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Comparative analysis of warehouse services at Big 4 logistics companies in the world

Nguyen Xuan Quyet ¹, Nguyen Hoang Tien ^{2*}, Truong Kim Phung ³

¹⁻³ Ho Chi Minh City University of Industry and Trade, Vietnam

* Corresponding Author: Nguyen Hoang Tien

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Abstract

Big 4 logistics companies in the world play an important role in transporting and managing goods globally. In an increasingly competitive market context, warehouse management in logistics has become more important than ever, to maintain flexibility and efficiency in business operations. Not only does it ensure a stable supply, but warehouse management also plays a key role in providing quality products to customers quickly to satisfy market demand. Therefore, improving the quality of logistics work at Big 4 logistics companies becomes an important factor to maintain and expand the market share of the 4 companies. Analyze and compare logistics work at Big 4 Logistics Companies in the world. From there, propose some solutions to improve the quality of logistics work and factors affecting product quality of the Big 4 Logistics Companies in the world.

Keywords: Warehouse service, Big4, logistics, world

Introduction

Logistics is an important and seemingly indispensable position in any business operating in the field of logistics services because this is the place where goods are gathered for storage, preservation and always in good condition. ready to hand over to consumers and satisfy them with many factors such as product quality, delivery time, warehouse rental costs as well as other management support costs. (eurorack.vn)

The role of warehousing in logistics

Maintain stable inventory

Logistics serves as a storage space for the business. Maintaining a stable inventory ensures that the company always has enough products to meet customer needs, even in the most urgent situations. In situations where supply is interrupted or has unforeseen changes, a well-managed warehouse helps ensure that the business does not suffer from shortages of goods and does not negatively affect the business image. Besides, keeping inventory stable, giving customers peace of mind and the company will always be the partner of choice whenever customers have a need. (<https://eurorack.vn/vn/kho-bai-trong-logistics.html>)

Optimize the shipping process

Logistics management is a part of logistics and logistics is an indispensable element in the supply chain of every business. If they are not implemented well, businesses will suffer economic consequences as well as lose their reputation in the market. To conquer the factor of optimizing the transportation process, the company must do a good job in warehouse management to ensure that products are transported from the source of supply to the warehouse, then to the customer in an efficient manner. best. This contributes to saving time, minimizing transportation costs and maintaining a flexible supply model. Logistics warehouse management not only ensures products are delivered on time, but also ensures the correct product code, correct quantity, and the safest level throughout the transportation process. (<https://eurorack.vn/vn/kho-bai-trong-logistics.html>)

Create a better customer experience

Customers increasingly demand a better shopping experience, including on-time delivery and responsiveness to their needs.

Think about it, what would happen if a unit did not have strict warehouse management, which would lead to not being able to satisfy customers. One thing is for sure, you will be a stepping stone for customers to decide to use your competitors' products and services faster. Below we will explore logistics work at Big 4 logistics companies and propose solutions for exploitation and development to meet international integration requirements. (<https://eurorack.vn/vn/kho-bai-trong-logistics.html>)

2. Theoretical basis

Theoretical basis for logistics work Big 4 logistics companies in the world cover many aspects, including supply chain management, transportation, storage of goods and warehouse management.

Below are some important theoretical bases about the logistics work of the Big 4 logistics companies:

2.1. Supply Chain Management

The Supply Chain Management (SCM) model is the basic element, with optimizing the flow of goods from the supply source to the final consumer. This includes managing, storing and transporting goods through diverse and complex supply channels. (studocu.com)

2.2. Logistics management:

This is the process of managing and optimizing operations in logistics, including warehouse planning and management, goods flow management, storage space optimization, inventory control and goods handling process. (studocu.com)

2.3. Technology and automation

The application of information technology and automation in logistics management is key to optimizing performance. Technologies such as IoT (Internet of Things), AI (Artificial Intelligence), RFID (Radio - Frequency Identification), and smart warehouse management systems help improve logistics processes and performance. (studocu.com)

2.4. Data analytics

Use data to evaluate, predict and optimize operations in logistics. Data analytics can provide important information to manage goods flow, predict demand, optimize storage locations, and improve transportation processes. (studocu.com)

2.5. Risk management and security

The issue of goods security in logistics is also considered an important factor, from protecting goods to dealing with risks such as loss or damage during storage. storage and transportation. (studocu.com)

2.6. Standardization and sustainability

Logistics also involves compliance with international standards for safety, environmental protection and sustainability elements in their operations. (studocu.com)

The performance and success of businesses depend greatly on logistics work at Big 4 logistics companies in the world. Creativity and innovation in logistics is the way for businesses to quickly find consumer markets for their products and services, while also earning profits and capital to continue investing in logistics. Develop better projects. Businesses in the global market have their own business strategies, consistent with market developments, the nature of

products/services and their own capabilities (Tien, 2018). These strategies aim to increase and develop strongly with quality and reputation... In addition, we must also improve work efficiency, manage staff, outline a quality training system & science. Finally, there must be fair and appropriate treatment policies for employees, especially those working in logistics. It is necessary to establish a process of discovery, exploration, strict evaluation and public selection of high-quality employees in accordance with the strategy and plan of logistics work at the company.

