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HOW TO CREATE A LOGISTICS DICTIONARY: BUILDING THE ULTIMATE RESOURCE FOR INDUSTRY EXPERTS

Commission work for a Case Company

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Abstract
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This project was commissioned by a case company to create a practical English-Finnish-English logistics dictionary that anyone can access through the company's website. In this thesis, the author is presenting how this dictionary was created, step by step.

First, information was gathered from various sources like industry publications, academic literature, and online platforms. This helped build a strong foundation of logistics terms. Then, the collected information was carefully organized and sorted to make it easy for users to find what they need.

The author conducted different analyses to ensure a comprehensive understanding of the project's internal and external dynamics. A SWOT analysis, which assessed the dictionary's strengths, weaknesses, opportunities, and threats. Also, a comprehensive PESTEL analysis was conducted.

To reinforce this assessment, interviews were conducted with three experienced professionals in the field. These interviews proved instrumental in recognizing the dictionary's strengths, such as its expansive coverage and user-friendly structure, as well as its weaknesses, notably the potential gaps in specialized areas. Furthermore, the interviews unearthed a spectrum of opportunities for enhancing the dictionary in the future. However, they also highlighted critical threats, including the imperative need for consistent updates due to the perpetual evolution of the logistics industry.

In the conclusion chapter, valuable insights, thoughts, and well-informed recommendations are shared with regards to maintaining and further advancing this dictionary, ensuring its continued relevance and value within the ever-changing logistics landscape.

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1 Introduction

In today's fast-paced global business world, the role of logistics in companies worldwide cannot be overstated. It is crucial for these organizations to efficiently manage the movement of goods, information, and resources across complex supply chains to ensure success and competitiveness (Odell, 2023). As the field of logistics continues to evolve rapidly, there is an increasing need for a comprehensive logistics vocabulary database. A quick Google search for logistic vocabulary returns an overwhelming 7,530,000 results in just 0.30 seconds.

The research question that guides this thesis is: "How to create an English-Finnish-English dictionary for logistics professionals?". A case company has recognized this need and has commissioned the author to create a comprehensive logistics dictionary that covers the industry's vocabulary. The primary motivation behind this project is the company's desire to promote its products and services. Given the absence of such a comprehensive dictionary in the market, publishing it on the company's website is expected to draw significant traffic from logistics professionals, potentially leading to valuable customer engagement and business growth. The case company has commissioned the author to create a dictionary with a dual purpose. The dictionary also aims to assist Finnish specialists in logistics, business, invoicing departments, and transportation with various aspects such as emails and daily international communications.

The creation of a complete logistics dictionary is aimed at addressing the absence of comprehensive tools in this field. Such a dictionary would not only enhance communication but also facilitate knowledge sharing and the standardization of terminology within the logistics community. It would serve as a central reference point, covering all facets of logistics, fostering a deeper understanding of logistics concepts, and promoting seamless information exchange across various logistics domains (Christopher, 1994).

The commissioned logistics dictionary is designed to encompass a wide range of logistics-related terms, concepts, and definitions. It is intended to serve as a valuable resource for logistics professionals, researchers, and students (Simchi-Levi, 2002). Its purpose is to provide a centralized repository for key terms, concepts, and definitions specific to logistics, simplifying communication and promoting standardized language in this dynamic field (Christopher, 1994).

One significant reason for the necessity of a logistics dictionary lies in the complexity of logistics itself. Logistics encompasses a wide range of activities, each with its own unique terminology. Without a central resource, it can be challenging for individuals to fully understand and use these diverse concepts (Essex, 2019). Furthermore, logistics operates globally, involving customs, regulations, trade agreements, and transportation specific to different regions and countries. A logistics dictionary can provide clear explanations of international logistics terms, making it easier to navigate the complexities of global logistics (Essex, 2019).

Educational institutions offering logistics and supply chain management programs also stand to benefit from a logistics dictionary. It offers students and researchers a standardized foundation for terminology, helping them better understand logistics concepts and theories. This ensures that future professionals in logistics share a common vocabulary and a deep understanding of the field (Essex, 2019).

The rapid growth of technology and innovative logistics solutions further underscores the need for an up-to-date logistics dictionary. Concepts like e-commerce, robotics, blockchain, Internet of Things (IoT), and artificial intelligence (AI) continually evolve logistics terminology. A dynamic dictionary that keeps pace with these advancements is vital for professionals and researchers to stay current and discuss new technologies shaping logistics (Odell, 2023).

The design of the dictionary is dynamic and intended for continuous development. It will begin with fundamental vocabulary and abbreviations, which have already been gathered. Subsequently, phrases illustrating the proper usage of this vocabulary will be incorporated. Eventually, comprehensive articles on the discussed topics will be linked to the search page, with keywords and expressions highlighted to enhance comprehension.

From the outset, there has been a plan to incorporate a section on the website where users can propose missing or poorly defined words and expressions. The timeline for creating the dictionary and implementing it into the case company's webpage is projected to be towards the end of 2023.

2 Theoretical framework

2.1 Current situation of the logistic dictionaries

Current vocabulary sources on logistics have limited coverage, often concentrating on specific logistics areas rather than offering comprehensive content. The need for a centralized and all-encompassing logistics dictionary is clear, as it would fill the existing resource gap, enhance communication, and improve understanding of logistics concepts across various sectors and regions. (Louhiala-Salminen, 1996)

Numerous logistics vocabulary sources can be found online, but they typically narrow their focus to specific aspects of logistics like freight forwarding or supply chain management. For instance, you can refer to sources like (Practical Guides, n.d.) and (Appian, n.d.-b). This narrow approach presents challenges for those within the logistics industry since it encompasses a wide array of interconnected activities and disciplines. Without an all-encompassing resource, professionals may struggle to access standardized terminology and definitions that are applicable across the field of logistics.

Furthermore, the diversity of customs regulations, trade agreements, and transportation modes in different regions or countries adds complexity to logistics. Existing logistics vocabulary sources may not cover region-specific terms, making it difficult for professionals to navigate and communicate effectively within a global logistics context. Fortunately, Finnish regulations can be easily found on Logistiikan Maailma (n.d.).

2.2 Literature review

In today's world, where there is easy access to information, it might seem like finding the right research materials should be simple. Powerful tools like Google Scholar and academic databases are at the author's disposal to help with the process. However, researchers often face a more challenging and time-consuming process when trying to locate and evaluate existing studies.

In this chapter, the focus is on the world of existing research within the field of logistic dictionaries. The author discusses the difficulties that arise when trying to find suitable sources, especially in the digital age, where there's an overwhelming amount of information available, yet very little can be found on this specific topic. It appears that logistics is an area

that has been somewhat neglected, not only in terms of its vocabulary but also in terms of its potential development. That's why the case company was established to bridge this existing gap.

In the following literature review, the author carefully analyses the sources that do exist and sifts through them to find the essential material needed to create the dictionary.

2.2.1 Importance of Dictionaries

Dictionaries serve important purposes in both language and communication. They offer clear and concise explanations for words, ensuring that people understand their meanings accurately. For instance, when a person looks up a word like "benevolent" in a dictionary, they quickly learn that it means "kind" or "generous.". (Winchester, 1998)

In addition, dictionaries promote effective communication by providing a shared and standardized language, reducing misunderstandings. When everyone knows the meaning of a word, communication becomes smoother. For example, in a discussion, if both parties understand the term "dilemma," it's clear that they are talking about a difficult choice. (Morris, 1970)

Moreover, dictionaries contribute to expanding one's vocabulary by introducing new words and their meanings, enriching language skills. For instance, a person might discover a word like "serendipity," which means a happy and unexpected discovery, broadening your language knowledge. (Crystal, 2016)

This demonstrates that dictionaries are valuable tools for learning languages, as they offer translations, pronunciation guides, and contextual usage examples. A dictionary helps not only to translate words but also understand how to pronounce and use them in sentences. For instance, a person can find the French word "Bonjour" and learn that it means "Hello" in English. (Winchester, 1998)

In technical or specialized fields such as law, medicine, and logistics, dictionaries provide specialized terminology and explanations for industry-specific jargon. For example, in a legal dictionary, the definition of "plaintiff" can be found as the person who brings a case to court. (Sager, 1990)

Dictionaries play a crucial role in promoting language standardization, ensuring consistency in written and spoken communication. They help maintain correct language usage. For instance, a dictionary ensures that when the user encounters a word, they can confidently use it with the same meaning as others. (Morris, 1970)

Finally, they aid in cross-cultural understanding by providing translations and cultural context for words. Dictionaries bridge language barriers and help people understand words and phrases from different cultures. For example, a dictionary can explain that "sushi" is a type of Japanese food, providing insights into its cultural significance. Dictionaries are essential tools for language comprehension, effective communication, language learning, and knowledge dissemination across various domains and cultures. They serve as reliable resources for understanding words and their meanings in everyday conversation, specialized fields, and cross-cultural interactions. (Wright & Budin, 1997)

2.2.2 Business Vocabulary: The Key to Effective Communication in the Corporate World

Business vocabulary plays a crucial role in facilitating effective communication and ensuring clarity in the corporate realm. This specialized language is essential for several reasons:

First, In the business world, legal agreements, contracts, and regulations are common. Having a solid grasp of business vocabulary is essential for understanding and interpreting these documents accurately. For example, a businessperson needs to comprehend the terms of a contract to ensure compliance and avoid legal disputes. (Business *English,* n.d.)

Second, business agreements and contracts are the backbone of commercial interactions. Understanding the nuances of contract language is vital for negotiating favourable terms, protecting one's interests, and upholding legal obligations. A well-versed entrepreneur can draft a contract that clearly outlines payment terms and responsibilities. (Business *English,* n.d.)

