



SMART CITY LOGISTICS AND URBAN DISTRIBUTION STRATEGY TRAINING COURSE

28 DEC 2026 - 01 JAN 2027

KUALA LUMPUR

5200 € (PER PERSON)

REF: #LOG9772_196272



COURSE INTRODUCTION / OVERVIEW:

The rapid expansion of urban centers presents unprecedented challenges for logistics and supply chain management. Congestion, environmental concerns, and the rising expectations of consumers for instant delivery are pushing traditional distribution models to their limits. This course provides a comprehensive framework for understanding and implementing advanced urban logistics within the context of smart city development. We will explore how technology, data, and innovative strategies are converging to create more efficient, sustainable, and resilient urban supply chains. Drawing on the foundational principles discussed by leading academics like Dr. Alan McKinnon in works such as "Decarbonizing Logistics", this program moves beyond theory to offer practical solutions. Participants will learn to navigate the complexities of last-mile delivery, leverage IoT and AI for optimization, and design freight policies that support economic growth while enhancing urban livability. BIG BEN Training Center has designed this course to equip professionals with the forward-thinking skills needed to lead the transformation of urban distribution networks, turning logistical challenges into strategic advantages for their organizations and cities. This is an essential program for anyone involved in shaping the future of commerce and mobility in our increasingly connected urban environments.

TARGET AUDIENCE / THIS TRAINING COURSE IS SUITABLE FOR:

- Logistics and Supply Chain Managers.
- Urban and City Planners.
- Transportation Managers and Specialists.
- Operations Directors.
- Government Officials and Public Policy Makers.
- Smart City Project Managers.
- E-commerce Operations Leaders.
- Supply Chain Technology Consultants.
- Fleet Managers.
- Sustainability Officers.

TARGET SECTORS AND INDUSTRIES:

- Logistics and Transportation Services.
- Retail and E-commerce.
- Urban Planning and Real Estate Development.
- Government, Municipalities, and Public Sector Agencies.

- Technology and Software Development.
- Automotive and Autonomous Vehicle Industries.
- Consulting and Professional Services.
- Waste Management and Circular Economy.



TARGET ORGANIZATIONS DEPARTMENTS:

- Supply Chain Management.
- Logistics and Distribution.
- Operations.
- Urban Planning and Development.
- Transportation and Fleet Management.
- Information Technology and Data Analytics.
- Strategy and Innovation.
- Public Policy and Regulatory Affairs.
- Sustainability and Corporate Social Responsibility.
- Procurement.

COURSE OFFERINGS:

By the end of this course, the participants will have able to:

- Analyze the core challenges and opportunities in modern urban logistics.
- Evaluate the impact of smart technologies like IoT, AI, and blockchain on urban distribution.
- Design and implement innovative last-mile delivery strategies.
- Develop sustainable and green logistics frameworks for urban environments.
- Formulate effective urban freight policies and public-private partnership models.
- Utilize data analytics for optimizing logistics networks and predicting demand.
- Integrate logistics planning with broader smart city infrastructure and governance.
- Assess the feasibility of autonomous vehicles and drones in city logistics.
- Manage risks and enhance the resilience of urban supply chains.
- Create a strategic roadmap for transforming a city's logistics ecosystem.

COURSE METHODOLOGY:

The training methodology at BIG BEN Training Center is designed to be highly interactive, engaging, and practical, ensuring that participants can immediately apply their learning to real-world scenarios. We employ a blended learning approach that combines expert-led presentations with collaborative workshops, group discussions, and hands-on exercises. The course heavily features in-depth case studies of pioneering smart cities, allowing participants to analyze successful strategies and learn from their implementation challenges. Interactive sessions will encourage the sharing of experiences and perspectives among professionals from diverse backgrounds, fostering a rich learning environment. Participants will work in teams on practical simulations, such as designing an optimized last-mile delivery network for a

model city or developing a policy proposal for urban freight management. These activities are structured to build critical thinking and problem-solving skills. Continuous feedback from the instructor and peers is a core component of the methodology, ensuring a deep and lasting understanding of the complex interplay between technology, policy, and logistics operations in a smart city context. The focus is on mastering concepts through application, not just passive listening.



COURSE AGENDA (COURSE UNITS).

