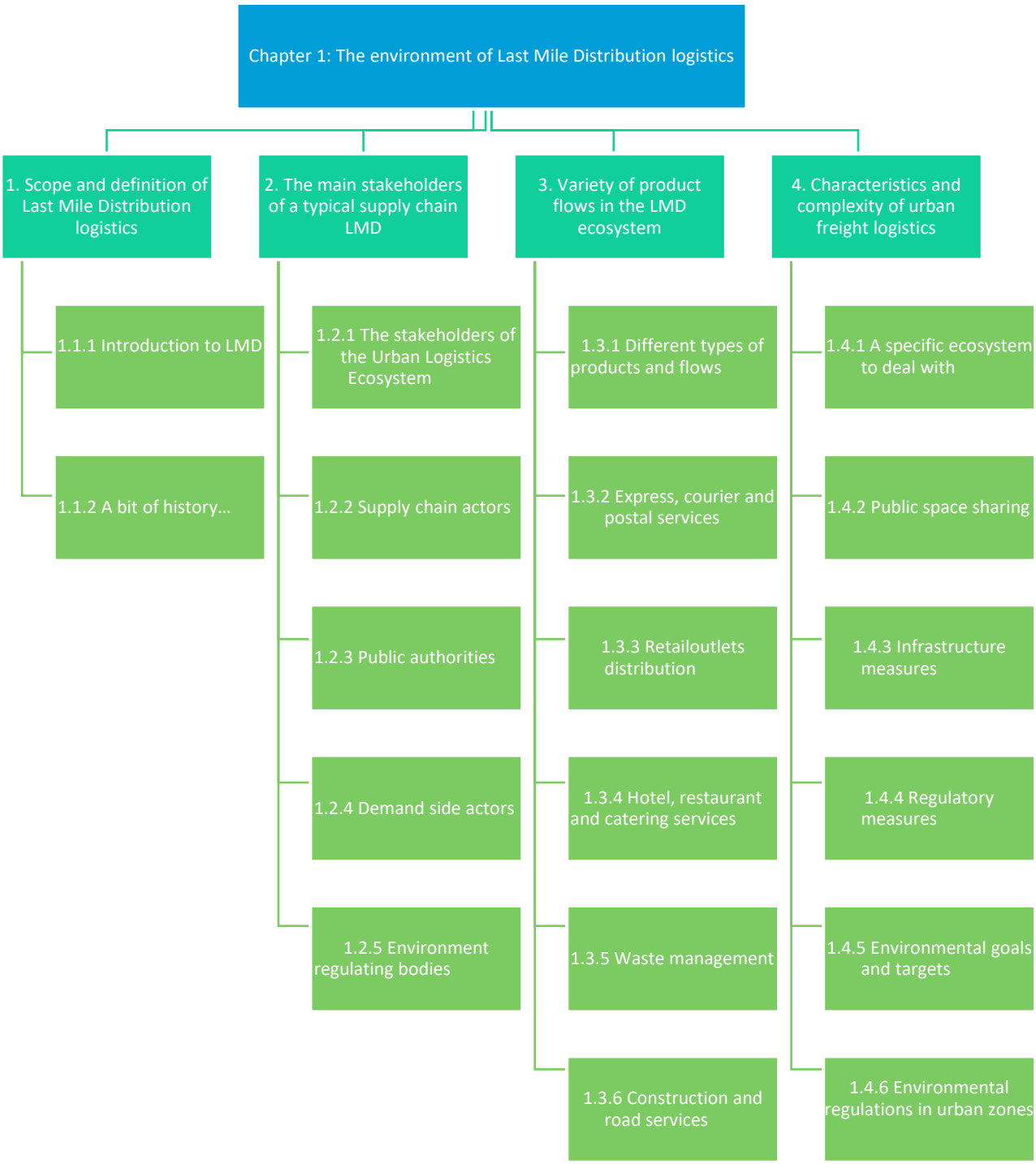
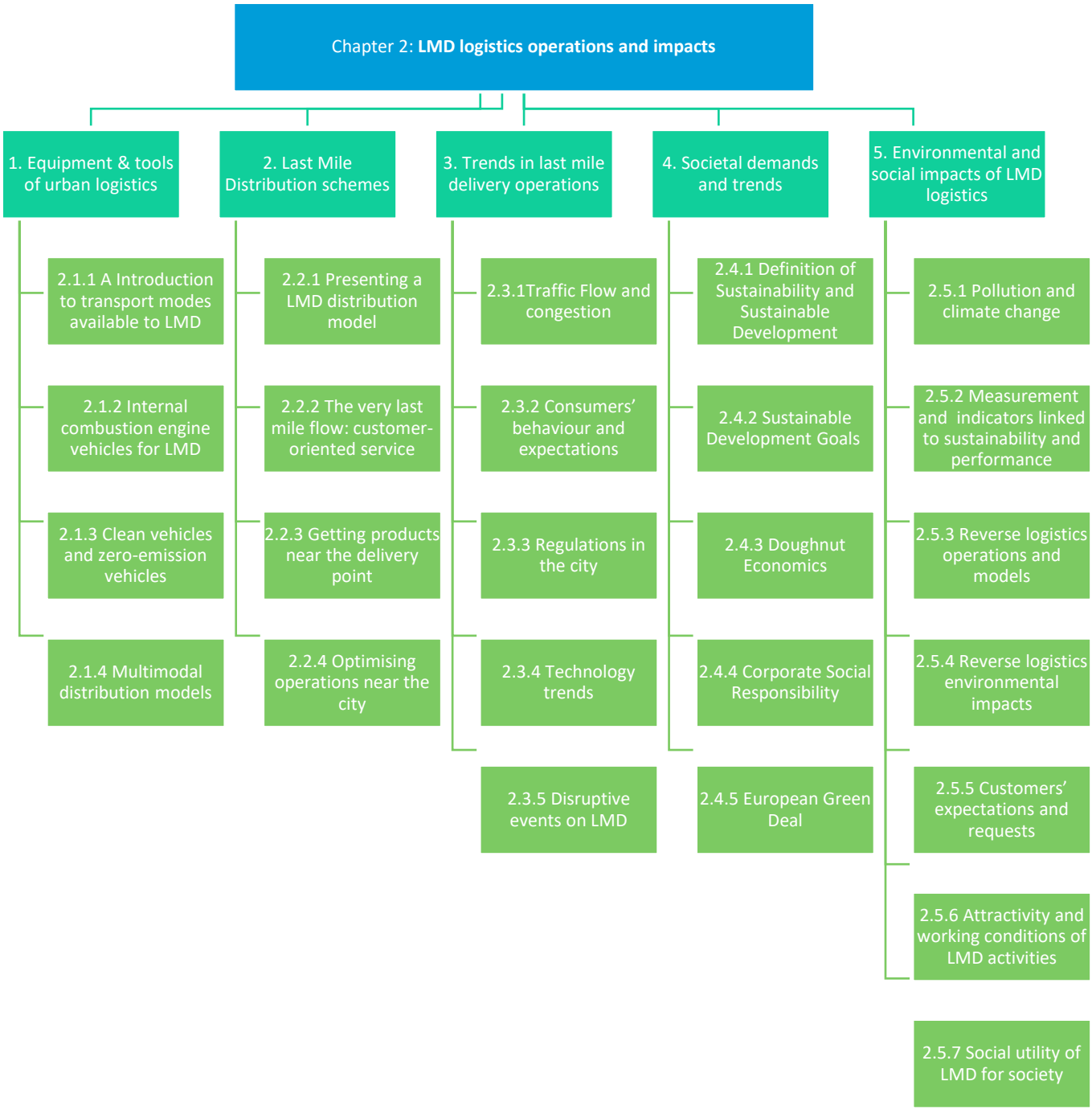
The SUSMILE eLearning platform includes 62 training capsules, that aim at achieving 2 main learning outcomes.