These theoretical foundations play an important role in understanding and designing effective strategies for logistics of the Big 4 logistics companies globally.

3. Research methods

The main methods used in the thesis include: document analysis methods such as: qualitative methods to find the basic ideological content of the document, find issues related to the topic. Research and identify problems that need to be solved. Documents, articles, interviews or scientific journals related to the issue of "analyzing and comparing logistics work at big4 Logistics in the world". Because it is secondary data, there are many documents, so when researching and reading these documents, we need to filter and select the documents that are most relevant and suitable to the topic to get the documents. most accurate for the problem. Nowadays, when we hear CRM (Customer Relationship Management) mentioned, it almost always means CRM software - a tool that acts as a single repository to combine sales and marketing activities. , customer support, helping to streamline processes, policies and human resources in one platform, the CRM approach is an efficient way of working and provides us with the necessary tools to collaborate with our colleagues. business and engage customers easily. And the quantitative method "Quality of customer relationships at Big 4 Logistics in the world", based on documents and research sources of qualitative methods so that we can highlight the important roles of analysis. Comparative analysis, and answers to questions about why those companies have successes and failures. Compare and contrast method to find the most accurate documents on "comparative analysis" as well as reliable sources of information from the internet. In addition, there are also methods such as comparing research results, comparing terms, comparing the Big 4 Logistics in the world with other logistics companies to clearly see the role of analyzing data. Analyze logistics from there to come up with good solutions for Big4 to be more successful. Because clearly seeing the differences between companies and learning experiences from them will help Big 4 logistics move faster on the path of company development. And incorporate additional methods using primary data, such as using surveys so that companies can share their experiences with new and young branches. (<https://www.zoho.com/vi/crm/what-is-crm.html>)

This study uses qualitative research methods and focuses on exploiting secondary data sources. Based on previous premise research, we can provide the most basic insights about the relationship between digital transformation and green logistics practices at logistics enterprises, and then rely on analytical secondary data sources. Assess the current state of digital transformation in green logistics practices at logistics enterprises around the world. Based on the current situation, the study also introduces a number of solutions from the business side, to improve the ability to apply digital

transformation in logistics businesses around the world.

4. Research results

Comparative analysis of logistics work at Big 4 Logistics companies in the world

- DHL (abbreviation for Dalsey, Hillblom and Lynn)
- UPS
- FedEx (Federal Express)
- XPO

Alike

- All provide storage and transportation services for goods to consumers from the place of production.
- The main goal is to minimize storage and transportation costs.
- Logistics work at Big 4 Logistics companies is to plan and control the movement of goods or materials from the place of origin to the place of consumption according to requirements.
- Optimize activities performed around goods such as packaging, preserving goods, warehousing, storing transporting goods. From there, businesses will save a lot of costs to avoid "increase prices" for products, increase profits and increase competitiveness.
- Throughout the supply chain, warehouses are places to store raw materials, finished products, returned goods... and warehouses also provide information about the status, storage conditions and location of stored goods. .
- Goods are transported via 4 routes: waterway (ships, barges, boats), aviation (transport aircraft), road (container trucks, trucks) and railway. Depending on the volume and nature of the goods such as expensive, perishable goods and time requirements, businesses will choose the most appropriate and economical method of transportation.
- Transportation services need to meet regulations on freight contracts as well as other regulations on transportation services.
- All need to meet a number of terms as follows: form of delivery, pick-up/delivery location, responsibilities/obligations of the deliverer and receiver, resolving related issues if the goods are not received same as contract.
- Must ensure costs do not exceed room norms.
- Must ensure labor safety in the department's warehouse and delivery activities.
- All employees must be trained according to the approved plan.
- Improve product quality
- Ensuring goods quality throughout the storage and transportation process.
- Load and unload goods according to loading and unloading regulations.
- Drivers absolutely obey traffic laws.
- Record inventory of goods over 12 months old and request QC/PDI to re-inspect.
- 100% of goods must be inspected QC/PDI before being delivered to customers.
- Improve the efficiency of the material supply chain.
- Improve the efficiency of the material supply chain to increase the number of deliveries according to plan.
- Plan goods to the warehouse and monitor implementation results when they arise.
- Review and evaluate suppliers and sign shipping

contracts.

