CONTENTS

List of figures and tables xi
List of contributors xii

Introduction 1
Peter Tatham and Martin Christopher

01 An improvement process for process improvement: quality and accountability in humanitarian logistics 19
Paul Larson

Abstract 19
Humanitarian logistics 20
Process management 22
The need for standards 23
Standards in humanitarian relief 25
Issues about standards 30
A process for process improvement 31
Summary 33
References 34
Appendices 36

02 Impacts of funding systems on humanitarian operations 41
Tina Wakolbinger and Fuminori Toyasaki

Abstract 41
Introduction 41
Structure of funding systems 42
Impacts of financial flows on disaster response 44
Incentives provided by donors 48
Summary and recommendations 51
Acknowledgement 53
References 53

03 Information technology in humanitarian supply chains 57
Martijn Blansjaar and Fraser Stephens

Abstract 57
Introduction 57
HELIOS in Oxfam 59
HELIOS in the sector 66
Meeting the challenge 73
Conclusion/need for further research 75
References 76

04 Cracking the humanitarian logistic coordination challenge: some pointers from the International Search and Rescue Advisory Group and the Foreign Medical Teams 77
Peter Tatham and Karen Spens

Abstract 77
Introduction 78
INSARAG 79
Foreign Medical Teams 83
The humanitarian logistic challenge 84
The challenges of applying the INSARAG/FMT model to HL 85
Summary 92
References 93

05 Humanitarian logistics and the cluster approach: global shifts and the US perspective 97
Nezih Altay and Melissa Labonte

Abstract 97
Introduction 98
Background 99
Change afoot – the cluster approach and implications for humanitarian logistics 102
Business as usual or...? 104
US perspectives on humanitarian logistics, the CA and the LC 107
Conclusion 110
Notes 112
References 112

06 The increasing importance of services in humanitarian logistics 115
Graham Heaslip

Abstract 115
Introduction 115
Background to service operations 116
Servitization in humanitarian logistics 117
Service developments in humanitarian logistics 118
Research opportunities in applying services management theory to HL 121
Concluding remarks 125
References 125

07 The 2004 Thailand tsunami and the April 2012 tsunami warning: were lessons learned? 129
Stephen Pettit, Anthony Beresford, Michael Whiting, Ruth Banomyong and Sylvie Beresford

Abstract 129
Introduction 130
What happened on 26 December 2004? 131
Hazard event response in Thailand 133
11 April 2012 case event 137
Emergency response: a field survey 144
Conclusions 145
References 148

08 The journey to humanitarian supply network management: an African perspective 151
Paul Buatsi and Charles Mbohwa

Abstract 151
Types of disasters 152
Critical success factors in the context of humanitarian aid supply chains 158
Disaster risk management and contingency planning in Africa 159
Institutional frameworks and policies 161
Multiplicity of actors: the critical roles of inter-agency communication, collaboration and coordination 162
The role of technology in humanitarian logistics in Africa 163

Human capacity building for disaster risk management in Africa 165
Challenges of humanitarian logistics in Africa 167
Conclusion 168
Acknowledgement 169
References 169

09 Emergency preparedness: experience of international humanitarian organizations in Southeast Asia 175
Qing Lu, Mark Goh and Robert de Souza

Abstract 175
Introduction 176
Literature review and research gaps 177
Research methodology 179
Results 180
Conclusion 186
References 187

10 Humanitarian logistics professionalism 189
David Moore, Dorothea Carvalho and David Taylor

Abstract 189
Context and background 189
Challenges of, and for, humanitarian logistics 191
Professionalism 195
Professionalism in humanitarian logistics practice 201
Gaining knowledge: the basis of professionalism in humanitarian logistics 203
Professionalism: a cross-sector approach 206
Professionalism: the response for, and of, humanitarian logistics 207
Summary 211
Conclusion 212
References 213

11 What next for humanitarian logistics? 215
George Fenton, Mike Goodhand and Rebecca Vince

Abstract 215
Introduction 215
The right product 216
The right cost 219

The right place 220
The right time 223
The 'hybrid logistician' 226
Notes 232
References 233

12 The impossible interface? Combining humanitarian logistics and military supply chain capabilities 235

Jersey Seipel and Graham Heaslip

Abstract 235
Introduction 236
Humanitarian and military logistics 237
Humanitarian principles and ideology 239
A strategic-level decision 241
Military involvement in disaster relief phases 242
Preparation 242
Immediate response 243
Reconstruction 243
Collaboration 244
The joint logistics and supply chain interface: function defines form? 245
Recommendations 251
Conclusion 253
References 254

13 Disaster agencies and military forces: not such strange bedfellows after all! 257

Tim Cross

Abstract 257
Introduction 258
From cold to hot wars: the growth in humanitarian operations/complex emergencies 259
The turning point 260
The players and their roles 260
The good, the bad and the ugly 262
Accept these realities – and move on 266
There is more to this than war-fighting and military victories 268
Both sides need each other 269
So what? The need for a widely understood doctrine 270
The example of logistic supply chains 271
The time for change is now 272
References 273

14 Where next? The future of humanitarian logistics 275
Gyöngyi Kovács

Abstract 275
Introduction 275
Looking back to looking forward: steps since the first edition 276
Where next? 279
Concluding remarks 282
Acknowledgements 283
References 283

Index 287