

# **ABSTRACT OF PAPER**

DISSEMINATION LEVEL: PUBLIC

TITLE: PERFORMANCE MEASURES AND METRICS FOR A HYBRID ON

**DEMAND TRUCK-TRAILER CONFIGURATION: AN END USER** 

**PERSPECTIVE** 

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#### Title:

Performance measures and metrics for a hybrid on demand truck-trailer configuration: an end user perspective

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**Abstract:** (Your abstract must use **Normal style** and must fit in this box. Your abstract should be no longer than 300 words. The box will 'expand' over 2 pages as you add text/diagrams into it.)

Increasing oil prices affect the financial health of companies whose logistic systems heavily rely on road freight and this in turn affects the road-transport service providers as customers move from road to rail or other multi-modal configurations in order to cut fuel price and consumption. The work aims to define a set of carefully formulated key performance indicators and metrics for evaluating the needs and expectations of the industry, primarily the road-transport service companies and end users (shippers) with respect to hybrid-on-demand truck-trailer configurations for improving the competitiveness and sustainability of the transport system and transport efficiency which is in line with European Commissions targets for reducing the consumption of fossil energy resources, increasing transport - and fuel efficiency as highlighted in one of the key objectives of the 2011 Transport Policy White Paper. The question is whether traditional performance measures can be used and out of them which ones should be given priority for measuring the performance of the new truck system. This research is based on extensive literature survey, brainstorming workshops organized for reported case experiences with the end-users group, telephonic interviews and supplementary questionnaires that were aligned with the principle of Kano model analysis, co-joint analysis, and decision-matrix method in order to identify the dimension on which an indicator may exert its impact. The selected performance indicators will be applied in an actual research for defining/tuning the test case scenarios and assessment for the proposed future truck-trailer configuration with the existing system.

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