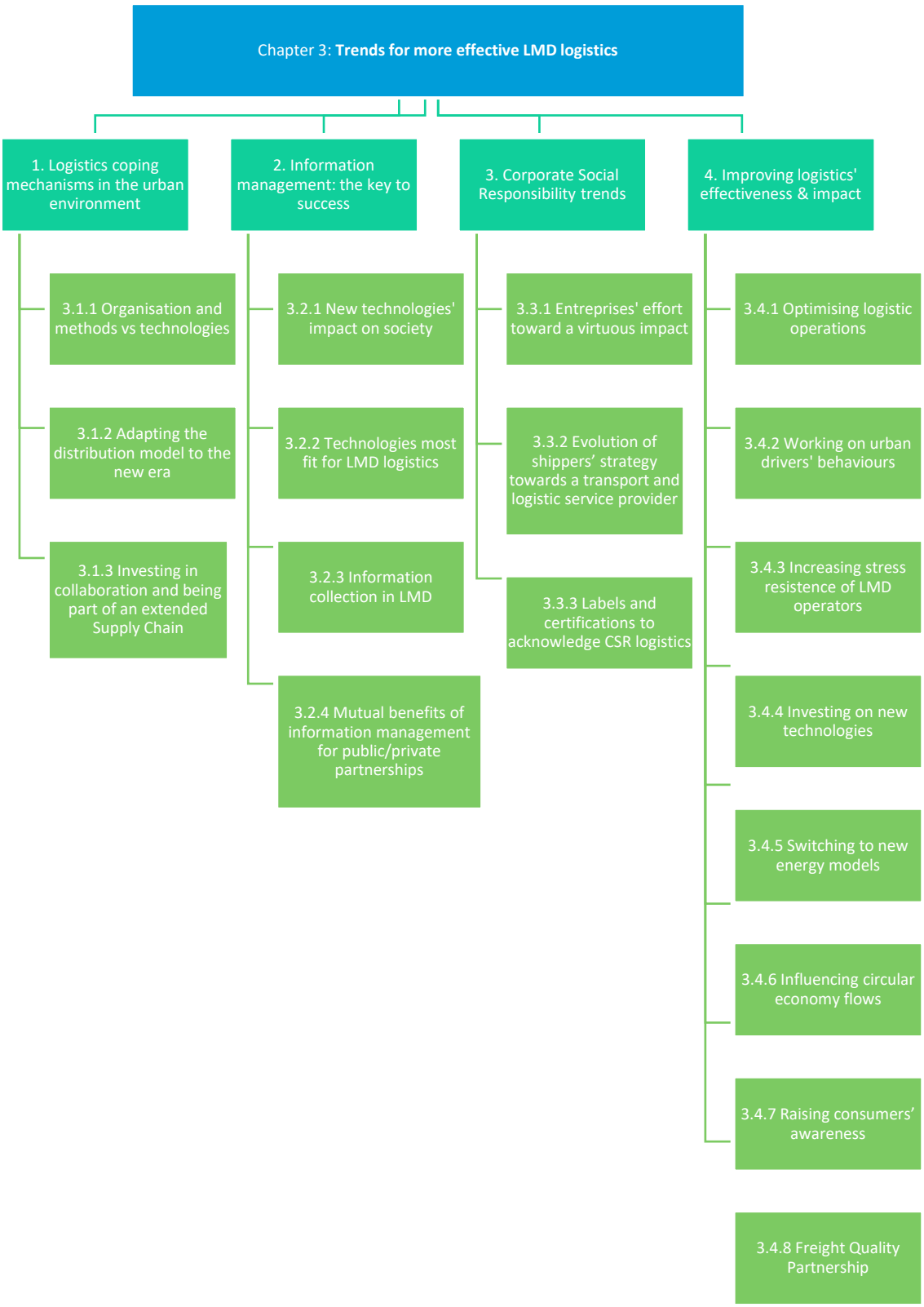
The training capsules are distributed in 3 different chapters, related to each learning outcome:



The chapters are then distributed in units and the units in capsules as shown in the next diagrams.