- Warehouse management ensures delivery on schedule, target, and type.
- Proportion of delivery of correct sales invoices/total sales invoices.
- Correctly implement warehouse management procedures and logistics processes
- Warehouse keeper and staff check goods and documents before loading onto vehicles and delivering to customers.
- Load and unload goods according to the warehouse diagram. Ensure actual inventory matches the books.
- Deviation rate between actual material value and book data.
- Reconcile monthly books.
- Update warehouse cards and import and export tables immediately.

Different

▪ DHL

Deutsche Post DHL Group is the world's largest express delivery company headquartered in Germany, present in over 200 countries with more than 600,000 employees, thousands of delivery vehicles and hundreds of warehouses. The strategy for 2025 will focus on globalization, digitalization, e-commerce and sustainability. With the goal of focusing on customers, DHL operates many different divisions to serve many different audiences such as: DHL Express, DHL Parcel, DHL eCommerce, Deutsche Post International, DHL Global Forwarding, DHL Freight and DHL Supply Chain with different products such as transportation, warehouse management or technology platform integration...

Advantages: As the world's largest express delivery company, DHL has its own very special and effective solutions for logistics.

Regarding warehouse management solutions: the company always improves efficiency and increases response speed to frequently changing needs from customers. Enterprise experts will design, deploy and operate flexible warehousing and distribution solutions, adjusted to the needs of the business. At the same time, analyze each point in the customer's supply chain to determine the most optimal solution (DHL Group).

About the company's shipping solutions that help businesses maintain high and reliable service levels, while achieving full tracking of product shipments. At the same time, the company also helps reduce transportation costs. The company's team of employees ideally combines systems, carriers and resources to meet the specific needs of customers (DHL Group).

Cons: Limited operations in the US, sometimes additional costs are incurred.

▪ UPS

UPS is now also one of the world's leading parcel delivery organizations, having transformed from a mail company in 1907 to providing packages (shipment, package) or provide specialized logistics services and professional global shipping. This company offers a number of different solutions such as UPS supply chain solutions, freight shipping services, and UPS freight brokerage. Customer-first, employee-led and driven by innovation UPS is operated by more than 495,000 employees connecting to more than 220 countries and territories on roads and railways. , air and

sea. UPS is an extremely effective solution for businesses in the fields of automobile manufacturing, industry, technology, etc. Currently, UPS provides guaranteed delivery services, on-time delivery, for businesses. shipments in the Asia-Pacific region, very fast shipping can be in just one night and from 1 to 3 days for Europe and America, using advanced DIAD technology, access to Global resources, and an integrated network of physical assets, technology and people, UPS provides a powerful competitive advantage that can help businesses find repeat customers and grow business. business. In the future, it is expected that UPS will continue to lead the industry and connect the world, with a commitment to service quality and environmental sustainability. This is also a dynamic and professional environment that promises to attract many people who want to develop and challenge themselves (ups.com).

Advantages: Being among the Big 4 Logistics companies in the world, UPS is no worse than the remaining companies in terms of logistics. The evidence is:

Regarding warehouse work: Apply and deploy smart warehouse technology, deploy leading automatic storage and retrieval systems... (ups.com)

About transportation

- Good customer service, detailed and enthusiastic advice to customers.
- Able to send many complex items, heavy and oversized items such as industrial machines, machines, compressors, statues at low cost.
- Reasonable compensation policy when problems occur during transportation.
- Applying advanced and modern technology to help track the process of bills of lading in large quantities every day.
- Airline network, transportation system distributed widely across countries around the world (US, Europe, Pacific Asia, Latin America, Canada).
- UPS provides a strong competitive advantage in the supply chain to help businesses find many sources of customers and grow their business.

Disadvantages: Cost is higher than the average.

▪ FedEx

The company is headquartered in the United States with a range of solutions such as express delivery services (Express), ground operations (Ground), freight transportation, Logistics and Office. After only 40 years since its founding, FedEx has become the world's largest air carrier and the world's fourth largest in terms of fleet size with nearly 300,000 employees and sales revenue of over 40 billion USD. The organization serves a global transportation network and provides solutions that streamline businesses' supply chains and improve efficiency, accuracy and cost savings. The company has three main international freight forwarding solutions, including ocean and air freight as well as global order logistics solutions.

One of the things that has created FedEx's remarkable growth is the diversity of its shipping and delivery services. Both are delivery but have different delivery forms and characteristics. This creates diverse services, helping users to choose the form that suits them in any country as long as FedEx is present. That's why the name FedEx has come closer to customers around the world, bringing the FedEx brand

further with its packages to become as durable and strong as it is today (Business News FedEx).