Next, invoices are essential for billing clients, customers, or partners. A strong command of business vocabulary ensures that invoices are accurate and contain all the necessary details. Mistakes in invoices can lead to payment delays and strained business relationships. (Business *English,* n.d.)

Furthermore, effective communication is paramount in the business world. Business professionals need to convey their ideas clearly, whether in meetings, presentations, or written documents. Business vocabulary enables precise and concise communication, reducing the risk of misunderstandings. For example, using terms like "ROI" (Return on Investment) or "KPI" (Key Performance Indicator) allows professionals to discuss financial performance or goal tracking with precision. (*Business English*, n.d.)

Businesses operate within a framework of laws and regulations, covering areas like taxation, intellectual property, and environmental standards. Understanding the associated vocabulary is crucial for ensuring compliance and avoiding legal issues. For instance, a company needs to know the term "tax deductible" to optimize its tax strategy legally. (Business *English,* n.d.)

In an era of globalization, businesses often operate on a global scale. This means dealing with partners, clients, and suppliers from different cultural and linguistic backgrounds. A strong business vocabulary fosters effective cross-cultural communication, promoting successful international collaborations. (Business *English,* n.d.)

Lastly, negotiation is a fundamental aspect of business interactions, from haggling over prices to securing partnerships. Business vocabulary equips professionals with the language needed to negotiate effectively, ensuring mutually beneficial outcomes. (Business *English,* n.d.)

Business vocabulary is not just a matter of terminology; it's a vital tool for navigating the complex world of commerce. It enables professionals to understand legal documents, draft contracts, issue accurate invoices, communicate effectively, stay compliant with regulations, thrive in the global marketplace, and excel in negotiations. A strong command of business vocabulary is a valuable asset for any individual or organization seeking success in the business arena.

2.2.3 Google Scholar

The author made a concerted effort to source information from Google Scholar but encountered difficulties when searching for terminology related to logistics. The only dictionary that was even remotely relevant to the issue was Lowe's (2002) "The Dictionary of Transport and Logistics," but unfortunately, it has limited transport focused vocabulary.

However, Bylina et al. (2020) proved to be a much more promising resource. Within this source, the author was able to discover a wealth of relevant vocabulary that was lacking elsewhere. Notably, Bylina et al. (2020) not only presents the terminology but also provides comprehensive explanations on its usage, making it an invaluable reference for building a logistics dictionary. One limitation of this source, particularly when viewed from a user's perspective, is that it exists in the form of a book and offers information exclusively in a downloadable format. It is not readily available online through standard internet searches, and to access its content swiftly, you must download it.

2.2.4 HAMK Online Library Finna

The author discovered two valuable sources in the HAMK online library Finna.

One source focuses on international trade and English vocabulary, authored by Hinkelman (2002).

The other source is a four-language (English-Swedish-Finnish-Russian) logistics vocabulary, designed to streamline logistics chain management and simplify the tasks of drivers and other professionals. In addition to the core vocabulary, this source includes terms related to delivery and shipping, as well as some useful acronyms. This second source was authored by Rytilä (2010).

2.3 Existing Dictionaries

2.3.1 English - Dictionary Sources

On the Internet, there are various sources that contain logistics vocabulary. The author has diligently reviewed the content of these sources and integrated certain sections into the dictionary, making necessary corrections to ensure consistent and accurate vocabulary usage.

International Federation of Freight Forwarders Associations (FIATA): FIATA provides a glossary of freight forwarding and logistics terms on their website. (Practical Guides, n.d.)

Council of Supply Chain Management Professionals (CSCMP): CSCMP offers a comprehensive glossary of supply chain management terms on their website. (Appian, n.d.-b)

World Customs Organization (WCO): The WCO provides a Harmonized System (HS) Explanatory Notes and Compendium of Classification Opinions that contain logistics-related terms and definitions. (World Customs Organization, n.d.)

International Chamber of Commerce (ICC): The ICC offers an Incoterms® dictionary, which provides definitions for the widely used trade terms in international logistics. (InCoTerms® 2020 - ICC - International Chamber of Commerce, 2023)

Acronym Finder (www.acronymfinder.com): Acronym Finder is a comprehensive database that allows you to search for abbreviations and acronyms across various industries, including logistics and transportation. (Abbreviations and Acronyms Dictionary, n.d.)

2.3.2 English Abbreviation Sources

Abbreviations can be challenging because they often have different meanings across various industries. To tackle this issue, the author took a systematic approach by creating separate Excel spreadsheets as a record for different aspects of logistics and meticulously organizing the content within. For a visual representation of how the author structured and sorted the terminology within these Excel sheets and to understand the areas of focus, please refer to Figure 1 and Chapter 4. This approach was adopted to account for variations in vocabulary across different areas of logistics, even when dealing with the same subject matter.

Logistics World (www.logisticsworld.com): Logistics World offers a comprehensive directory of logistics and supply chain resources, which includes a dedicated section for logistics abbreviations. Within this section, a wide array of frequently utilized abbreviations unique to the logistics field can be found. (Logistics World: Reference Library, n.d.)

Supply Chain Digital (www.supplychaindigital.com): Supply Chain Digital is an online platform that covers the latest news and trends in supply chain management. They often provide articles and resources that include logistics-related abbreviations. (Home of Supply Chain & Procurement News, n.d.)

Inbound Logistics (www.inboundlogistics.com): Inbound Logistics is a magazine and online platform focused on logistics and supply chain management. They offer a variety of articles and resources where you can find relevant abbreviations used in the industry. (ACN - Accenture | AcronymFinder, n.d.)

Trade Port (www.tradeport.org): Trade Port is a comprehensive trade and logistics information portal. They provide a glossary section that includes abbreviations commonly used in logistics, transportation, and international trade. (Administrator, n.d.)

Asstra (asstra.fi) offers explanations for abbreviations in English (Sanasto, n.d.). However, it's worth noting that the Finnish translation is absent, all the abbreviations and their meanings are provided solely in English. Furthermore, there are instances where abbreviations are explained using other abbreviations, such as:

- CASS: Cargo Accounts Settlement System (IATA)
- FWR: FIATA Warehouse Receipt (FIATA Document)
- COTIF: Convention concerning International Carriage by Rail (CIM-CIV)

These explanations lack links or additional context for the abbreviations, which can make it more challenging to navigate and understand (Sanasto, n.d.)

2.3.3 Finnish Dictionary and Abbreviation Sources

The author gathered important information from Finnish sources to make the logistic dictionary more comprehensive. These Finnish sources provided specific logistics-related terms and valuable insights for both local and global use.

Logistiikan Maailma, a significant Finnish logistics platform, helped expand the dictionary's content. It had a lot of information about logistics and unique terms used in the industry. The platform offers a wide range of relevant logistics terms with helpful illustrations.

By using Logistiikan Maailma, the author was able to include more Finnish logistics terms in the dictionary. (*Logistiikan Maailma*, n.d.)

Tulli, Finland's customs administration, provided information about Incoterms 2020. These are international trade terms that are essential in global logistics. By referring to this Finnish source, the dictionary could explain these trade terms accurately. (*Incoterms 2020 - Tulli*, n.d.).

The author also referred to Uitto, J. (n.d.), which significantly contributed to the dictionary by providing additional logistics-related abbreviations. Uitto, J. (n.d.) presents a list of logistics-related abbreviations, offering their English meanings followed by explanations in Finnish. Although this list is well-constructed, as of November 2023, it only included 73 abbreviations (Uitto, J. n.d.). The author found this abbreviation list to be valuable, but it's important to note that it might not be easy to discover for others. It doesn't appear in standard searches for abbreviations, and the author became aware of it through word of mouth.

These Finnish sources, including Logistiikan Maailma, Incoterms by Tulli, and Jesseuitto Sanasto, were important for making the logistic dictionary better. They helped include more Finnish terms and gave insights into the world of logistics, making the dictionary useful for both Finnish and international users.

2.4 Internet Dictionaries

To discover the most suitable model for the case company's website, the author conducted a comprehensive study of various types of internet dictionaries and examined different online models for dictionaries. This extensive analysis served as the foundation for making an informed decision on the best choice for the company's needs.

2.4.1 Type of Internet Dictionaries

There are different types of internet dictionaries that cater to various purposes and specialized domains. These are the most prominent examples:

- **General Language Dictionaries**: These dictionaries cover a wide range of words and provide definitions, synonyms, antonyms, and usage examples. Examples

include *Merriam-Webster*, Oxford English Dictionary (OED), Cambridge Dictionary, and Collins Dictionary. (Merriam-Webster, n.d.)

- **Multilingual Dictionaries:** These dictionaries facilitate translation between different languages. Examples include *Google Translate*, Linguee, WordReference, and Babylon. (Google Translate - Google Search, n.d.)
- **Specialized Subject Dictionaries**: These dictionaries focus on specific fields or subjects, providing definitions, explanations, and terminology related to a particular domain. Examples include medical dictionaries like *MedlinePlus* or Online Medical Dictionary, legal dictionaries like Black's Law Dictionary, and scientific dictionaries like ScienceDirect or Biology Online Dictionary. (MedlinePlus, n.d.)
- **Slang Dictionaries**: These dictionaries focus on slang words and phrases used in informal language or specific subcultures. Examples include *Urban Dictionary*, Online Slang Dictionary, and Green's Dictionary of Slang. (“Urban Dictionary, July 14: Revenge Arc,” n.d.)
- **Technical Dictionaries**: These dictionaries provide definitions, explanations, and technical terms related to specific industries or fields, such as computer science, engineering, or finance. Examples include *Techopedia*, Investopedia, and TechTerms. (Techopedia, 2023)
- **Visual Dictionaries**: These dictionaries use images or illustrations alongside textual explanations to provide visual representations of words. Examples include *Visuwords* and The Visual Dictionary. (“Uncross” on VisuwordsTM, n.d.)
- **Etymology Dictionaries**: These dictionaries focus on the origins and historical development of words. They trace the linguistic history and evolution of terms over time. Examples include Online *Etymology Dictionary* and Oxford Etymological Dictionary. (Etymonline, n.d.)

