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An Analysis of Critical Success Factors for the Logistics Industry in the Philippines

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Abstract: The Philippines with her 7,100 islands and several natural harbors considers shipping & logistics as vital elements in achieving socio-economic progress. The demand to improve logistics is increasing as the country experiences booming economy and consequential pressure on supply chain capabilities and infrastructure, especially in the capital Manila. To achieve competitive advantage across Asia, logistic companies should know the critical success factors (CSFs) for the logistics industry in the Philippines in achieving supply chain process excellence. This paper aims at closing research gap with respect to the critical factors that could possibly influence the success of logistics industry in the Philippines via Delphi methodology. A qualitative and quantitative study was conducted from the logistic experts in the Philippines as well as other Asian countries. The results of this research will serve as an important basis in designing a long-term strategy development for the future scenarios and sustainability of the industry.

Keywords: Critical Success Factors, Logistics, Supply Chain