

CONTENTS

Challenges of Urban Deliveries in the Wholesale Trade: A Comprehensive Analysis of Policy-makers' Sustainable Strategies	1
Stéphane Sirjean, Christian Morel and Gilles Paché	
Using Key Supplier Relationship Management to Enable Supply Chain Risk Management in the Automotive Industry	14
Ludovic Eber, Diego Vega and David B. Grant	
An Exploratory Study of the Strategic Use of 3PLs for Cost Reduction and Customer Satisfaction in the Oil and Gas Industry: Nigerian Firms' Experience	27
Paul Thompson, Chukwunke Okorie and Khaled EL Sakty	
Improving Quality and Agent's Performance in Bangkok Call Centres	43
Aruna Chawla and Srobol Smutkupt	
Managing Hazardous Waste of Chemical Inventory: A Case Study of Textile Manufacturer in Thailand	50
Ravi Raj Singh and Vilasinee Srisarkun	