2.4.2 Online Models

In order to answer the question how to make the dictionary part of the internet page of the case company, the author studied different types of internet dictionary models:

- **Wiktionary:** *Wiktionary* is a unique collaborative online dictionary that allows users to contribute and edit entries. It covers a wide range of words, including logistics-related vocabulary, abbreviations, and terms. (Wiktionary, n.d.)

- **Collaborative Online Platforms**: Platforms like *GitHub* or GitLab provide collaborative environments where multiple contributors can work together to create and maintain a logistics dictionary. This allows for continuous updates and additions to the dictionary as the field evolves. (GitHub: Let's Build From Here, n.d.)

- **Custom-built Website or App**: One can develop a custom-built website or mobile application that specifically caters to the needs of a logistics dictionary. This would allow you to design the interface, features, and content according to your requirements and update it as needed. For example, service like Squarespace allows creation of a website. (Website Templates - Website Design Templates – Squarespace, n.d.)

- **API Integration**: Some dictionary providers offer APIs (Application Programming Interfaces) that allow developers to integrate dictionary functionalities into their own applications. By utilizing an API, you can access and utilize the dictionary data from a specific provider while customizing the user interface and additional features. For example, tool like Cyklr. (Cyclr, 2023a)

Researching these options provided a starting point, and it require further development and customization to create a logistics dictionary that precisely meets the case company's needs.

3 Methodology

The author conducted an exhaustive research process, which involved critical evaluation of diverse sources to compile the English and Finnish sides of the dictionary. Particular emphasis was placed on sourcing terminology related to business, logistics, invoicing, and transportation. This meticulous process required a deliberate examination of source credibility and the selection of relevant content for inclusion within a comprehensive multi-sheet Excel document, as depicted in Figure 2.

To enhance the dictionary's quality and precision, the author incorporated both qualitative methods such as record keeping and structured/semi-structured interviews into their research methodology.

Record keeping in qualitative research involves the systematic documentation and organization of various data types, such as field notes, audio recordings, documents, and

observations, to maintain a comprehensive record of the research process. These records serve as primary sources for analysis, ensuring accuracy and reliability in qualitative studies. (Carmichael & Murray, 2006c)The practical implementation of this method is described in Chapter 4.

Interviews are a qualitative research method involving direct conversations between a researcher and participants. They aim to gather detailed information, insights, and perspectives on a specific topic or subject of study. Interviews can be structured, semi-structured, or unstructured, allowing for flexibility in questioning and enabling a deeper understanding of the participants' experiences, opinions, and feelings related to the research topic. The data collected through interviews contributes significantly to the qualitative analysis and helps in generating rich, context-specific information. (Schreier et al., 2006)

The author used record keeping for in-depth exploration and analysis of information available on existing logistics dictionary sources. The author was focusing on understanding nuances and contextual factors. In this context, record keeping approach was employed to gain a deeper insight into the meaning and usage of specific terms within the dictionary, helping to ensure their accuracy and relevance. (Carmichael & Murray, 2006c)

A qualitative method of structured and semi-structured interviews was also used. This interview format allowed the author to gather insights directly from subject matter experts, professionals, or native speakers in the field of business and logistics. By engaging with individuals who possess in-depth knowledge and practical experience, the author was able to validate the dictionary's content and refine it in accordance with real-world usage. (Carmichael & Murray, 2006c)

Ultimately, combining record keeping and semi structured interview approaches served the purpose of critically evaluating and enhancing the dictionary. They provided valuable insights, context, and authenticity to the terminology, ensuring that it is not only linguistically accurate but also aligns with the practical needs and expectations of the business and logistics community.

3.1 Logistics vocabulary

3.1.1 Combining the different areas

To create a comprehensive logistics dictionary, the author carefully gathered data from various sources. They began by analysing terminology used in invoices and delved into warehouse operations, ensuring inclusion of key inventory and logistics terms. The author also explored intercom systems, incorporating communication and device vocabulary. Researching common abbreviations across fields, they aimed to offer clear definitions.

The author additionally reviewed terms of service agreements, capturing legal vocabulary for better user understanding. To cater to transportation and logistics professionals, transport-related terminology was integrated. This rigorous process ensured the dictionary covered a wide spectrum of logistics-related vocabulary.

The process of sorting out the vocabulary can be seen in Figure 1. created by the author using Canva. The author's work began by compiling a list of common logistics terms in an Excel sheet. As the project advanced, they recognized the need for additional sections to enhance comprehensiveness. To streamline navigation, they created separate sheets for various categories like abbreviations, invoices, intercoms, shipping contracts, foreign trade documents, and special terms.

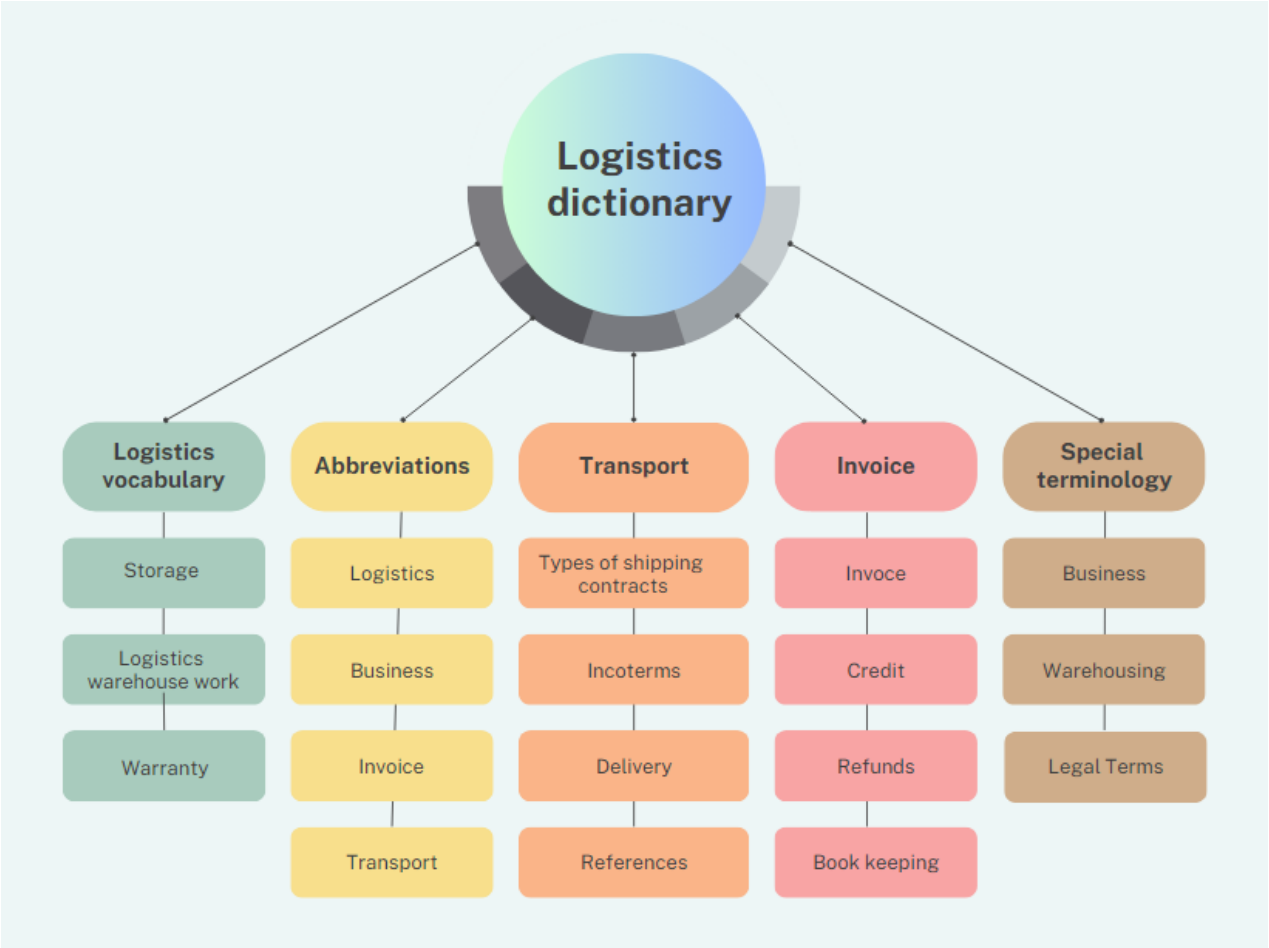

Figure 1. Logistic dictionary: Different logistics vocabulary areas that were analysed and merged and in the logistic dictionary.

Continual expansion and refinement occurred as the author identified new terms and areas requiring attention. This iterative process ensured the dictionary remained updated and comprehensive. This method allowed the author to create a dynamic logistics dictionary, effectively managing and expanding various sections based on emerging terms and user needs. Ultimately, this approach produced a valuable resource encompassing logistics terms, abbreviations, specific documents, and specialized vocabulary.

3.1.2 Purchaser

The author's work as a purchaser was vital in creating the logistics dictionary. This job exposed them to various logistics terms, helping them understand the field's challenges and specialized procurement vocabulary.

During their daily work, the author encountered unfamiliar words, saved them on their computer, and later added meanings when they discovered them.

Working in logistics operations showed the author how dynamic the industry is. Logistics constantly changes with new technologies, practices, and regulations. The author realized the importance of keeping the dictionary updated to provide users with current information.

They understood that logistics is always evolving, so they are committed to maintaining the dictionary. This means adding new terms, concepts, and industry practices to make it a valuable resource for the logistics community.

