

# The New Normal of Logistics

Blue Yonder survey finds logistics executives investing in AI/ML to address disruptions, e-commerce and labor shortages

## Continuing Pandemic Shifts

38%

of logistics executives say maintaining and optimizing convenient fulfillment options is a top priority

59%

of logistics executives plan to offer flexible delivery windows for online orders

71%

of logistics executives in consumer manufacturing plan to offer flexible delivery windows for online orders

## Logistics Technology Investment

48%

of logistics executives plan to implement and/or enhance their warehouse management systems (WMS) and cloud infrastructure in the next 12 months.

Logistics executives also plan to implement/enhance plans with the following:

42%

artificial intelligence and/or machine learning

42%

sales and operations planning and/or sales and operations execution

41%

transportation management systems

## Reinstating Sustainability Efforts

54%

of logistics executives paused their sustainability initiatives due to the pandemic. Of those who paused, 80% fully or partially reinstated them, and 20% have not reinstated them at all.

For logistics executives who plan to enhance sustainability:



57%

are seeking out more sustainable upstream operations (materials sourcing, suppliers and manufacturing)



65%

of those in discrete manufacturing (industrial and automotive) plan to seek out more sustainable upstream operations (materials sourcing, suppliers and manufacturing)



50%

are implementing eco-friendly packaging options

## How Logistics Executives are Responding to Labor Market

40%

are being more lenient on specific job/industry experience requirements

54%

plan to invest in workforce management technologies

51%

plan to invest in enhanced workforce training procedures

48%

plan to offer more flexible scheduling options