

Unit 1



Logistics Management

Logistics refers to the movement of material goods, people or energy from a point of origin to the consumer. Logistics management involves optimizing every link in the supply chain to ensure goods reach consumers in an efficient and timely manner. It begins at the production facility or warehouse and ends at the point of sale.

The term "logistics" has military origins, initially referring to the methods an army used to get men, ammunition and supplies to the battlefield. The term has evolved to cover the organized movement, often of materials, in the business world. There are several components to logistics management, because it covers a business's entire supply chain.

Transportation logistics is the most commonly addressed component in supply chain management. How a company transports goods from one location to another can have a strong impact on the business's overall performance. In many cases, this part of the supply chain is contracted to a third party that specializes in transportation. This helps a business to manage seasonal and market demand changes, minimizing the need to hire and lay off workers based on business cycles.

However, transportation is only one piece of logistics. There are five main areas in the supply chain governed by logistics management. They are supply, transportation, warehousing, order fulfillment and customer service.

Supply

Supply deals with the ability to secure the goods or raw materials that will eventually be sold to the customer as a finished product. Maintaining appropriate supply requires demand forecasting and understanding the minimum production requirements





to turn a profit. Buyers in a purchasing department are responsible for locating the appropriate goods or raw materials for the best price available and having those goods on hand when they are needed.

Companies must be aware of seasonal and market trends to predict the supply that will be needed and to then manage raw materials for production or goods from vendors to meet the demand. For manufacturers, this part of the supply chain can be complex. They may have several vendors on hand to ensure they are always able to locate the raw materials needed. They must be aware of lag times for the raw materials to reach them. If a raw material takes three months to secure from the date of order, then the business must have at least a three-month supply on hand. Supplies must be regularly counted and monitored, especially for vital or difficult to procure materials.

Transportation

Transportation logistics apply not only to getting raw materials and goods to the warehouse, but also to supply retail locations. In some cases, the sales force carries the goods with them in a route to different retail outlets, as with snacks and beverages. In other cases, major retailers receive shipments of goods from the warehouse.

Where transportation takes freight across state lines or country borders, logistics management must address compliance with regulations both local, federal and international. Improperly registered vehicles or failure to meet Department of Transportation regulations can seriously hamper a business's ability to transport goods when they are needed. Such delays create additional expenses as third parties must be hired to get goods where they are needed on time. This is another reason why companies often outsource transportation logistics.

Warehousing

There are many different ways to manage storage of goods and raw materials. Manufacturers will often have a plant with raw materials on hand and a warehouse nearby where additional materials can be secured when needed. Some businesses have central warehouses that feed smaller local warehouses. These are often placed strategically throughout the country to take advantage of shipping routes from major cities. In some cases, companies even bypass warehousing altogether by using cross docking.

Cross docking is a method of moving products from the point of origin or manufacture

directly to the consumer. There may be some minor handling or packaging in between, but warehousing is eliminated. This method reduces the cost of shipping and handling for businesses while eliminating storage costs.

Efficient picking and packaging rely heavily on the logistics management of the warehouse. The slotting profile, or arrangement of stored goods, can have a great impact on how safely and how quickly workers can pick orders and pack them. Items that frequently come in and out of the warehouse should be easy to access and have sufficient space to store a large quantity. Less frequently ordered goods are best stored in less accessible locations.

How and when stock is received, unloaded and replenished will influence the speed and efficiency of order fulfillment. This is where technology plays to greatest role. By using software and communications technology, warehouses can pick orders more quickly with few errors.

©Customer Service

The final component in logistics management has to do with keeping the customer satisfied. Order must be processed swiftly and delivered on time, in good condition. Systems must be in place to ensure customers can get information about the status of the order while it is in transit. The shipping system used by the business plays a major role in ensuring timely and accurate information to customers about their orders.

In addition, logistics management must have methods in place to handle returns and defective merchandise. Such problems in the supply chain must be investigated and resolved to ensure customer satisfaction and a reduced level of return merchandise in the future.

• Logistics Integration

Modern businesses are learning to integrate logistics so that considerations for all aspects are considered in an overall strategy. Traditionally, logistics management focused on production, operating independently from marketing and sales. The production department focused primarily on efficiency and high output without regard to distribution chains or market trends. Sales departments did what they could to sell as much product as possible, without consideration of the raw materials supply or time lag for manufacturing. Marketers sought to maximize customer service and profit without considering transportation logistics or distribution chains.