Leveraging their experience as a purchaser, the author aims to keep the dictionary relevant and accurate. They regularly update and expand it to support the needs of logistics professionals, researchers, and students in the ever-changing logistics field.

In the future development of the dictionary, Stage 2 follows Stage 1, during which the initial vocabulary was collected by the author. In Stage 2, phrases will be incorporated to enhance vocabulary understanding and usage. Additionally, complete articles on relevant topics will be linked to the case company's website at a later stage.

To ensure the successful implementation of the project, the author conducted extensive research on various types of internet dictionaries. The objective was to identify the most suitable and user-friendly model for a logistic dictionary.

4 Practical implementation

The research and creation of the logistic dictionary was started in the June 2023. The author dedicated themselves to this project daily throughout the summer, and it continued into the fall of 2023 when the final review process commenced.

Around this time, the author initiated the search for the optimal online implementation for the dictionary. They explored various options for integrating it onto the case company's website, considering what would offer the most user-friendly experience.

It appears that the targeted date for the implementation of the dictionary is scheduled for late 2023 or the beginning of 2024, allowing sufficient time for the necessary preparations and refinements.

4.1 Five Stages of Vocabulary Creation

The vocabulary collection began first, by the author, collecting vocabulary from various sources. This involved searching for words and terms related to logistics, abbreviations, transport, invoices, special terminology, and automation. (See Figure 2. and Figure 3., created in Canva by the author, for a visual representation of this step.)

Next, the author diligently verified the meanings and usage of these collected words by consulting different sources. This step was essential to ensure the accuracy of the gathered vocabulary.

Then, the author contributed their own input by adding relevant vocabulary that may not have been present in the initial sources. This additional vocabulary was drawn from the author's personal experience and their understanding of the terms used in their daily work.

Afterward, the author focused on finding Finnish equivalents for the collected vocabulary. This process involved cross-referencing the meanings and usage of the words in various Finnish sources to ensure a precise translation.

Finally, all the relevant vocabulary was organized accurately in an Excel file. This file was sorted into subcategories based on the context to which the words belonged, such as logistics, abbreviations, transport, invoices, special terminology, and automation. This organization made it easier to access and utilize the vocabulary effectively. (Refer to Figure 2. bellow, for a visual representation of the entire process.)

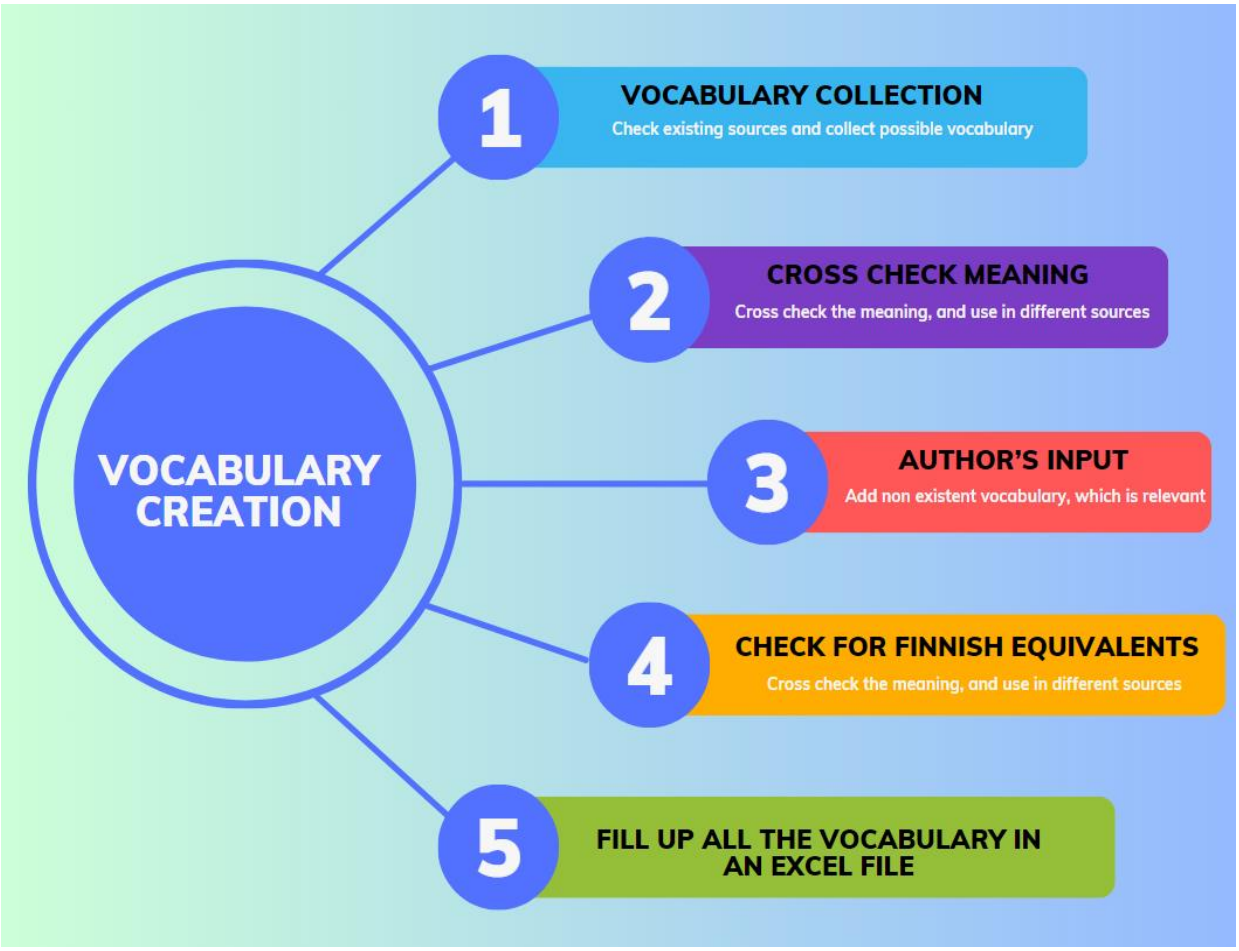

Figure 2. Five stages of the vocabulary creation.

4.2 Eight Stages of Logistic Dictionary Creation

The author's work began by collecting materials in the English language. This was the starting point, where they gathered logistic-related source materials such as documents, books, websites, and other relevant content.

Next, they utilized these sources by extracting useful information and logistics-related terms. This involved reading, summarizing, and categorizing the information to make it more manageable.

To ensure accuracy and reliability, they checked the information extracted from the sources. This involved verifying facts, figures, and definitions to maintain the credibility of the dictionary.

They organized the extracted terms and definitions into a structured format, typically using tools like Excel spreadsheets or databases. This structured format helped the author efficiently manage the data.

To maintain conciseness and user-friendliness, they reviewed the collected terms and removed any duplicates or similar entries.

For international accessibility, the English terms and definitions were translated into Finnish, or existing Finnish equivalents were found if available. This translation process ensured accuracy and appropriateness for the logistics field in Finland.

Just as they checked for correctness in English, the author also reviewed the translated Finnish terms and definitions for accuracy and reliability, making necessary corrections.

This process was not a one-time effort. To continually expand and improve the logistic dictionary, the author repeated the same steps when collecting new logistic source material in English.

In the following Figure 3. the author illustrates the process of creation of logistic dictionary, in eight stages. The identical process was applied to the section of the dictionary dedicated to abbreviations.