Advantages: "The world's largest air carrier", that is not a self-proclaimed title of FedEx, but it is actually a reasonable, unique and also extremely effective development process. logistics work that businesses have created in their logistics strategy. Specifically:

Regarding warehouse work

- The warehouse is located in a convenient traffic location, suitable for storing and distributing goods and materials. There is also a convenient river port system for distributing goods to provincial areas by waterway, helping to solve the current problem of road traffic congestion and ensuring goods reach customer distribution points. on time.
- Goods are insured for safety and fire protection, so customers can feel completely secure when sending goods at FedEx warehouses.
- Providing professional services:
- Export - Import management.
- Inventory.
- Distribution.
- Loading and unloading.
- Packaging.
- Goods management & Inventory reporting.
- Customs procedures.
- Tally.
- Transportation.

About transportation

- Ensure the most stability from service quality, reputation, price to delivery time.
- More reasonable prices compared to other shipping companies in the same segment.

Disadvantages: The routes are not really diverse, delivery time is quite slower than other companies in the same segment.

▪ XPO

Continuing to be a Logistics company headquartered in the United States, one of the 10 largest known transportation and Logistics service providers in the world with revenue of 9,506 million USD. XPO has a range of shipping solutions such as: domestic transport, urgent cargo, full truck delivery. -truckload), global forwarding, multimodal transport, last-mile delivery, retail delivery by truck (less – charcoal - truckload) and transportation management. In the coming years, XPO Logistics looks to expand its focus on robotics, autonomous vehicles, automated sorting systems and other advanced technologies as the supply chain continues to embrace new technology (xpo.com).

Advantages: Continuously developing to compete healthily and fairly in logistics with the remaining companies in the Big 4 Logistic. XPO increasingly affirms its position and quality of logistics services to users through the following forms:

Regarding warehouse work: The scale of the warehouse center network has been adjusted to closely align with actual needs, while some large-scale warehouses continue to demonstrate economic advantages of scale. The trend of

increasing scale on area remains unchanged (increasing shelf height, increasing number of floors...); or small scale (micro) customized delivery services are increasingly receiving more attention.

- Average annual inventory turnover: Inventory turnover represents the efficiency of goods circulation, while also reflecting purchasing power and the smoothness of the supply chain. This is an important indicator for the performance of economic sectors.
- Number of employees: The number of employees operating in the warehouse varies according to the level of automation. COVID epidemic - 19 has a major impact on human resources, while machines have replaced some positions (for example, warehouse inspectors).
- Temporary labor usage (often an indicator of the need to process increased orders during peak seasons);
- Adaptive strategy at times of high demand (peak season).

About transportation

- The company is testing new algorithms with the aim of assembling specialized trucks for LTL freight transportation.
- The linehaul bypass model improves truck and trailer efficiency by reducing stops to a single destination.
- Payload construction is through artificial intelligence modeling using AI tools and computer vision technology.
- Technology used by storage operators, ensuring domestic pallets are loaded in optimal trailers - and in the correct sequence within the trailers for maximum efficiency in the delivery process.
- Smart load technology also helps limit losses.
- The pickup and delivery optimization model led XPO to pilot proprietary AI tools that establish the sequence of each LTL pickup and delivery, adjusting routes in real time based on traffic and other impacts. This increased the number of delivery stops and pickup points per hour, improving asset utilization.
- Pricing algorithm is the fourth technology initiative that has been launched. The company is developing machine learning capabilities that predict LTL cost elasticity. This technology is designed to forecast market conditions for future days based on real-time supply and demand, as well as XPO levels and historical data. This will help improve speed and accuracy in meeting customer requirements.

Disadvantages: Less widely communicated in terms of logistics than the other 3 companies in the Big 4.

5. Conclusion and recommendations

In business, warehousing is essential in supply chain management as goods are transported from the manufacturer to the final recipient. The benefits of warehousing in the logistics sector have shown that if warehouse operations are inefficient, the entire supply chain can be immobilized; For example, shortages, delays or blockages. All logistics efforts are carried out within the scope of a warehouse, so avoid the warehouse becoming a bottleneck as this will greatly affect the success or failure of the business as a whole and the company. Big4 in particular. The purpose of warehouse management in warehouse management is to support businesses/companies in the production and transportation process. From there, improve the quality of Big4 Logistics

businesses/companies in the world. Good logistics management will help Big 4 Logistics companies operate more effectively in the world, ensuring the maintenance of existing customers as well as attracting new customers. Support Big4 Logistics companies in the world to achieve their set goals in business activities. (<https://eurorack.vn/vn/kho-bai-trong-logistics.html>)

Therefore, logistics work at Big4 Logistics in the world is considered extremely important and directly affects the business results of logistics. Plan and implement well the logistics management work. Appreciate the issue of logistics work and ensure good logistics management implementation process of Big4 companies. Understand and appreciate the important role of logistics at big4 logistics and the role of logistics management. Understand and clearly identify the advantages and disadvantages that big 4 companies are facing and methods to solve these difficulties. Good and professional vision on good logistics management of big4 companies.

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