By integrating logistics along every point in the supply chain, businesses leverage the efficiencies of all aspects of its business to maximize profits and customer satisfaction.

	New Words	
logistics/ləuˈdʒistiks/	n.	物流
optimize/'aptamaiz/	vi.	优化
	vt.	使完美,使完善
warehouse/'wɛəhaus/	n.	仓库,货栈
	vt.	储入仓库
military/'militəri/	n.	军队
	<i>a</i> .	军事的,军人的
ammunition/æmju'niʃən/	n.	弹药,军火
evolve/i'vɔlv/	vi.	进展,进化,展开
	vt.	使发展,使进化
$transportation/trænsportei {\it J}en/$	n.	运输,输送,交通业
transport/træns port/	n.	传送器,运输
	vt.	传送,运输
minimize/'minimaiz/	v_{ullet}	最小化
	vt.	将减到最少
fulfillment/fulfilment/	n.	履行,实现,完成
profit/'profit/	n.	利润,利益
	vi.	获利,赚钱
	vt.	有益于
available/əˈveiləbl/	<i>a</i> .	可用的,可利用的
vendor/'vendə/	n.	卖主
manufacturer/mænjuˈfæktʃərə/	n.	制造商,制造厂
count/kaunt/	vt.	计数;认为
monitor/monite/	v_{ullet}	监视,监督
procure/prəˈkjuə/	vt.	获得,取得
retail/ˈriːteil/	n.	零售
	a.	零售的
	v.	零售

outlet/'autlet/	n.	出售某种产品的商店
snack/snæk/	n.	小吃,点心,快餐
beverage/'bevəridʒ/	n.	饮料
compliance/kəm'plaiəns/	n.	顺从,按照,一致
hamper/'hæpə/	vt.	阻碍,妨碍
docking/'dokiŋ/	n.	人坞
eliminate/i'limineit/	vt.	除去,消除
replenish/ri'pleniʃ/	vt.	重新补足,再装满
	vi.	再装满,充满
merchandise/'mətʃəndaiz/	n.	商品,货物
leverage/'levəridʒ/	vt.	促使改变
	n.	杠杆作用,杠杆装置

Phrases and Expressions				
logistics management	物流管理			
supply chain	供货链			
business cycles	业务循环			
turn a profit	扭亏为盈			
lay off	辞退			
be aware of	意识到			
lag times	滞后时间			
transportation logistics	运输物流			
cross docking	交叉对接			
communications technology	通信技术			
customer service	客户服务			
distribution chains	分销链			

Exercises

- 1. Answer the following questions.
 - (1) What is the logistics according to this passage?





- (2) What is the transportation logistics in this passage?
- (3) How can we understand the important role of warehousing in the logistics system?
- (4) How can logistics deal with problems with the customers?
- (5) What factors affect the process of logistics integration?
- (6) What are five main areas in the supply chain governed by logistics management?
- 2. Translate the following into Chinese.
 - (1) the movement of material goods
 - (2) a business's entire supply chain
 - (3) logistics management
 - (4) the minimum production requirements
 - (5) take advantage of shipping routes
 - (6) shipping and handling for businesses
 - (7) distribution chains or market trends
 - (8) maximize customer service and profit
- 3. Translate the following into English.
 - (1)结束于销售点
 - (3)订单履行
 - (5)小吃和饮料
 - (7)物流一体化

- (2)基于商业周期
- (4)扭亏为盈
- (6)技术发挥最大作用的地方所在
- (8)实现利润最大化
- 4. Translate the following sentences into Chinese.
 - (1) Logistics management involves optimizing every link in the supply chain to ensure goods reach consumers in an efficient and timely manner. It begins at the production facility or warehouse and ends at the point of sale.
 - (2) However, transportation is only one piece of logistics. There are five main areas in the supply chain governed by logistics management. They are supply, transportation, warehousing, order fulfillment and customer service.
 - (3) In some cases, the sales force carries the goods with them in a route to different retail outlets, as with snacks and beverages. In other cases, major retailers receive shipments of goods from the warehouse.
 - (4) Cross docking is a method of moving products from the point of origin or manufacture directly to the consumer. There may be some minor handling or packaging in between, but warehousing is eliminated. This method reduces the cost of shipping and handling for

businesses while eliminating storage costs.