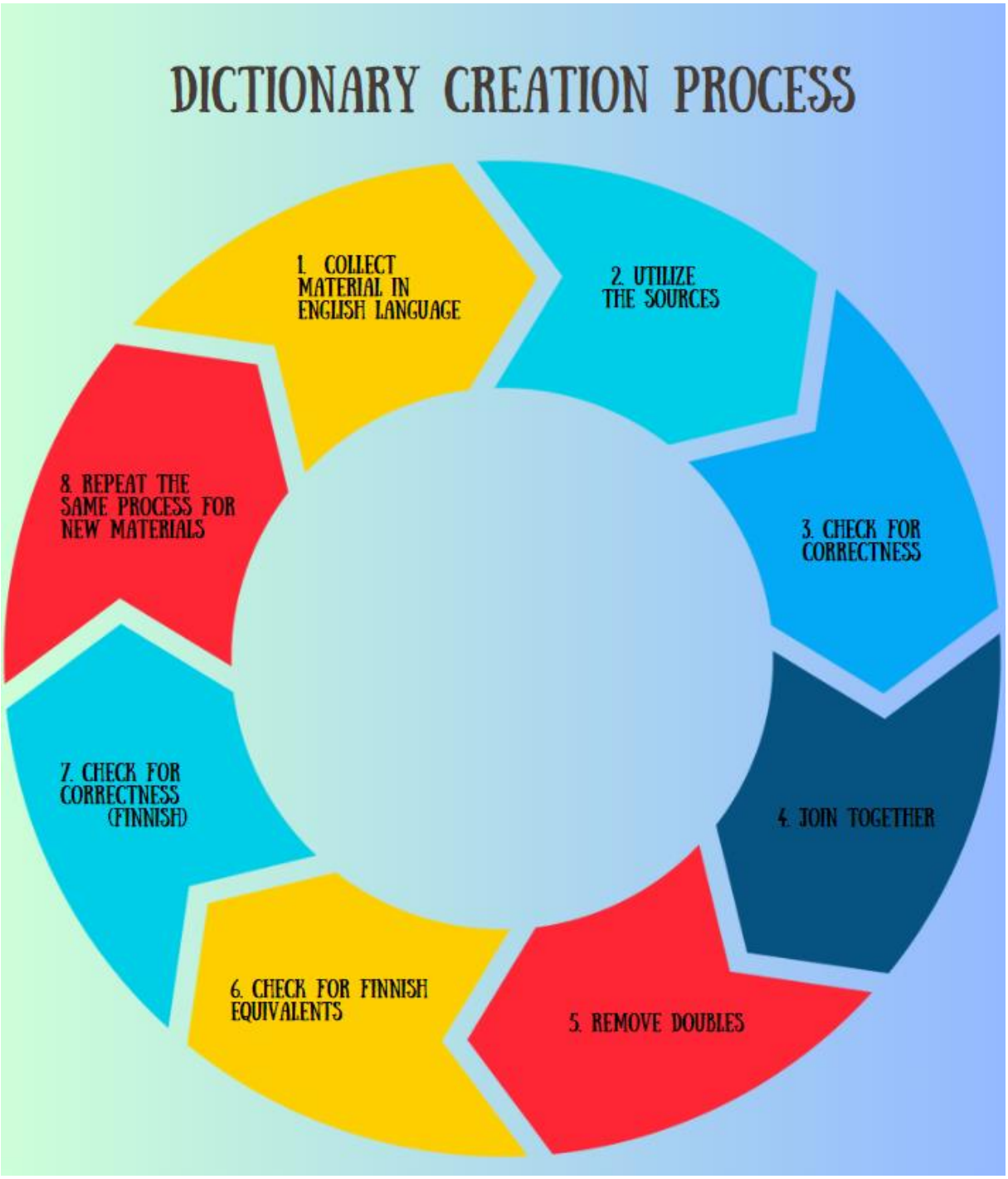

Figure 3. Eight stages of the creation of the logistic dictionary.

5 Critical Analysis

5.1 Interviews

To gain a deeper understanding of the project's goal, which is to create an optimal market product in the form of a logistics dictionary, the author conducted three interviews with specialists in the logistics field. These experts, identified as Interviewees A, B, and C, respectively, included a logistic centre manager, a purchasing unit manager, and a product manager specializing in work safety equipment. The author evaluated the perceived value and usefulness of the dictionary during these interviews by presenting the participants with the existing Excel files containing the dictionary.

The interview questions were prepared in English and can be found in Appendix 1. They were provided on paper, to the interviewees in advance. The interviews took place both in person and through Microsoft Teams, with the discussions conducted in the Finnish language. During the interviews, the author wrote down the answers provided by the interviewees. Additionally, each interviewee reviewed the Excel sheets containing the collected dictionary material up to that point.

The interview questions served as a starting point for more extensive discussions in all three cases. Following each interview, the author sent the written transcript to the interviewees for their approval.

5.1.1 Interviewee A

In the interview conducted in person, on September 28, 2023, from 2 to 3pm in Hämeenlinna. The interviewee was an experienced logistics professional, named here as Interviewee A. They have 29 years of expertise in warehousing and work currently as a Logistics Manager. They provided valuable insights and recommendations regarding the development of a comprehensive logistics dictionary. Interviewee A is working on daily bases with German and Swedish specialist to implement the newly ordered warehouse automation. Interviewee A is having challenges on daily basis with lack of proper logistic vocabulary and place to verify it. (Interview A 28.09.23)

The interview encompassed several key areas, each shedding light on the critical aspects of this project. Interviewee A emphasized the importance of the logistics dictionary covering

essential terms such as freight, warehouse automation and supply chain management. Furthermore, education-related terms were identified as vital components of the dictionary. These terms should be prioritized based on their significance within the field, especially for individuals new to logistics. (Interview A 28.09.23)

The interviewee stressed the significance of the user interface for the dictionary. They underscored that a user-friendly interface is crucial for encouraging people to use the resource effectively. (Interview A 28.09.23)

Quick and efficient search functions were identified as essential features, given that different regions and industries may utilize distinct terminology. The dictionary should also have the capability to highlight any missing or incorrect words. (Interview A 28.09.23)

Interviewee A pointed out that the dictionary could have a significant positive impact on logistics education. It can simplify complex terms for both students and educators, making it an invaluable educational tool. (Interview A 28.09.23)

The interviewee proposed a feedback mechanism through which users could provide input and suggestions for improvement. Additionally, they mentioned the possibility of supporting the dictionary through donations. (Interview A 28.09.23)

The interviewee highlighted practical applications of the dictionary, particularly in real-world scenarios. It can assist specialists in projects that involve specialized terms and help purchase assistants better understand the terminology they encounter. (Interview A 28.09.23)

Interviewee A noted the gaps in existing logistics resources and the reliance on search engines like Google due to the difficulty of learning industry jargon. They highlighted "Logistiikan Maailma" as the only reliable Finnish source, which was not updated since 2020. Interviewee A pointed out that their firm was one of the contributors in creation of Logistiikan Maailma internet page but were currently no longer contributors. Based on that Interviewee A concluded, the logistic dictionary creation and existing on the internet can attract great traffic and the need in the field of logistic is urgent for such a tool. (Interview A 28.09.23)

The dictionary was seen as valuable for specialists who require specific vocabulary and especially beneficial for inexperienced workers in assistant roles communicating with foreign

suppliers and customers. Furthermore, it should incorporate emerging logistics trends, including automation and software systems. (Interview A 28.09.23)

Challenges in deciding which words to include in the dictionary were acknowledged. There were also questions regarding the origins of certain terms. Interviewee A expressed support for the concept of the dictionary but recognized the challenge of encouraging widespread adoption. (Interview A 28.09.23)

In conclusion, the insights from Interviewee A's interview provide valuable guidance for the development of a logistics dictionary. It is evident that a well-designed, user-friendly resource with a focus on essential terminology, adaptability to global variations, and consideration of ethical and cultural nuances, has the potential to significantly impact logistics education and practice. However, addressing the challenge of encouraging users to utilize the dictionary effectively remains a key consideration, as does staying current with evolving industry trends such as automation and production-related vocabulary and abbreviations. (Interview A 28.09.23)

5.1.2 Response to Interview A Findings

The author immediately incorporated additional vocabulary and abbreviations related to production and automation, as suggested by Interviewee A in the interview. The author recognized that this is a crucial step in ensuring the comprehensiveness and relevance of the logistics dictionary. Given the evolving landscape of logistics and the increasing integration of automation and production processes, it is imperative that the dictionary keeps pace with these advancements. This expansion should encompass terminology associated with cutting-edge technologies, manufacturing processes, and supply chain automation solutions, providing users with a comprehensive understanding of these critical aspects of the industry.

Figure 4. that was created by the author, illustrates the swift integration of Interviewee A's suggestions into the dictionary, showcasing the incorporation of additional vocabulary and abbreviations related to production and automation.

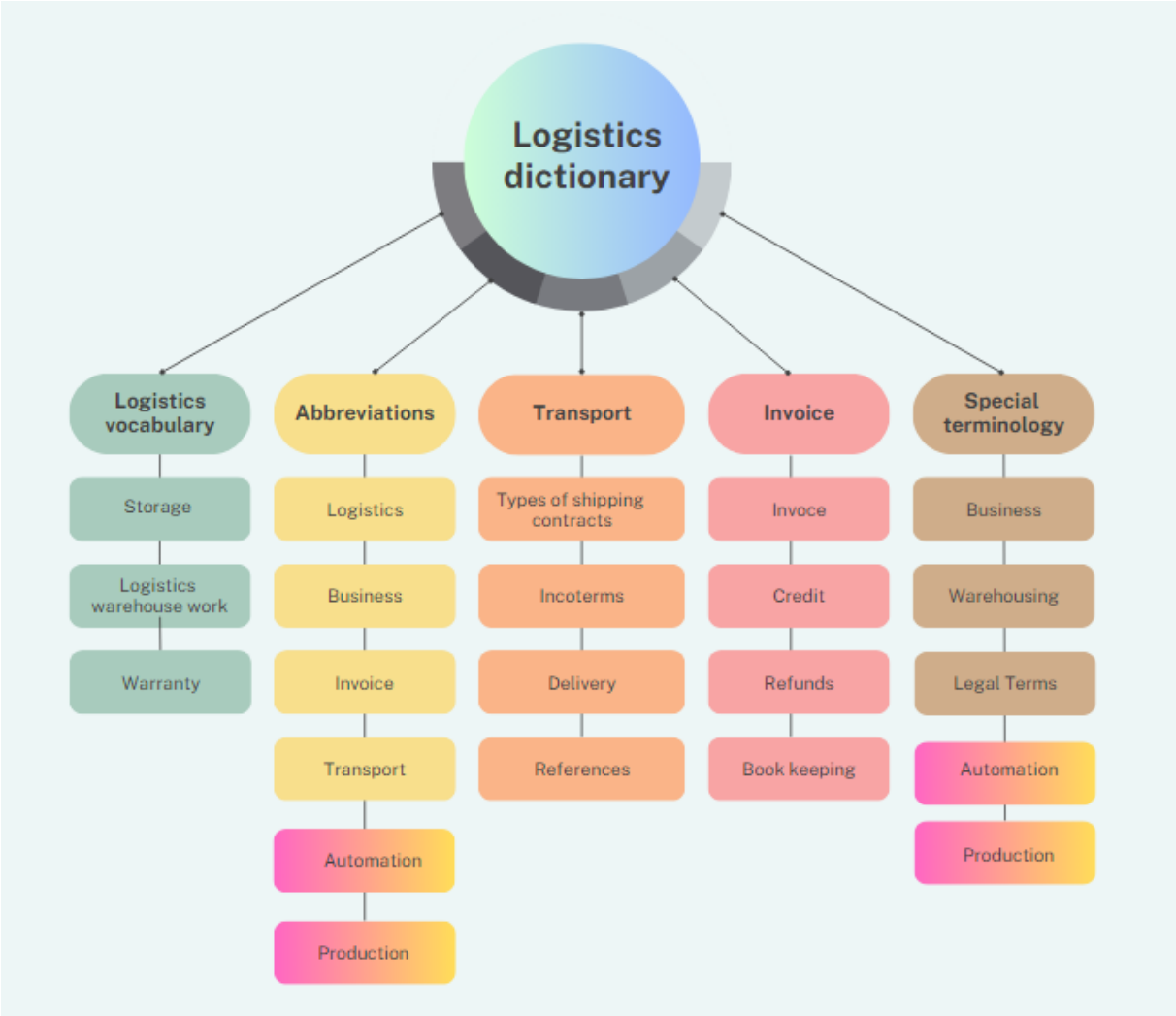

Figure 4. Logistic dictionary: Different logistics vocabulary areas that were analyzed and merged and in the logistic dictionary Addtition 0.2.

