Alexander de Grahl

Success Factors in Logistics Outsourcing

With a preface by Prof. Dr.-Ing. Evi Hartmann



Table of Contents

ror	ew	/ord	V
Acl	kno	owledgements	VII
Tal	ble	of Contents	IX
		f Figures	
		•	
Lis	t o	f Tables	XIII
Lis	t o	f Abbreviations	XV
I.	Int	troduction	1
		e Flexibility of Logistics Service Providers and its Impact on Custome yalty – An Empirical Study	
	1.	Introduction	9
	2.	Literature Review	11
	3.	Theoretical Background and Conceptual Model	18
		3.1. The Resource-based View	18
		3.2. Conceptual Model	19
	4.	Research Methodology	26
		4.1. Sample Design	26
		4.2. Respondents	27
		4.3. Measurement Scales	28
		4.4. Results	29
	5.	Discussion	35
		5.1. Results Interpretation	35
		5.2. Managerial Implications	37
		5.3. Limitations and Future Research	38
	6.	References	40
	7.	Appendix	49
III.	.Lo Be	gistics Outsourcing Interfaces: The Role of Customer Partnering havior	53
	1.	Introduction	54
	2.	Theoretical Background and Conceptual Model	

		2.1. Customer Partnering Behavior	.55
		2.2. Logistics Outsourcing Performance	56
		2.3. Conceptual Model and Research Hypotheses	56
	3.	Research Methodology	60
		3.1. Sample Design and Respondents	60
		3.2. Measurement Scales	61
		3.3. Results	62
	4.	Results Discussion	65
	5.	Managerial Implications	.68
	6.	Limitations and Future Research	.70
	7.	References	.72
,	8.	Appendix	.77
IV	.Re	elational Behavior in Logistics Outsourcing Relationships	. 79
	1.	Introduction	.80
	2.	Theoretical Background	.81
		2.1. The Norms Concept and Relational Behavior	.81
		2.2. Logistics Outsourcing Performance	.83
	3.	Conceptual Model and Research Hypotheses	
	4.	Research Methodology	.87
		4.1. Sample Design and Respondents	.87
		4.2. Measurement Scales	.88
		4.3. Results.	. 89
	5.	Discussion	.92
		5.1. Results Interpretation.	.92
		5.2. Managerial Implications	.94
		5.3. Limitations and Future Research	.95
	6.	References	.96
	7.	Appendix	102
v.	Fi	nal Conclusion	105

List of Figures

Figure II-1:	Conceptual Model and Hypotheses	. 26
Figure II-2:	PLS Analysis Results - Structural Model	.34
Figure III-1:	Conceptual Model	.57
Figure IV-1:	Conceptual Model	. 84
Figure IV-2:	PLS Analysis Results – Structural Model	.92