(5) In addition, logistics management must have methods in place to handle returns and defective merchandise. Such problems in the supply chain must be investigated and resolved to ensure customer satisfaction and a reduced level of return merchandise in the future.

5. Fill in the blanks with	the information given in t	he text.
(1)	is the most commonl	y addressed component in supply chain
management.		
(2) Transportation log	gistics apply not only to g	getting raw materials and goods to the
warehouse, but als	o to	
(3)	is a method of movir	ng products from the point of origin or
manufacture directl	y to the consumer.	
(4) The slotting profit	le, or	, can have a great impact on how
safely and how quid	ckly workers can pick orde	ers and pack them.
(5)Traditionally, logis	stics management focused	on production, operating independently
from marketing and	d sales	focused primarily on efficiency and
high output withou	t regard to distribution ch	ains or market trends.

Translating skills(1)

广告英语的翻译 (Advertising Translation)

在翻译广告英语时,充分了解其文体特征的同时,还要考虑到语言文化上的差异、修辞手法及语言变异等现象,力求使译出的广告达到预期的社会效应。

1. 注重文化差异

中西方文化无论是在心理、审美还是在风俗习惯等方面都有较大差别,所以,我们在翻译广告英语时一定要重视语言文化的差异。众所周知,"白象"牌干电池一度畅销全国,出口时翻译成"white elephant",在英语中还意为"无用而累赘的东西"。这个广告译文在英美市场带来的后果就可想而知了。

2. 善用修辞手法

修辞可以使语言表达准确、生动,也可强化表达内容。从某种程度上说,借助修辞,可以提高广告的感染力,达到打动消费者的目的,因此,在广告英语中修辞的应用比比皆是。比如, Moms depend on Kool-Aid like kids depend on moms. 妈妈依赖 Kool-Aid,就像孩子依赖妈妈。



这里的明喻,使用 moms, kids 这些生活气息甚浓厚的词语,使得该产品颇具亲切感。

3. 翻译形式多样化

(1) 直译

直述式的广告,在翻译时尽量不要改变原文原句的风格与句式,如 Make dreams come true. 让梦想成真(迪斯尼乐园)。Take TOSHIBA, take the world. 拥有东芝,拥有世界(东芝电子),以上两则直译把产品广告的意图淋漓尽致地表达了出来,达到了广告原创的目的。

(2)意译

所谓意译,对原文进行意义的挖掘、引申或扩展,有时出于表达习惯的需要,也会使用工整对仗的句式,朗朗上口且意义深刻。Good to the last drop. 滴滴香浓,意犹未尽(麦斯威尔咖啡)。Intelligence everywhere,智慧演绎,无处不在(摩托罗拉手机)。从上述例子可以看出,译者很恰当地表达了产品的特性,而直译的效果就远不能及。

参考译文 物流管理的定义

物流是指物质产品从起源地到消费者的流动过程。物流管理涉及优化供应链中的每一个环节,以确保货物高效及时地到达消费者。它始于生产工厂或仓库和结束于销售点。

"物流"一词来源于军事的专有名词,最初指的是军队向战场输送兵力、弹药和物资的方法。这一词已演变为物资的有组织运动,这种物资往往是商业领域中的材料。物流管理包括几个组成,因此它涵盖了一个企业的整个供应链。

运输物流在供应链管理过程中是最常用的组成部分。一家公司如何把货物从一个位置运输到另一个位置对整个业务环节有重大影响。在许多情况下,这部分的供应链是承包给专业从事交通运输的第三方,这有助于一个企业管理的季节性和市场需求变化,基于商业周期,最大限度地减少需要雇用和裁员的人。

然而,交通只是物流的一部分。供应链物流 管理共有五个主要领域,他们是供应、运输、仓储、 订单履行和客户服务。

供应

供应是指确保把被看做是最终成品的商品或

原材料销售给客户的交易。维持适当的供应需要 作需求预测和了解扭亏为盈的最低生产要求。在 采购部门负责采购的买主的职责是以最好的价格 找到合适的商品或原材料,保证在需要时买到这 些商品。