Additionally, a serious consideration should be extended to the possibility of donations to support the development and maintenance of the dictionary. Interviewee A's recommendation highlights the importance of user contributions, and donations could serve as a sustainable means of funding. By allowing individuals and organizations to contribute financially, the case company commissioning the dictionary can ensure its continued improvement and accessibility to a broader audience, ultimately enriching the logistics community with a valuable resource that remains up-to-date and relevant. Here it is of the utmost importance, how to incorporate donations, in profit-oriented company. If the users want to contribute, in order to insure the logistic dictionary being up to date, their donations should be insured to be used only for the upkeep of the dictionary.

5.1.3 Interviewee B

Interviewee B, interviewed in person, on October 4, 2023, in Hämeenlinna from 10-11 am, shared their insights into logistics. They've worked in logistics for 15 years, including sales and purchasing, and have been a product manager for three years. They specialize in managing purchase orders, invoicing, and using software like Digia Enterprise and Relex.

In terms of key dictionary terms, Interviewee B thinks the author's current work on the dictionary is good. They rely mainly on "Logistiikan Maailma" for most terms. They stress the importance of understanding Incoterms which explain who pays for what and when. Incoterms can be confusing and need more than one word to explain. Interviewee B suggests adding pictures and more examples to the dictionary, making it easier to understand. (Interview B 4.10.2023)

Interviewee B says logistics terms should have clear meanings in different situations. They mention keeping the dictionary up to date is essential to deal with global and tech changes. They specifically mention automation and ChatGPT as examples. (Interview B 4.10.2023)

Regarding the impact on education, Interviewee B believes a logistics dictionary will help professionals avoid mistakes. In real-world situations, the dictionary helps clarify misunderstandings in conversations, like between salespeople and customers. (Interview B 4.10.2023)

They also say getting feedback is vital, even if everyone doesn't agree. They suggest making ways for people to contribute and give feedback. (Interview B 4.10.2023)

Interviewee B thinks practical examples and case studies are important for users, along with possible future illustrations. (Interview B 4.10.2023)

They mention a gap in current logistics resources, like "Logistiikan Maailma", which hasn't been updated since 2020. They suggest working with experts in invoices, transportation, and logistics, but funding might be an issue. (Interview B 4.10.2023)

In conclusion, Interviewee B strongly supports the dictionary, seeing it as valuable and important. They appreciate the work put into its development. (Interview B 4.10.2023)

5.1.4 Response to Interview B Findings

Interviewee B’s suggestions, like adding pictures and diagrams, are not suitable for the current early stages of our dictionary project. The project's progress is indicated in Figure 7., and right now, we're in between levels 1 and 2.

Interviewee B’s ideas would make the dictionary more like an Encyclopaedia, which could be useful in the logistics field, but it's not the current primary goal. The main focus now is on creating an English-Finnish logistics dictionary.

The possibility of expanding the logistics dictionary into a comprehensive Logistics Encyclopaedia is already considered by the project's commissioning company, if it achieves success. However, for this expansion, the need arises for a full-time staff member to maintain and keep the dictionary up to date.

5.1.5 Interviewee C

On October 5, 2023, during a Microsoft Teams meeting in Hämeenlinna from 10-11 am, Interviewee C shared their extensive experience and insights about logistics and the development of a logistics dictionary. (Interview C 5.10.2023)

Interviewee C has worked in procurement for 12 years. They began as a purchaser in 2011 and moved up in their career. In 2019, they became a strategic buyer, responsible for improving the purchasing department. In 2021, they took on a bigger role as the manager of product information and support activities in their department. In 2023, they became the purchasing manager. This shows their extensive experience and steady career progression in procurement. (Interview C 5.10.2023)

Interviewee C reviewed the dictionary and found it generally good but believed it could be improved. They pointed out three important terms - "laatutapahtuma"(quality event), "tavaran vastaanotto" (receiving of goods) and "merituonti" (sea import)- that were missing from the dictionary and other sources. Interviewee C found gaps in existing logistics resources or dictionaries, particularly in finding the right vocabulary and understanding its proper usage. Interviewee C emphasized that these terms were missing not only from this dictionary but also from other sources. Including them would enhance the dictionary. (Interview C 5.10.2023)

In the constantly changing logistics field, Interviewee C faces the challenge of finding the right logistics terms. Their daily tools often lack the needed vocabulary. Even when they suggest words, users may still be unsure about correctness and proper usage. Interviewee C wish for the dictionary to clearly specify the context or area of logistics to which each word relates. This is important because words can have different meanings in various logistics contexts, such as invoicing or transportation. They also stressed the importance of a user-friendly design for the dictionary. (Interview C 5.10.2023)

Interviewee C recognized the need for the dictionary to account for global variations and technology-related terms. They suggested a way for people to contribute by adding or correcting words. (Interview C 5.10.2023)

Interviewee C sees the logistics dictionary as a valuable tool for simplifying logistics education. They noted the current challenge in understanding the context and accuracy of logistics terms, which the dictionary can solve by offering clear definitions and insights into how these terms are used in different logistics areas. (Interview C 5.10.2023)

Practical examples were recognized as necessary for enhancing vocabulary comprehension. Interviewee C noted that more work is needed for this. (Interview C 5.10.2023)

Regarding practical applications, Interviewee C emphasized the importance of providing real-world examples to help users understand the vocabulary's correct meaning and its suitable use in various contexts. (Interview C 5.10.2023)

Interviewee C strongly supports the idea of a logistics dictionary and its necessity for businesses dealing with language barriers in logistics terminology. To ensure the accuracy of the logistics dictionary and resolve disputes, Interviewee C proposed involving professionals from different logistics areas for reviews and revisions. They expressed their willingness to actively contribute to the project, allocating their working hours for the cause without seeking payment. Interviewee C firmly believes that with proper management, this initiative could significantly enhance not only their own company, but any environment related to logistics. (Interview C 5.10.2023)

Based on Interviewee C's suggestion for immediate cooperation on the dictionary, the author inquired with the commission company about its acceptability and whether the author should begin organizing it.

5.1.1 Response to Interview C Findings

The commissioning company firmly upholds the idea of creating a logistics dictionary, considering it crucial for the industry. The case company is willing to do this type of cooperation but after the publication of the dictionary. They aim to involve more specialists to enhance the dictionary, but this will occur after official publication and resolution of copyright issues to safeguard the project's integrity. The commission company stresses that for the dictionary to serve the needs of logistics professionals effectively, their active participation in its development is essential.

5.2 SWOT-Analysis

Strength

Comprehensive Coverage: The logistics dictionary offers an extensive collection of terms relevant to the field, serving as a valuable resource for professionals, researchers, and students. Interviews with Interviewee A (28.09.2023), Interviewee B (4.10.2023), and Interviewee C (5.10.2023) highlight the importance of this comprehensive coverage. The author and interviewees unanimously endorse its value, particularly for professionals and students.

User-Friendly Organization: Designed with user-friendliness in mind, the dictionary ensures easy navigation and quick access to specific terms and their definitions. Interviewee A and Interviewee C stress the significance of a user-friendly design. (Interview A 28.09.23, Interview C 5.10.2023)

Standardized Terminology: By providing a centralized reference point, the dictionary promotes the use of standardized terminology within the logistics community. This, in turn, enhances effective communication and facilitates knowledge sharing among professionals. The interviews conducted with Interviewee A (28.09.2023), Interviewee B (4.10.2023), and Interviewee C (5.10.2023) emphasize the importance of standardized terminology, a perspective shared by the author.

Weaknesses

Specialized Areas: Despite its strengths, the dictionary may have certain limitations. It might not comprehensively cover highly specialized areas within logistics, potentially leaving out niche terms or concepts. Interviewee A (28.09.23) pointed out the need to address specialized areas, a concern the author agrees with.

Language Limitations: Its scope may be restricted to specific languages, limiting its global applicability. This limitation was recognized in the interviews with Interviewee A, B, and C, an observation that aligns with the author's viewpoint. (Interview A 28.09.23, Interview B 4.10.2023, Interview C 5.10.2023)

Opportunities

Continuous Improvement: The dictionary presents opportunities for continuous improvement, with the potential to expand its content by incorporating new terms, emerging concepts, and evolving industry practices to remain up to date with the dynamic logistics landscape. The interviews with Interviewee A, B, and C stress the need for continuous expansion and improvement. (Interview A 28.09.23, Interview B 4.10.2023, Interview C 5.10.2023)

Multi-Language Support: Adding support for multiple languages would enhance its usefulness and accessibility to a broader global audience. Interviewee B and Interviewee C emphasize the importance of this opportunity (Interview B 4.10.2023, Interview C 5.10.2023)

Challenges and Threats

Outdated Content: In an ever-evolving logistics industry, the dictionary faces the risk of becoming outdated or incomplete if not regularly updated to reflect the latest developments and changes. The interviews with Interviewee A, B, and C highlight the challenge of keeping the dictionary current (Interview A 28.09.23, Interview B 4.10.2023, Interview C 5.10.2023)

Competition: The presence of other logistics dictionaries or online resources could create competition, necessitating efforts to differentiate and continually enhance the dictionary's

value proposition. The interviews underscore the importance of addressing competition and staying relevant (Interview A 28.09.23, Interview B 4.10.2023, Interview C 5.10.2023)

Funding: The challenge of funding for the project was recognized in the interviews, especially for collaborating with experts and professionals. It's essential to secure funding to support the ongoing development and maintenance of the dictionary (Interview B 4.10.2023, Interview C 5.10.2023)

In summary, the SWOT- Analysis and the assessment of the logistics dictionary's strengths and weaknesses reveal the project's strengths in comprehensive coverage, user-friendly organization, and promotion of standardized terminology. These strengths provide a strong foundation. However, it also identifies areas for improvement, such as addressing gaps in specialized content and language limitations.

