

Transporttjänster – Logistik – Ordlista

Transport services – Logistics – Glossary of terms

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Telefon: 08 - 555 523 10. *Telefax:* 08 - 555 523 11
E-post: sis.sales@sis.se. *Internet:* www.sis.se

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EUROPEAN COMMITTEE FOR STANDARDIZATION
COMITÉ EUROPÉEN DE NORMALISATION
EUROPÄISCHES KOMITEE FÜR NORMUNG

Management Centre: rue de Stassart, 36 B-1050 Brussels

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Foreword

This European Standard (EN 14943:2005) has been prepared by Technical Committee CEN/TC 320 "Transport - Logistics and services", the secretariat of which is held by DS.

This European Standard shall be given the status of a national standard, either by publication of an identical text or by endorsement, at the latest by June 2006, and conflicting national standards shall be withdrawn at the latest by June 2006.

This European Standard has been prepared by Working Group 6 "Transport Services: Logistics" of CEN/TC 320 "Transport Services".

According to the CEN/CENELEC Internal Regulations, the national standards organizations of the following countries are bound to implement this European Standard: Austria, Belgium, Cyprus, Czech Republic, Denmark, Estonia, Finland, France, Germany, Greece, Hungary, Iceland, Ireland, Italy, Latvia, Lithuania, Luxembourg, Malta, Netherlands, Norway, Poland, Portugal, Slovakia, Slovenia, Spain, Sweden, Switzerland and United Kingdom.

Introduction

Logistics is now widely recognised as a highly important function of every organisation dealing with physical goods (and of many that do not). In order to make it work effectively along the total physical and information chains of supply, delivery and planning, it uses a number of terms that, while in frequent use, are rarely fully defined. The wider dissemination of logistics concepts has brought about the creation of new terms and changes in meaning of older terms; these need to be understood throughout Europe.

Although the word “logistics” has military origins, the concepts and functions of logistics are nowadays adopted by all kinds of private-sector and public-sector organisations as well as in the military sector. In this European Standard the terms are defined with reference to the needs of commercial organisations, i.e. business systems. Most of the definitions are also appropriate for non-commercial organisations.

In preparing this list of terms stringent selection criteria have been applied. The Glossary lists only those terms that have a realistic relationship with logistics. Terms of a general nature, having a meaning which is identical to or very similar to the definition to be found in a conventional dictionary, are not listed.

Similarly, terms which are frequently used in a logistics environment but which originate from a different business function or are of a specialist nature are not listed. This refers in particular to terms in the areas of:

- finance;
- commerce, including payment terms;
- information technology;
- mathematics.

Terms are defined by reference to their usage in European organisations, although some terms and definitions of American origin that have achieved wide acceptance are also included.

Important sources of information have included:

- *Terminology in Logistics: Terms & Definitions*. European Logistics Association (ELA), Brussels, 1994
- *BS 5191 Production Planning and Control Terms - Vocabulary*. British Standards Institution (BSi), London (new edition in press).
- *APICS Dictionary (10th edition)*. APICS, Falls Church, VA, USA, 2000

Where possible, reference has been made to existing *de jure* and *de facto* standards such as:

- *UN Trade Data Elements Directory*
- Delivery conditions as described by the International Chamber of Commerce

- *UN / EDIFACT: United Nations Electronic Data Interchange for Administration and Transport*. Economic Commission for Europe, ISBN 92-1-116650.

Throughout, consistency with terms used in ISO, EDI and other publications has been sought.

This Glossary is an update and extension of pEN 12777, although some terms which are now considered out-of-date have been eliminated. A number of new terms have been added as a consequence of new developments in the field of logistics.

The sequence of entries in the Glossary is purely alphabetical, for simplicity and ease of use. In addition an Annexe provides a categorisation of terms. A second Annex lists logistics-related acronyms.

A recent CEN Report (CR 13908), prepared by CEN/TC 273/WG 4 “Logistics Performance Measures, Requirements and Measuring Methods”, deals comprehensively with the definition and measurement of performance in logistics. Consequently only a limited number of logistics performance indicators has been included in this Glossary of terms.

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1 Scope

This European Standard establishes definitions for commonly used terms in logistics. It encompasses all aspects of logistics and supply chain management including transport. The terms, with their definitions, are presented in strict alphabetical order with no attempt to relate them to any particular function within the logistics concept.

2 Normative references

Not applicable.