企业必须认识到季节性和市场趋势的预测, 将需求的供应和生产原料从供应商那里设法得来,以满足需求。对于厂家来说,这部分的供应链可能很复杂。他们手头上有几个供应商,以确保他们总是能够找到所需要的原材料。他们必须考虑到原料到货的滞后时间。如果从下单之日起,运送原料需要花费3个月的时间,那么企业必须手头上有至少3个月的供应量。供给情况必须定期计算和监测,特别是对那些重要的或难以购买的原材料。

交诵运输

运输物流不仅应用于把原料和货物输送至仓库的过程,而且还适用于提供零售网点。在某些情况下,销售人员按照一定的路线自己带货物进入不同的零售店铺,如小吃和饮料。还有些情况下,主要零售商从仓库发出货品。



跨州或跨国的货运交通、物流管理,必须遵守 当地、联邦州政府和国家的法律法规。车辆注册 不当或不符合运输法规会严重阻碍业务的运输能 力,尤其是当他们需要这种货品时。这种延误增 加了额外的开支,因为他们必须聘请第三方拿到 货。这是为什么企业往往选择运输物流外包的另 一个原因。

仓储

用许多不同的方法来管理存储货物和原材料。制造商往往有一个在附近的原料供应厂和一个仓库以保证在需要时得到这些原料。一些企业甚至有一些满足规模较小的本地仓库的中央仓库。它们常常利用主要城市的航线优势被战略性地安排在国家的重要位置。在某些情况下,公司甚至绕过仓储完全使用交叉对接。

交叉对接是一个从起点移动产品的方法,直接面向消费者或制造商。这之间可能有一些轻微的处理和包装,但仓库这一环节被省略掉。此方法可减少航运和业务处理的费用,同时消除了存储的成本。

高效的分拣和包装在很大程度上依赖于仓库物流管理。货物归档资料,或仓储货物的整理情况对工人们安全而又快速地处理订单并包装有很大的影响。出入仓库频繁的货品应该放置在容易找到的地方,并留有足够的空间来存储这些量大的货品。不常被订购的商品,可存放在较不方便取的位置。

如何和何时收到、卸载和补充存货会影响订 单履行的速度和效率。这是技术发挥最大作用的 地方所在。通过使用软件和通信技术,仓库几乎 可更快捷地、准确无误地接订单。

客户服务

物流管理的最终组成部分,与保持客户满意有关。在良好的条件下必须迅速处理订单和交付时间。系统必须到位,以确保客户在货品交接过程中可以得到有关订单状态的信息。企业所使用的运输系统在保证客户及时和准确地得到货品订单的过程中起着一个重要的作用。

此外,物流管理必须用到位的方法来处理退回和有缺陷的商品。在供应链中存在的这些问题,必须予以追究和解决,以确保客户的满意度和减少未来商品的退回率。

物流一体化

现代企业基于总体战略从各个方面考虑学习物流一体化。传统上,物流管理从市场到销售,重点放在生产和独立运营上。生产部门主要集中在高效和高产上,没有考虑到分销链或市场趋势。销售部门竭尽所能卖出尽可能多的产品,不考虑原材料的供应或制造时间的滞后。营销人员寻求客户服务和利润最大化,而不考虑运输物流或分销链。

通过对供应链中的每一环节进行整合物流, 企业充分利用其业务的各个方面的效率,实现利 润最大化和使客户满意。

● 参考答案

- 1. Answer the following questions.
 - (1) Logistics refers to the movement of material goods, people or energy from a point of origin to the consumer.
 - (2) Transportation logistics is the most commonly addressed component in supply chain



management.

