

SUSMILE Capsule 2.2.3 Source 1

Answers

Please note that below answers have been simplified for teachers to evaluate the quality of answers according to their level of understanding, the perspective taken in reading the documents and eventually the quality of their arguments to compensate for elements missing.

EQF level 4

1. Which documents are compulsory on board of delivery vehicles, to allow the operations for a transport company in urban environment?

To be confirmed per country/region, if there are additional specific documents, but in the French information source:

- A copy of the domestic transport licence;
- A copy of the rental contract;
- A copy of the national or international consignment note.

2. What kind of challenges will cargo bike delivery staff face in urban environment?

- Distances to deliver
- Proximity of transshipment hubs / location in the city
- Traffic and layout designs
- Suitability of roads
- Loading/unloading hubs and parking spaces

3. What key indicator is targeted by major actors of last mile distribution to reduce the operating costs of delivery?

- Successful delivery rate on first attempt

4. Why is last mile organisation important to distributors?

- Because it is the most complex and expensive step of the supply chain to get a product to final customers

EQF level 5

1. Is it compulsory to register your company in the “Registry of Transport” when operating non-motorised vehicles for your operations?

To be confirmed per country/region, if there are additional specific documents, but in the French information source:

- No, and it is possible to include electric-assisted transport modes

2. What factors will determine the implementation of transshipment hubs in the city?

- Acceptance from population (Number, shape and design of hubs)
- Safe access to the riders / drivers



- Unloading/loading efficiency rate
3. What is the critical factor that affects logistics elasticity model to ensure the flexibility and capacity of enterprises to deliver when volumes are increasing significantly?
 - Human operators remain essential to the execution process, even with new technologies, as these are not yet mature enough to absorb all the fluctuations,
 - Technologies of any type should require minimal training and familiarisation time to maximise productivity when recruiting large numbers of temporary workers to compensate for seasonal activity.
 4. What distinguishes the best “pure players” of last mile delivery from their competition?
 - On top of their visibility, the organisation of a dedicated marketplace and a range of products or services, the most determining factor is the quality of service and not only the price.
 5. What are the four key effects to consider when implementing an Urban Consolidation Centre?
 - Logistics processes to reorganise, including the consideration of new regulations
 - Logistics costs are not really reduced in the short term
 - Costs and benefits allocated to the UCC by public regulations impact supply chain stakeholders’ motivation to switch to this distribution hubs
 - Service level evaluation, to ensure it has a positive impact on final customers

EQF level 6

1. Why are logistics association important for companies who operate in the urban environment, (not specifically cargo bikes)?

They assume a role of representation, coordination and planning for private operators, in a neutral way toward public administration and other stakeholders. They can defend professionals’ practices without vested interests to ensure that they are beneficial to all.
2. Why does collaborative supply chain practices help improve operations in the environment?

A collaborative model invites the different distribution actors to share their data and to optimise their infrastructure or equipment in the delivery process (e.g. maximum load rate, optimisation of delivery rounds, etc.). It also enables the rapid identification of the causes of a shortage, better distribution of stocks, etc.
3. How can CEP operators for retail last mile distribution optimise their operating costs in limiting return operations?

They need to ensure their deliveries are on time, without damage and guarantee the right products, hence the investment in traceability technologies or operator training. They can also use new technologies to get to know their customers better (i.e. big data and artificial intelligence) in order to influence consumer behaviour or anticipate

consumer trends to pre-position stocks or products that will improve satisfaction rates and limit return rates.

4. What are the main obstacles to the establishment of Urban Distribution Centres?

Margins being reaped from the implementation, coordination with other actors and a new distribution organisation to put in place are important difficulties to overcome for logisticians and transporters. Moreover, the sustainability aspect requires important investments to replace existing fleets, hence it can take time and not provide immediate results.