3 Terms and definitions

3.1

A item

small group of items (material or product) that according to an ABC classification, represent a large part of the total consumption value, production value, turnover value or stocks

[See: ABC classification]

3.2

ABC analysis (Pareto-analysis)

method of analysis where items are sorted according to certain characteristics (e.g. historical or anticipated consumption multiplied by unit value), into sequential order and stratified into classes

3.3

ABC classification

classification of a group of items (materials or products) into three or more categories stratified in sequence of their importance or magnitude, e.g. for the purpose of stock control and planning.

NOTE The classification is the result of an ABC analysis.

The categories being designated, for example, A, B and C, where:

A: small group of items (materials or products) that represents a large part of the total consumption value, production value, turnover value or stocks. Most attention is paid to this category;

B: intermediate group that is paid less attention;

C: large group of items (materials or products) that represent only a small part of the total consumption value, production value, turnover value or stocks. Relatively speaking, this category receives the least attention and requires mostly a different solution

3.4

ABC zoning

assignment of storage locations in a store to one of three or more areas (zones) according to travel distance/time to the point of supply in order to minimise travel time

3.5

abnormal demand

see: incidental demand

3.6**accessibility**

ability of a carrier to provide service between a provenance and a destination

3.7**accessorial service**

service rendered by a carrier in addition to its transportation service, e.g. such as stopping in transit to complete loading or for partial unloading, or heating, refrigerating, or storing shipped goods

3.8**accompanied transport**

transport of complete road vehicles through another mode of transport (e.g. by ferry or train) accompanied by the driver

3.9**accumulation bin (assembly bin)**

physical location used to accumulate all of the components that go into an assembly before sending the assembly order out to the assembly floor

3.10**active stock**

stock that covers raw material, work in process, finished products which will be used or sold within a given period

3.11**acknowledgement of receipt**

notification relating to the receipt of something such as goods, messages and documents

3.12**actual demand**

demand that represents firm customer orders

3.13**actual stock**

amount of stock at a particular moment in time

3.14**add/delete bill of material**

planning bill of material to forecast options

NOTE

In this bill of material a standard item can be replaced by another item.

3.15**additional loading device**

standardised carrying platform suited to materials handling equipment or surrounding/bordering vessel that loads quantities of goods and combines them for transportation, transshipment or storing

3.16**additional requirement**

supplementary need of materials which is calculated according to a predetermined schedule from supplementary needs arising from rejects and technical changes etc., and/or a known incidental need

NOTE

It is a part of the gross requirements.

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3.17

ADR(Accord européen relatif au transport international des marchandises Dangereuses par Route)
regulations which govern the international movement of dangerous goods by road

3.18

advance material request (AMR)

ordering materials before the release of the formal product design

3.19

advanced planning and scheduling (APS)

decision support tools employing computer based optimisation, that deal with analysis and planning of logistics and manufacturing over short, intermediate, and long-term time periods

3.20

advanced ship notice (ASN)

EDI notification of shipment of product

3.21

agent

person or organization authorized to act for or on behalf of another person or organization

3.22

aggregate forecast

estimate of sales for some grouping of products, perhaps for all products or within a family of products, produced by some manufacturing facility

NOTE Stated in terms of units or money worth or both, the aggregate forecast is used for sales and operations planning purposes and to control the total company forecast.

3.23

aggregate inventory management

establishing the overall levels of stock desired and implementing controls to ensure that individual replenishment decisions achieve this goal

3.24

aggregate plan

plan that includes data relating to all items or to groups or families of items

NOTE Usually the basis of the production plan.

3.25

aggregate stock

stock for any grouping of items or products, involving multiple stock keeping units

3.26

aggregation (- level, - plan, - reporting, - stock etc.)

combining parts to form sets on the basis of certain criteria, the aim being to enable these sets to be regarded as a single whole with respect to particular points of consideration or planning functions. These sets can again be combined to form new sets

NOTE 1 Figures relating to sets frequently possess more reliability for (long term) planning than the figures relating to the parts. For the aggregation of products, the criteria can, for example, be selected on the basis of commercial considerations (e.g. all products with a particular performance) or production considerations (e.g. all products with a particular type of labour content). The sets of products created in this way can be regarded as a single whole for the purpose of planning.

NOTE 2 Reverse of aggregation is detailing.