- (3) There are many different ways to manage storage of goods and raw materials. Manufacturers will often have a plant with raw materials on hand and a warehouse nearby where additional materials can be secured when needed. Some businesses have central warehouses that feed smaller local warehouses. These are often placed strategically throughout the country to take advantage of shipping routes from major cities.
- (4) The final component in logistics management has to do with keeping the customer satisfied. Order must be processed swiftly and delivered on time, in good condition. Systems must be in place to ensure customers can get information about the status of the order while it is in transit.
- (5) Modern businesses are learning to integrate logistics so that considerations for all aspects are considered in an overall strategy. Traditionally, logistics management focused on production, operating independently from marketing and sales. The production department focused primarily on efficiency and high output without regard to distribution chains or market trends. Sales departments did what they could to sell as much product as possible, without consideration of the raw materials supply or time lag for manufacturing.
- (6) They are supply, transportation, warehousing, order fulfillment and customer service.
- 2. Translate the following into Chinese.
 - (1)物质产品的流动
 - (3)物流管理
 - (5)采用航运路线
 - (7)分销渠道或市场趋势
- 3. Translate the following into English.
 - (1) ends at the point of sale

 - (3) order fulfillment
 - (5) snacks and beverages
 - (7) integrate logistics

- (2)商业的整条供应链
- (4)最小产品需求
- (6) 航运和业务处理
- (8)优化客户服务和最大化业务
- (2) based on business cycles
- (4) turn a profit
- (6) where technology plays to greatest role
- (8) maximize profits
- 4. Translate the following sentences into Chinese.
 - (1)物流管理涉及优化供应链中的每一个环节,以确保货物高效及时地到达消费者。它始 于生产工厂或仓库和结束于销售点。
 - (2)然而,交通只是物流的一部分。供应链物流管理共有五个主要领域,他们是供应、运



输、仓储、订单履行和客户服务。

- (3)在某些情况下,销售人员按照一定的路线自己带货物进入不同的零售店铺,如小吃和饮料。还有些情况下,主要零售商从仓库发出的货品。
- (4)交叉对接是一个从起点移动产品的方法,直接面向消费者或制造商。这之间可能有一些轻微的处理和包装,但仓库一环节被省略掉。此方法可减少航运和业务处理的费用,同时消除了存储的成本。
- (5)此外,物流管理必须用到位的方法来处理退回和有缺陷的商品。在供应链中的这些问题,必须予以追究和解决,以确保客户的满意度和减少未来商品的退回率。
- 5. Fill in the blanks with the information given in the text.
 - (1) Transportation logistics

(2) supply retail locations

(3) Cross docking

(4) arrangement of stored goods

(5) logistics management



Warehouse Management

Running a warehouse is not as simple as having a place to keep stock. Warehouse management is vital to ensure you to maximize profits in your business. It involves managing your facility, stock, technology and employees so that things run smoothly, and more importantly, profitably.

Facility Management

Housekeeping is not just for homes. The environment in your warehouse reflects your expectations from vendors and workers. A sloppy warehouse in disrepair shows the business does not really care how efficiently or safely the work is done. As a result, workers cut corners and do as little as possible to walk away with a paycheck. After all, if the person with the greatest stake in the business does not care, why should they?

Even older warehouses can be kept in good working order and neatened up. You should have workers responsible for cleaning up at shift changes and be certain the building is in sound working condition. Visual reminders to employees about cleanliness and



safety help to show them you care about running a safe and efficient operation. Experienced businessmen will tell you that no sloppy warehouse has efficient and motivated workers and no bright, clean operation tolerates sloppy workers.

Slotting Optimization

The places you choose to store stock within the warehouse makes a huge different in picking time, accuracy and safety. By creating a picking or slotting profile in your warehouse, you can ensure efficient operations and give your business the ability to easily adapt to market trends in ordering. If your slots are too small, you will be replacing stock more frequently than necessary. Too large, and you will waste space and making your workers travel farther to pick orders.

When planning your picking profile, first consider the items that come in and out of your warehouse the fastest. Ensure you have allocated slots for these items that make receiving, picking and shipping faster. Obviously, the slots must be set up in a way that maximizes your ability to store and move such items in relation to their size and weight. They should be easy to access with all necessary worker safety gear nearby.

When initiated from the beginning, slotting helps your business to evolve as it grows. You can set up the appropriate hardware and shelving in advance. Otherwise, you may need to set aside time to reorganize your warehouse and invest in new storage solutions. Clearly, this is not the best option for your business, so get it right from the beginning if at all possible.

There is software available that uses the science of product slotting to help you get the most from your warehouse space. By using the measurements of a product and its order frequency, you can calculate the best locations in your warehouse. The software calculates and compares storage combinations until you come up with the optimal layout for your warehouse space. You can then change input in comparison with market trends to reconfigure as necessary.

