



Service relationship, service loop and service package examined in a logistics context

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Abstract: Logistics service providers (LSP) have become one of the main players in the supply chain thanks to the quality and the price of service packages offered to the food industry. Through the concepts of service relationship, service loop and service package, this paper will identify the components of the service packages of LSPs operating in food supply chains, and then define how the production of LSP logistics services is likely to evolve. To study the characteristics of the service packages and their evolution, an empirical survey was conducted among manufacturers in the food industry in France.

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