3.27**aggregation level**

extend to which products or items are grouped in an aggregate plan

3.28**air consignment note**

see: air way bill

3.29**air container**

container conforming to European Standards laid down for air transportation

3.30**air/surface (intermodal) container**

article of transport equipment having an internal volume of 1 m³ (35,3 ft³) or more, fitted with top and bottom corner fittings, with restraint provisions compatible with an aircraft restraint system, and an entirely flush base bottom to allow handling on roll conveyor cargo handling systems

NOTE The container is primarily intended for transport by air and interchange with surface transport modes (road, rail and sea). Containers of these types have type codes 90 to 99.

3.31**air way bill (AWB), (air consignment note)**

document made out by or on behalf of the carrier(s), confirming receipt of the goods by the carrier and evidencing the contract between the shipper and the carrier(s) for the carriage of goods by aircraft as described therein

3.32**all time order**

last order for a particular product in the last phase of its life cycle

NOTE This order is of such a size that the total demand for and/or consumption of this product that is to be expected in the future can be satisfied.

3.33**all time requirement**

total requirement for a particular product to be expected in the future

NOTE Used for products in the last phase of their life cycles, when production is (nearly) stopped.

3.34**all time stock**

stock accumulated in view of the fact that the relevant product is not to be produced any longer

3.35**allocated material**

material on hand or on order that is assigned to specific future production or customer order.

[See also: reserved material]

3.36**allocation (reservation)**

division and/or allotment/assignment of goods, activities, capacity, costs, and/or (production) resources to organizational units such as customers, suppliers, factory or department or to products

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3.37

allotment

(in transport) share of the capacity of a means of transport assigned to a certain party, e.g. a carrier or an agent, for the purpose of the booking of cargo for a specific voyage

3.38

amplification effect (bullwhip effect, business chain effect, Forrester effect)

see: Forrester effect

3.39

ancillary material (indirect material)

material used in production which is no longer found as such in the product, e.g. cutting oil, maintenance material

3.40

approved demand

units ordered and accepted in an ordering system, due for immediate delivery

NOTE Forward orders become approved demand when they are released for immediate delivery.

3.41

areas/fields of application

application of logistics in subsystems such as procurement, production, distribution, product maintenance, and reversed distribution is described as logistics with the appropriate pre-fix

3.42

assemble to order

type of manufacturing in which components and/or subassemblies are assembled or configured only when a customer order is received.

[See also : Decoupling point]

3.43

assembled part (sub-assembly)

assembled product which itself is used in a higher level assembled product

3.44

assembly

1. (process) stage of production in which components are put together into an end product appropriate to the process concerned

2. (product) combination of parts and possibly raw materials put together to make up a composite article

3.45

assembly lead time

period of time between the moment a work order is issued to the assembly floor and the moment of delivery of the assembled product to the store or receiving organisations

3.46

assembly level

relative position of a part or sub-assembly within a hierarchy of assemblies

NOTE It is recommended that a final assembly be designated assembly level 0; the sub-assemblies and/or parts constituting a final assembly should be designated assembly level 1, 2, and so on.

3.47**ATA carnet (Admission Temporaire / Temporary Admission)**

international customs document that enables travellers taking goods abroad temporarily (e.g. samples, goods for exhibitions) to avoid all duty payments and formalities at the frontier

3.48**auto-discrimination**

ability of a bar code reader to distinguish automatically between two or more symbologies (e.g. Interleaved 2 of 5, Code 39)

3.49**automatic guided vehicle (AGV)**

unmanned vehicle controlled electronically

NOTE AGV's follow a prescribed path, stopping at each machining or assembly station for automatic or manual loading and unloading of parts.

3.50**automatic identification and data capture (AIDC)**

identification and/or direct collection of data into a microprocessor controlled device such as a computer system or a programmable logic controller (PLC), without manual input

3.51**automatic identification (Auto ID)**

mode of identifying an item by machine (and entering the data automatically into a computer)

NOTE Usually data is automatically input via a computer. The most widely used recognition technology, at present, is probably bar code; others include, optical character recognition (OCR), magnetic ink character recognition (MICR), and radio frequency (RFID), machine vision, magnetic stripes and voice systems.

3.52**automatic storage/retrieval system (AS/RS)**

high-density rack storage system with vehicles automatically loading and unloading the racks

3.53**available to promise (ATP)**

uncommitted portion of a company's stock or planned production of an item, to support customer order promising.

[See also: capable to promise]

NOTE The figure is frequently calculated from the master production schedule.

3.54**available stock**

stock of products or end items free to meet customer orders

3.55**available work**

work that is actually in a department ready to be worked on

NOTE opposed to scheduled work which may not yet be physically on hand.

