

Motivation

- Logistics service providers (LSPs) are an **integral part** of any disaster relief operation [1]
- Specific **challenges** exist when outsourcing logistics in disaster relief
- Many aid agencies **fail to build successful** collaborative relationships with LSPs [2] [3]

Research question

What are **best practices** of aid agencies for ensuring the success of **outsourcing logistics** to commercial LSPs in disaster relief?

Approach

Delphi study with **38 experts** from aid agencies and LSPs:

- Round 1: Qualitative online survey
- Round 2: Quantitative online survey
- Round 3: Face-to-face workshop

Participants from DRC, Handicap International, ICRC, IFCR, IMC, Islamic Relief Worldwide, MSF, Oxfam, People in Need, Red Cross, UN Mission South Sudan, UNHCR, WFP, World Vision, Damco, Kühne+Nagel and seven other organizations

Result: twelve best practices recommended by experts



Scale: 1 – Not important | 2 – Somewhat important | 3 – Important | 4 – Very important