Moreover, the analysis underscores the opportunities for continuous expansion and multi-language support, offering avenues for growth and improved service. Simultaneously, it recognizes challenges and threats related to maintaining up-to-date content, staying competitive amid industry evolution, and securing adequate funding.

These insights serve as a strategic compass for guiding the development and management of the logistics dictionary, ensuring its continued relevance and effectiveness in facilitating knowledge exchange and communication within the logistics field.

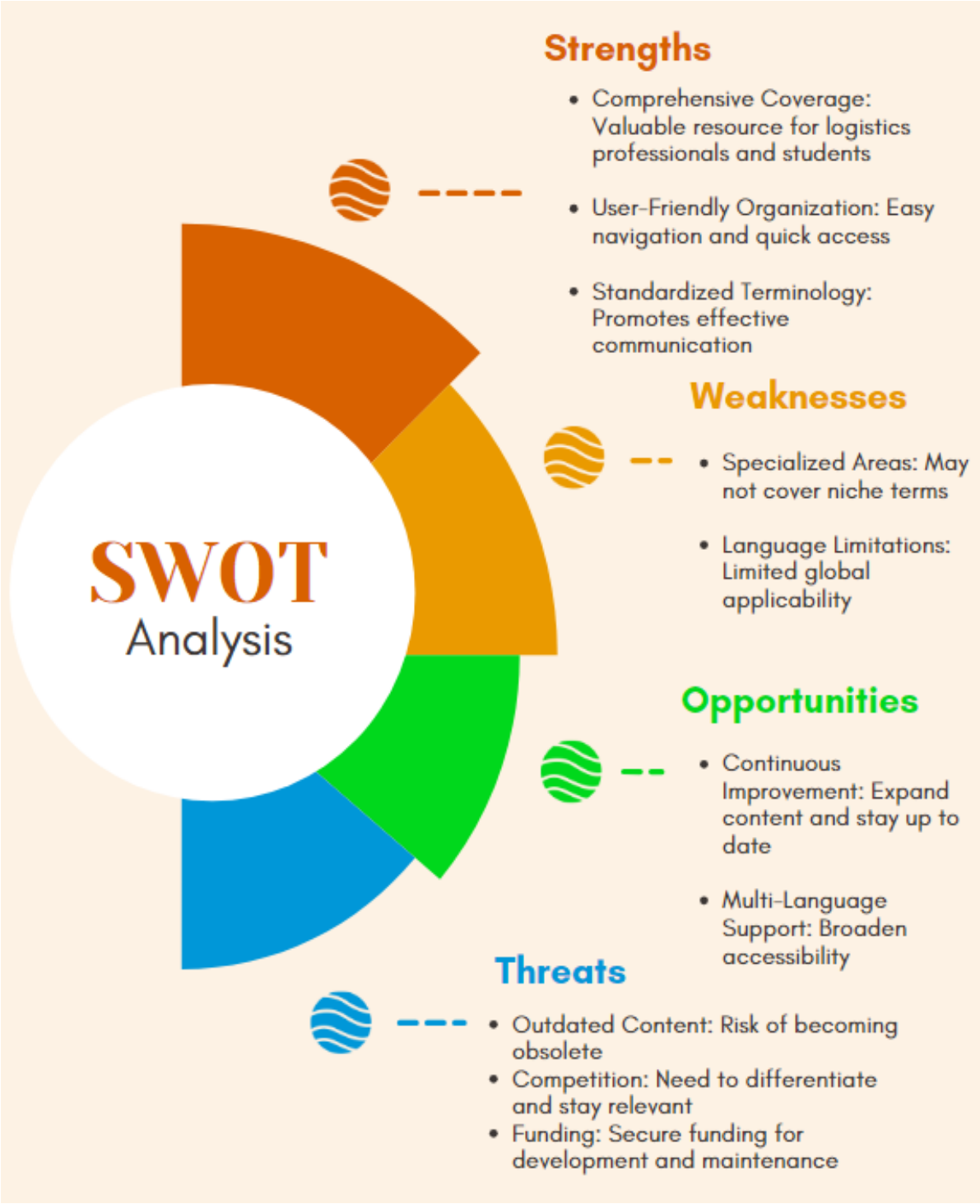

Figure 5. SWOT Analysis.

5.3 PESTEL Analysis

This PESTEL analysis was conducted based on the interviews and the SWOT analysis for the logistics dictionary project.

Political

Strength: The project does not appear to face significant political barriers. The interviews did not highlight any political factors that could hinder the creation of the logistics dictionary (SWOT Analysis).

Economic

Strength: Economic factors, such as funding for the project, are a challenge (SWOT Analysis). The interviews with Interviewees B and C mentioned the need for funding to collaborate with experts and professionals. This implies that securing economic resources may be a hurdle (Interview B 4.10.2023, Interview C 5.10.2023)

Social

Strength: The project aligns well with social trends and needs. The interviews with Interviewee A, B, and C underline the importance of a logistics dictionary to bridge language barriers in the logistics community, which is a social need (Interview A 28.09.23, Interview B 4.10.2023, Interview C 5.10.2023)

Opportunity: Addressing social needs can be a key driver for the project's success. It's essential to understand and respond to the social aspects of the logistics field, as indicated by the interviews (Interview A 28.09.23, Interview B 4.10.2023, Interview C 5.10.2023)

Technological

Strength: Technology-related factors are critical for the logistics industry. The interviews with Interviewee A, B, and C highlighted the importance of incorporating technology-related terms and staying updated with emerging logistics trends and tools (SWOT Analysis).

Opportunity: The project can leverage technology trends to enhance its content and provide insights into automation, software systems, and emerging logistics technologies (Interview A 28.09.23, Interview B 4.10.2023, Interview C 5.10.2023)

Environmental

Strength: Environmental factors do not appear to be significant in this context. The interviews did not highlight environmental concerns relevant to the logistics dictionary (SWOT Analysis).

Legal

Strength: Legal factors are not identified as significant challenges in the interviews. There are no legal barriers or concerns discussed in the context of the logistics dictionary project (SWOT Analysis).

In summary, the PESTEL analysis reveals that the logistics dictionary project is well-aligned with social and technological trends, making it essential for addressing language barriers and keeping up with technology-related terms in the logistics field. The economic factor of funding presents a challenge that needs to be addressed. The analysis did not identify significant political, environmental, or legal factors impacting the project. Understanding and addressing these factors will be critical for the project's success and relevance in the logistics community.

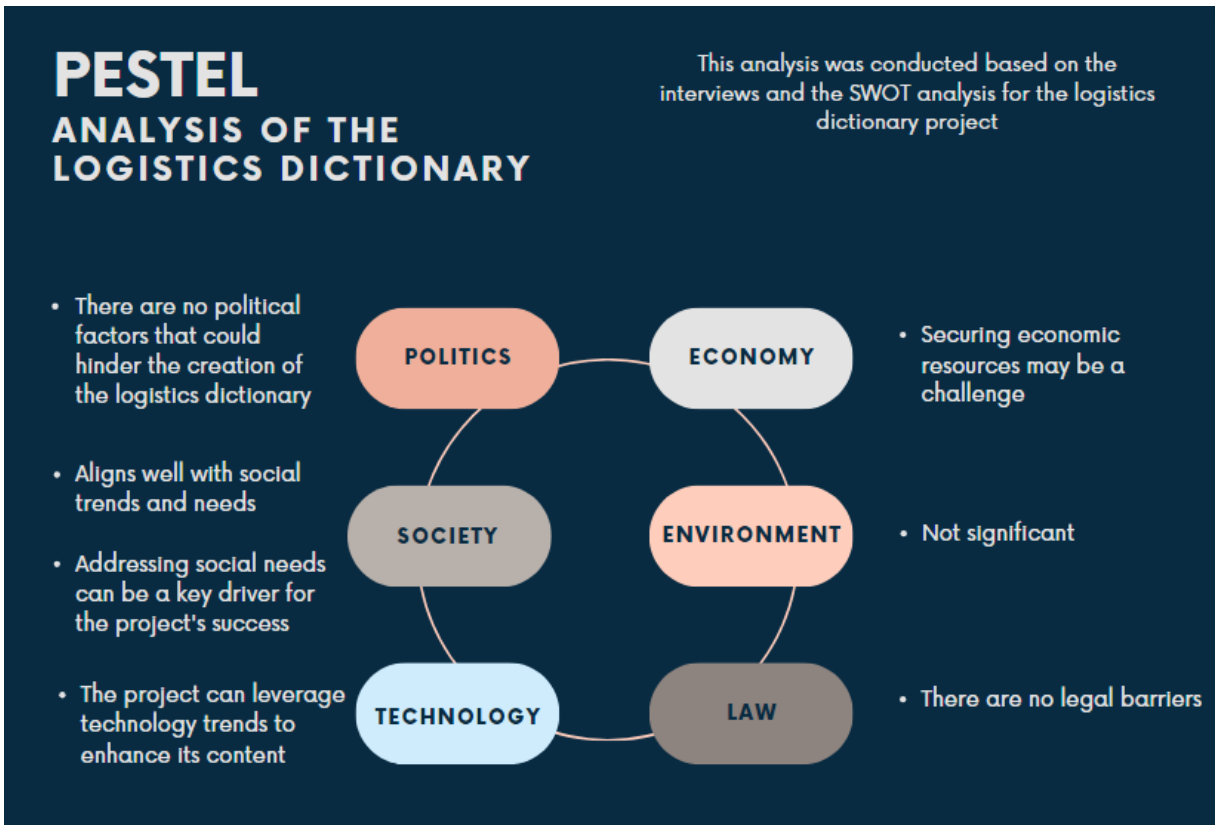

Figure 6. PESTEL Analysis.