UNIT ONE: FOUNDATIONS OF URBAN LOGISTICS AND SMART CITIES

- Introduction to Urban Logistics and Its Core Challenges.
- The Evolution of the Smart City Concept.
- The Interplay Between Urban Planning and Freight Distribution.
- Key Stakeholders in the Urban Logistics Ecosystem.
- Economic and Environmental Impacts of City Logistics.
- Traditional vs. Smart Distribution Models.
- Global Trends Shaping the Future of Urban Supply Chains.

UNIT TWO: TECHNOLOGIES DRIVING SMART URBAN LOGISTICS

- The Role of the Internet of Things (IoT) in Real-Time Tracking and Monitoring.
- Artificial Intelligence (AI) and Machine Learning for Demand Forecasting and Route Optimization.
- Blockchain for Supply Chain Transparency and Security.
- Autonomous Ground Vehicles (AGVs) and Drones in Urban Delivery.
- Big Data Analytics for Network Performance Insights.
- Digital Twins for Simulating and Testing Logistics Scenarios.
- 5G Connectivity as an Enabler for Smart Logistics.

UNIT THREE: INNOVATIVE LAST-MILE AND DISTRIBUTION STRATEGIES

- Optimizing Last-Mile Delivery for Speed and Efficiency.
- The Rise of Micro-Fulfillment Centers and Urban Warehousing.
- Crowdsourced and Gig Economy Delivery Models.
- Parcel Lockers and Autonomous Collection Points.
- Off-Hour and Night-Time Delivery Strategies.
- Omnichannel Distribution in an Urban Context.
- Managing Reverse Logistics and Customer Returns in Cities.

UNIT FOUR: SUSTAINABILITY AND POLICY IN URBAN LOGISTICS

- Principles of Green Logistics and Sustainable Freight Transport.
- Implementing Circular Economy Concepts in Urban Supply Chains.
- The Role of Electric Vehicles (EVs) in Decarbonizing City Deliveries.
- Developing Urban Freight Policies and Low-Emission Zones.

- Public-Private Partnerships (PPPs) for Logistics Infrastructure.
- Regulatory Frameworks for Drones and Autonomous Vehicles.
- Strategies for Reducing Congestion and Noise Pollution.



UNIT FIVE: DESIGNING AND IMPLEMENTING A SMART LOGISTICS STRATEGY

- Conducting a Logistics Assessment for a City or District.
- Building a Business Case for Smart Logistics Investments.
- Data Governance and Cybersecurity in a Connected Logistics Network.
- Change Management for Adopting New Technologies and Processes.
- Measuring Success with Key Performance Indicators (KPIs).
- Future-Proofing Urban Logistics Against Disruptions.
- Capstone Project: Developing a Strategic Roadmap for a Smart Urban Logistics Initiative.

FAQ:

QUALIFICATIONS REQUIRED FOR REGISTERING TO THIS COURSE?

There are no requirements.

HOW LONG IS EACH DAILY SESSION, AND WHAT IS THE TOTAL NUMBER OF TRAINING HOURS FOR THE COURSE?

This training course spans five days, with daily sessions ranging between 4 to 5 hours, including breaks and interactive activities, bringing the total duration to 20 - 25 training hours.

SOMETHING TO THINK ABOUT:

As urban populations grow, how can cities balance the demand for rapid delivery with the need for sustainable and livable public spaces?

WHAT UNIQUE QUALITIES DOES THIS COURSE OFFER COMPARED TO OTHER COURSES?

This course distinguishes itself by offering a uniquely holistic and strategic perspective that integrates urban planning, public policy, and advanced logistics technology. Unlike standard supply chain courses that may focus narrowly on operational efficiency, this program situates logistics within the broader smart city ecosystem. It emphasizes the critical interplay between infrastructure, governance, sustainability, and distribution networks. We move beyond theoretical discussions of technology to focus on practical implementation, exploring real-world case studies to understand not just what works, but why it works and how to navigate the associated regulatory and social challenges. The curriculum is designed to foster a multi-disciplinary mindset, equipping participants to collaborate effectively with city planners, policymakers, and technology providers. Another key differentiator is the forward-looking focus on resilience and future-proofing urban supply chains. Participants will not only learn to solve today's problems but will also develop the strategic foresight to anticipate and adapt to future disruptions, from climate change impacts to shifts in consumer behavior, ensuring they become leaders in building the sustainable and efficient cities of tomorrow.