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3.56

averaging

(in shipping) apportionment of the loss of a vessel, cargo or freight through unavoidable accident or through unintentional damage to the vessel or sacrifice of cargo, among the owners or insurers

3.57

B-item

item (material or product) that according to an ABC classification belongs to a group of items that represents the second largest part of the total consumption value, production value, turnover value or stocks

NOTE E.g. of the total value consumed / produced or stored.

3.58

back haul

return movement of a means of transport which has provided a transport service in one direction

3.59

back order (unfilled order)

open order or commitment for which the delivery time has passed

3.60

back scheduling (backward scheduling)

method of obtaining a production schedule by working backwards from the required due date in order to predict the latest start date consistent with meeting that due date

3.61

back flushing (post deduct)

deduction from inventory of the component parts used in an assembly or subassembly by exploding the bill of material by the production count of assemblies produced

3.62

backlog

quantity of goods still to be delivered, received, produced or issued, for which the planned or agreed date has expired

3.63

balance

(in transport) case where there is an equal tonnage traffic flow in the two directions, between provenance and destination

NOTE Ideally, the case where a loaded truck sent from provenance to destination would return fully loaded.

3.64

balance of load record

comparative loading on machines or other work centres, that is imposed by outstanding orders, at a particular moment in time

3.65

balanced product set

set of all the components needed to complete a particular assembly

3.66

balanced scorecard

set of enterprise-wide performance measures designed to drive a business towards strategic objectives

3.67**balancing work load (BW)**

concept of running a manufacturing process with the goal of achieving a constant throughput time (and controlled improvement)

3.68**bar charts planning**

planning process in which the activities are schematically represented by means of bars with the length of the bar representing the time and the position of the bar showing the mutual relationship between the activities.

[See also: Gantt chart]

3.69**bar code**

code representing characters by sets of parallel bars of varying thickness and separation which are read optically by transverse scanning

3.70**bar coding**

method of encoding data, employing a series of alternating bars and spaces of varying thickness and separation, designed to be interpreted by electronic readers

3.71**base demand**

percentage of a company's demand that derives from continuing contracts and/or existing customers

3.72**base stock system**

pull ordering system used at a stock point in which supplies are ordered when the echelon stock level has dropped below a certain point.

[See also: "re-order level ordering system" (B-Q system)]

3.73**batch**

definite quantity of a product or a component that is treated and identified as one entity with respect to certain operations e.g. handling, processing, purchasing, production, transport.

[See also: lot]

3.74**batch operation cycle time**

length of time required from the start of set-up to the end of cleanup for a production batch at a given operation. Includes set-up, production, cleanup etc.

3.75**batch production**

production process where products *or* components are produced in batches and where each separate batch consists of a number of the same products or components

3.76**batch size stock**

residual stock which arises because input and output batches respectively are not equal in size

EN 14943:2005 (E)**3.77****batch sizing technique (lot sizing technique)**

technique used in determining lot-sizes such as:

- fixed quantity; economic order quantity; least total cost (part period balancing); least unit cost; period order quantity; lot for lot (discrete order quantities)

3.78**batch splitting (lot splitting)**

dividing a batch into two or more sub-batches and simultaneously processing each sub-batch on identical (or very similar) work centres

3.79**batch quantity (lot size)**

number, volume or weight of products or components in a batch

3.80**belt conveyor**

equipment for moving goods using a moving belt as the transport medium

NOTE 1 The belt is usually driven by a drum at one end, passing over a free-running drum at the other end. The upper portion of the belt may be supported by free-running idlers or suitable flat surfaces.

NOTE 2 This type of conveyor can be arranged for horizontal or inclined transport; the angle of slope depending on the character of the goods moved and the type of belt surface.

3.81**benchmarking**

process of comparison of performances between enterprises, involving a clear understanding of current processes and open exchange of data for the purpose of improvement

3.82**Berne gauge**

most restrictive loading gauge or the lowest common denominator of loading gauges on the railways of Continental Europe

3.83**bill of lots**

method of tracking the specific multi-level lot composition of a manufactured item

NOTE This provides the necessary where-used and where-from relationships required in lot traceability.

3.84**bill of labour (BOL)**

listing of the required capacity and key resources required to manufacture one unit of a selected item or family

NOTE 1 Often used to predict the impact of the item scheduled on the overall schedule and load of the key resources. Rough cut capacity planning uses these profiles to calculate the approximate capacity requirements of the master production schedule and/or the production plan.

NOTE 2 Compare also: bill of resources, product load profile.

