



# Fundamentals of Logistics Management

By David Grant, Douglas M. Lambert, James R. Stock, Lisa M. Ellram

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### **About the Author**

David B Grant, PhD is Professor in Logistics and Deputy Academic Director at the University of Hull Logistics Institute, Kingston upon Hull, UK. He has previously lectured at Calgary, Lethbridge, Edinburgh and Heriot-Watt Universities. Professor Grant holds BComm and MBA degrees from the University of Calgary and MSc by Research (with Distinction) and PhD degrees from the University of Edinburgh. His doctoral thesis investigated customer service, satisfaction and service quality in food processing logistics and was awarded the James Cooper Memorial Cup PhD Award by the UK Chartered Institute of Logistics and Transport. Professor Grant's logistics and supply chain management research interests focus on customer service and satisfaction, service quality, relationships, the integration of logistics and marketing, services marketing, research methodologies and techniques, and SME logistics. He has published over 70 papers in refereed academic journals, conference proceedings and books and his business experience includes corporate banking, retailing, and financial and marketing consulting. Professor Grant is a member of the Council of Supply Chain Management Professionals, the UK Logistics Research Network, and the Nordic logistics research group NOFOMA. He is also a member of the UK Higher Education Academy and holds a Professional Certificate in University Teaching from the University of Edinburgh. James R Stock teaches at the University of Southern Florida. Douglas M Lambert teaches at Ohio State University. Lisa M Ellram teaches at Arizona State University.

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