ABSTRACT

In collaboration with Hangzhou Dianzi University's Smart City Research Institute and its Director, Professor Zhou Houpan, our team developed a set of recommendations for e-commerce warehousing companies. These recommendations serve to improve the way warehousing companies can use information and communication technology to improve their operations. Through in-person visits, interviews, and observations, our team collected data on a Chinese e-commerce warehouse company. We developed our recommendations by benchmarking against a global set of companies. Our recommendations address current warehouse practices and the ways we anticipate they will evolve as information and communication technology proliferates through the industry.