3.85**bill of lading (B/L)**

document which evidences a contract of the carriage by sea and the taking over or loading of the goods by the carrier, and by which the carrier undertakes to deliver the goods against surrender of the document.

NOTE 1 A provision in the document that the goods are to be delivered to the order of a named person, or to order, or to bearer, constitutes such an undertaking.

The document may have the following functions:

- receipt for goods, signed by a duly authorized person on behalf of the carriers;
- proof of title to the goods described therein;
- evidence of the terms and conditions of carriage agreed upon between the two parties

3.86**bill of materials (BOM)**

list of all parts, sub-assemblies and raw materials that constitute a particular assembly, showing the quantity of each required

NOTE The list may or may not be structured to show the assembly levels pertaining to each item on the list.

3.87**bill of material processor (BOMP)**

computer program for maintaining and retrieving bill of material information

3.88**bill of process**

list of processes, materials, resources, tooling, energy and (bill of manufacturing) durations needed to make a product

NOTE Often used in process manufacturing and structured so that it is clear what is needed at each process on the routing and what is needed to carry out that process.

3.89**bill of resources**

listing of the required capacity and key resources required to manufacture one unit of a selected item or family.

[See also : bill of labour, capacity bill of material]

NOTE Often used to predict the impact of the item schedule on the overall schedule and load of the key resources. Rough-cut capacity planning uses these profiles to calculate the approximate capacity requirements of the master production schedule and/or the production plan.

3.90**bimodal trailer**

trailer which is able to carry different types of standardized unit loads, e.g. a chassis which is appropriate for the carriage of one forty foot equivalent unit (FEU) or two twenty foot equivalent units (TEU's)

3.91**bimodal transport**

carriage of goods by two modes of transport, usually road and rail

EN 14943:2005 (E)**3.92****bin**

stackable additional loading device with a bottom and four sidewalls equipped with wheels (rollable) or suitable for handling by roller conveyors or fork lift trucks

NOTE The outside dimensions are usually suited to the basic dimensions of a pallet.

3.93**bin location record** (bin location file)

record that specifically identifies the physical location where each item in inventory is stored

3.94**blanket order** (bulk order)

long-term commitment to a vendor for material against which short-term releases will be generated to satisfy requirements

3.95**blend formula**

type of bill of material used for the blending operation when it is only part of the process and therefore contains only some of the ingredients in the full bill of material

NOTE It will also take into account any differences in batch size of the blending operation and the production order.

3.96**block rack**

storage facility for storing a number of items one behind the other in channels to achieve high density storage

NOTE For retrieval items are removed either from the side of storing (according to the LIFO principle) or from the opposite side (according to the FIFO principle).

3.97**block schedule**

schedule where a period of time relatively long compared with that actually needed to carry out the operation is allocated to each operation

3.98**block stack**

method of storing items with or without additional loading devices by putting them closely together in stacks on the floor with more than two rows behind each other

3.99**block train**

train which runs between two different points without intermediate marshalling or without transshipping loading units between sets of rail wagons

3.100**blocked stock** (stock on hold)

stock from which no deliveries may be made and/or where no consumption may take place until further notice

3.101**bonded goods**

goods which are stored under charge of customs viz. customs seal until the import duties are paid or until the goods are taken out of the country

3.102**bonded warehouse**

warehouse in which goods not yet cleared by the customs are stored until duties are paid or these goods are otherwise properly released

3.103**book inventory**

accounting definition of stock units or value obtained from perpetual stock records rather than by actual count

3.104**booked ex-stock**

status indicating that the delivered product quantity and value has been accounted for in the stock account of the department concerned

3.105**booked in-stock**

status indicating that the received product quantity and value has been accounted for in the stock account of the department concerned

3.106**bordereau**

document used in road transport, listing the cargo carried on a road vehicle, often referring to appended copies of the road consignment note

3.107**bottleneck**

stage in a process which limits performance

3.108**bottom-up re-planning**

(in MRP) process of using pegging data to solve material and resource availability and/or other problems

NOTE This process is accomplished by the planner (with the help of the computer system) who evaluates the effects of possible solutions. Potential solutions could include compressing lead time, cutting order quantity, and substituting material.

3.109**box pallet**

pallet with or without a lid, having a superstructure of at least three fixed, removable or collapsible, vertical sides, solid, slatted or mesh, which commonly permits stacking

3.110**B-Q ordering system**

see: re-order level ordering system

3.111**B-S ordering system**

see: Min-Max ordering system

3.112**bracing**

securing a shipment inside a carrier's vehicle to prevent damage