Chapter 1: The environment of Last Mile Distribution logistics
1. Scope and definition of Last Mile Distribution logistics
2. The main stakeholders of a typical supply chain LMD
3. Variety of product flows in the LMD ecosystem
4. Characteristics and complexity of urban freight logistics
1.1.1 Introduction to LMD
1.1.2 A bit of history…
1.2.1 The stakeholders of the Urban Logistics Ecosystem
1.2.2 Supply chain actors
1.2.3 Public authorities
1.2.4 Demand side actors
1.2.5 Environment regulating bodies
1.3.1 Different types of products and flows
1.3.2 Express, courier and postal services
1.3.3 Retailoutlets distribution
1.3.4 Hotel, restaurant and catering services
1.3.5 Waste management
1.3.6 Construction and road services
1.4.1 A specific ecosystem to deal with
1.4.2 Public space sharing
1.4.3 Infrastructure measures
1.4.4 Regulatory measures
1.4.5 Environmental goals and targets
1.4.6 Environmental regulations in urban zones


Chapter 2: LMD logistics operations and impacts
1. Equipment & tools of urban logistics
2. Last Mile Distribution schemes
3. Trends in last mile delivery operations
4. Societal demands and trends
5. Environmental and social impacts of LMD logistics
2.1.1 A Introduction to transport modes available to LMD
2.1.2 Internal combustion engine vehicles for LMD
2.1.3 Clean vehicles and zero-emission vehicles
2.1.4 Multimodal distribution models
2.2.1 Presenting a LMD distribution model
2.2.2 The very last mile flow: customer-oriented service
2.2.3 Getting products near the delivery point
2.2.4 Optimising operations near the city
2.3.1Traffic Flow and congestion
2.3.2 Consumers' behaviour and expectations
2.3.3 Regulations in the city
2.3.4 Technology trends
2.3.5 Disruptive events on LMD
2.4.1 Definition of Sustainability and Sustainable Development
2.4.2 Sustainable Development Goals
2.4.3 Doughnut Economics
2.4.4 Corporate Social Responsibility
2.4.5 European Green Deal
2.5.1 Pollution and climate change
2.5.2 Measurement and indicators linked to sustainability and performance
2.5.3 Reverse logistics operations and models
2.5.4 Reverse logistics environmental impacts
2.5.5 Customers' expectations and requests
2.5.6 Attractivity and working conditions of LMD activities
2.5.7 Social utility of LMD for society


Chapter 3: **Trends for more effective LMD logistics**
1. Logistics coping mechanisms in the urban environment
2. Information management: the key to success
3. Corporate Social Responsibility trends
4. Improving logistics' effectiveness & impact
3.1.1 Organisation and methods vs technologies
3.1.2 Adapting the distribution model to the new era
3.1.3 Investing in collaboration and being part of an extended Supply Chain
3.2.1 New technologies' impact on society
3.2.2 Technologies most fit for LMD logistics
3.2.3 Information collection in LMD
3.2.4 Mutual benefits of information management for public/private partnerships
3.3.1 Entreprises' effort toward a virtuous impact
3.3.2 Evolution of shippers' strategy towards a transport and logistic service provider
3.3.3 Labels and certifications to acknowledge CSR logistics
3.4.1 Optimising logistic operations
3.4.2 Working on urban drivers' behaviours
3.4.3 Increasing stress resistence of LMD operators
3.4.4 Investing on new technologies
3.4.5 Switching to new energy models
3.4.6 Influencing circular economy flows
3.4.7 Raising consumers' awareness
3.4.8 Freight Quality Partnership