● Taking Advantage of Technology

In the old days, warehouses were run through individual order and picking slips that were sorted by hand. One worker would highlight items and makes notes for the picker, which would then be used to locate and pack orders. This method took an enormous amount of energy and employee resources, creating a bottle neck in operations.

The modern warehouse uses various technologies for optimizing efficiency. This

can be as simple as ensuring a computerized picking system or as complicated as using robotic means to pick orders. Many companies now use voice systems to direct warehouse floor employees in all activities including equipment checks and order picking.

Technology benefits the warehouse and the entire business by improving speed and accuracy. Voice technology is the latest trend in warehouse management, focused on keeping workers safe and productive. Voice technology allows order pickers to work hands free. Instead of holding a piece of paper in one hand and driving a fork lift with the other, workers are able to keep both eyes on the warehouse floor, dramatically reducing warehouse traffic accidents.

Some warehouses have doubled efficiency by using this technology. Not only does this technology direct employee activities, it tracks inventory, eliminating the need for barcodes and scanning. Not only are the workers more productive, they are happier, resulting in a 50% reduction in turnover. In the future, voice technology will direct stowage and replenishment as well. It may even be used in cycle counting, receiving and yard management.

●Labor Management

To keep things running smoothly, you must have the right employees for the job. An effective warehouse supervisor is needed to coordinate receiving, stowage, picking and shipping. There is a fine line to walk in balancing speed and efficiency with worker safety. Injuries damage morale and the company's bottom line. It is not enough to keep employees safe, they must also be kept happy to prevent turnover.

Supervisors must also understand the aspects of your operation dealing with point of sale and supplier relations. Otherwise, they will not be able to initiate procedures in the warehouse that can benefit other aspects of your business. Good customer service starts at the warehouse, making your warehouse supervisor an important foundation to successful business relations with your customers.

The supervisor must know his subordinates jobs as well. He must be able to do all tasks that other employees perform so that he can train new employees and optimize operations for long standing employees. It is important that your supervisors are provided with structured training materials, manuals and software to teach proper safety and handling procedures to workers. Informal on the job training is more costly to efficiency and safety in the long run.



Instituting a long-term training and development program for both supervisors and subordinates allows businesses to reduce turnover. Employees trained under such programs are more satisfied, capable and efficient. Developing such a program will pay for itself in lower turnover, higher productivity and fewer work injuries.

The warehouse is like the human heart, taking in products and pumping them to where they are needed. When warehouse productivity slips, the entire organization is effected. By paying attention to the facility itself, the contents in it and the people running the operation, you will ensure the life of your business continues to thrive.

	New Word	ds
ensure/in'∫uə/	vt.	保证,确保
maximize/'mæksimaiz/	vt.	最大化,取最大值
sloppy/'slopi/	<i>a</i> .	衣着不整的,邋遢的;草率的,
		粗心的,做事马虎的
stake/steik/	n.	重大利益;股份
paycheck/'peit∫əek/	n.	薪水支票,工资
disrepair/disri'pɛə/	n.	失修,破损
neaten/'nirtən/	vt.	整理,整顿
initiate/i'ni∫ieit/	vt.	开始,创始
shelve/felv/	v_{ullet}	放在架子上
calculate/'kælkjuleit/	v_{ullet}	计算,估计
optimal/'optəməl/	<i>a</i> .	最理想的,最佳的
reconfigure/ri:kənˈfigə/	v_{ullet}	重新装配,改装
highlight/'hailait/	vt.	强调,加亮,使显得重要
robotic/rəuˈbɔtik/	<i>a</i> .	机器人的,像机器人的
eliminate/i'limineit/	v_{ullet}	除去,剔除,忽略,淘汰
$replenishment/ri'pleni {\tt \lceil} m \texttt{-} nt/$	n.	补充,再装满
stowage/'stəuidʒ/	n.	装载,储存处
shipping/'ʃipiŋ/	n.	船运,发货,运输
supervisor/'sju:pəvaizə/	n.	监督者,监视者,监察者
subordinate/sə'bə:dnət/	n.	属下,附属物
thrive/\thetaraiv/	vi.	兴旺,繁荣,茁壮成长