6 Conclusions and recommendations

Based on the SWOT and PESTEL analysis and the 3 interviews conducted, it is evident that the logistics dictionary has the potential to be a highly valuable resource within the logistics industry. The insights from the interviews with Interviewee A, B, and C further emphasize the importance and usefulness of the dictionary.

On the positive side the comprehensive coverage of logistics-related terms, user-friendly organization, and promotion of standardized terminology are the strengths highlighted in the SWOT analysis. Interviewee A, B, and C all emphasize the need for comprehensive coverage and standardized terminology. The project aligns well with social needs by bridging language barriers in the logistics community, which is a vital aspect of the industry. Continuous improvement is an opportunity, as the dictionary can expand its content by incorporating new terms and evolving industry practices, as suggested by Interviewee A, B, and C. Multi-language support is an opportunity that can enhance the dictionary's usefulness and accessibility, as highlighted by Interviewees B and C. Technology-related terms and trends are significant in logistics, and the project's emphasis on staying updated with

emerging logistics technologies and tools is crucial. (Interview A 28.09.23, Interview B 4.10.2023, Interview C 5.10.2023)

On the negative side, the dictionary may not comprehensively cover highly specialized areas within logistics, as recognized in the SWOT analysis. Interviewee A noted the need to address specialized areas (Interview A 28.09.23) Language limitations are a weakness, as the dictionary's scope may be restricted to specific languages (SWOT- Analysis). This limitation was emphasized by all Interviewee A, B, and C. The dictionary faces the challenge of becoming outdated if not regularly updated to reflect the latest developments and changes in the logistics industry, as noted in the SWOT analysis. This challenge was also emphasized by all the Interviewees A, B, and C. Competition from other logistics dictionaries or online resources is a threat that necessitates efforts to differentiate and continually enhance the dictionary's value proposition (SWOT Analysis).

Based on the analysis one can make following recommendations for the future. First, Comprehensive Coverage: The dictionary should continue to prioritize comprehensive coverage of logistics-related terms, especially those that are vital to professionals and students. This ensures that the resource remains relevant and valuable in the industry. (Interview A 28.09.23, Interview B 4.10.2023, Interview C 5.10.2023)

Next, specialized Areas. Efforts should be made to address the weakness related to specialized areas. Collaboration with subject matter experts can help in filling these gaps, providing a more well-rounded resource (Interview A 28.09.23)

The dictionary needs a Multi-Language Support. To address the language limitations, the project should consider adding support for multiple languages, as suggested by Interviewee B and C. This will enhance the dictionary's global applicability and accessibility. (Interview B 4.10.2023, Interview C 5.10.2023)

The dictionary needs Continuous Improvement. The project should actively seek continuous improvement by incorporating new terms, emerging concepts, and evolving industry practices to keep the dictionary up to date with the dynamic logistics landscape, as recommended by all the Interviewees A, B, and C.

In addition, to address the economic challenge, the project should explore sustainable funding mechanisms, including donations from users and organizations. Interviewee A proposed the idea of user contributions (Interview A 28.09.23)

In order to establish a user feedback mechanism to allow users to contribute and provide suggestions for improvement, as recommended by Interviewee A, B, and C. This will ensure that the dictionary benefits from collective insights. (Interview A 28.09.23, Interview B 4.10.2023, Interview C 5.10.2023)

After working on the dictionary for nearly 6 months, the author recommends a few important things, which can be separated into four stages of further development:

First, it's necessary to have a permanent employee responsible for maintaining the dictionary and the case company’s website. Language changes with time, just like the logistics field. If updates aren't made promptly, the website may appear outdated and less reliable.

Second, Stage 2 of dictionary creation is crucial. Adding phrases that explain the meaning and usage of logistics vocabulary is essential. It helps professionals understand the terminology better.

Stage 3 involves adding articles based on the dictionary's content. In the author's opinion, the dictionary will be complete once all three stages are implemented on the case company’s website.

Finally, there's always a risk that another company, inspired by the case company’s idea, could create a better logistics dictionary. So, the author believes it's vital to focus on maintaining the dictionary to fulfil its purpose. These four stages are illustrated in the Figure 7. bellow, created by the author.

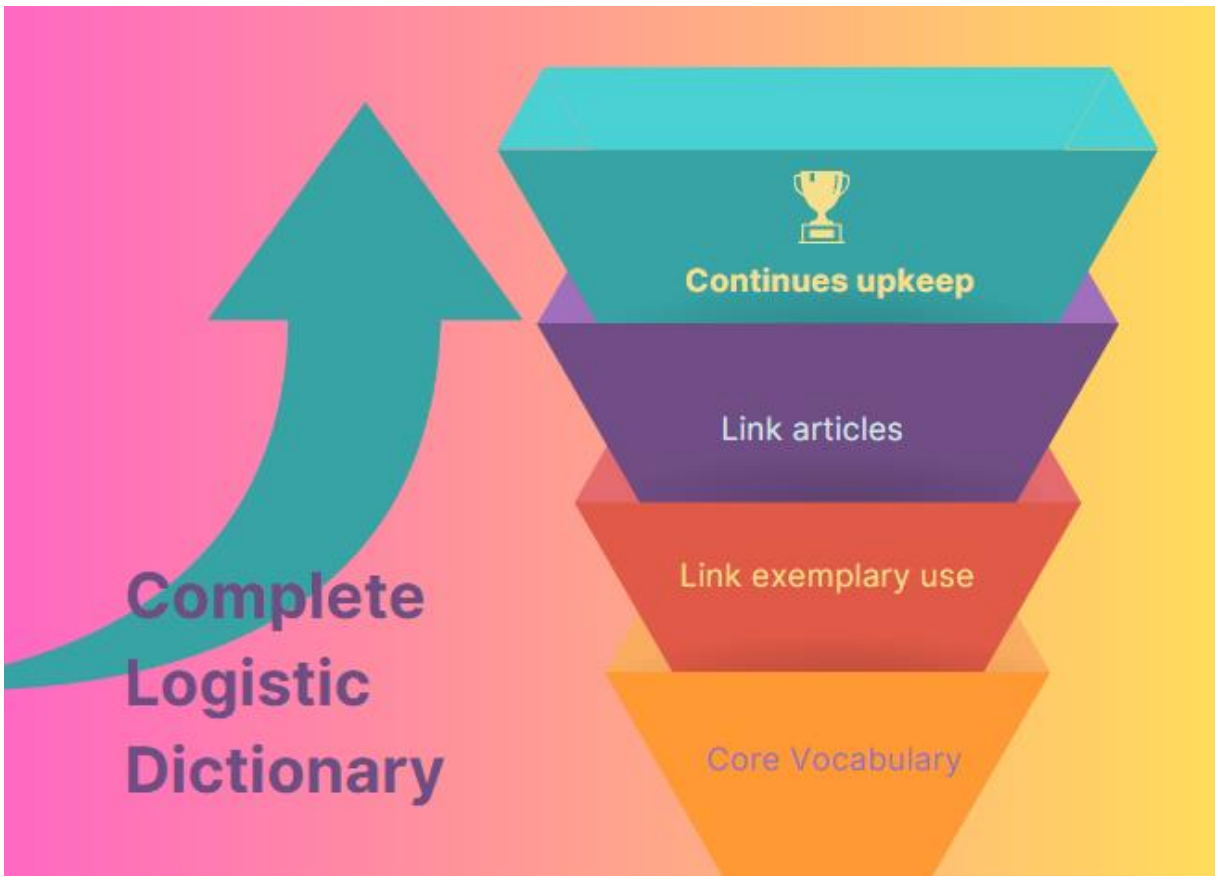

Figure 7. Four stages for complete logistic dictionary.

In conclusion, the logistics dictionary, if developed and managed effectively, has the potential to be a highly valuable resource for the logistics industry, addressing language barriers, promoting standardized terminology, and keeping professionals and students informed about emerging trends and technology-related terms. To fully realize this potential, it's crucial to continuously address weaknesses, seize opportunities, and actively engage with users and experts in the field.

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Appendix 1. Interview questions

Background and Expertise:

1. Can you briefly introduce your logistics background and specific areas of expertise?

Dictionary Content and Development:

2. What key terms should be included in the logistics dictionary?
3. How do you prioritize terms in a constantly evolving field?
4. What's the importance of user-friendly design, and what features enhance usability?
5. How can the dictionary account for global variations and technology-related terms?
6. How might the dictionary impact logistics education?
7. How do users provide feedback for improvement, and are there mechanisms for contributions?
8. How can the dictionary address ethical and cultural considerations?
9. Should the dictionary include practical examples or case studies?

Existing Resources and Collaboration:

10. Are there gaps in existing logistics resources or dictionaries?
11. How do you collaborate with experts to ensure accuracy and resolve disagreements?

Practical Applications and Future Trends:

12. Can you provide examples of how the dictionary aids in real-world logistics scenarios?

13. What emerging logistics trends and technologies should be reflected in the dictionary?

Opinions and Remarks:

Appendix 2. Data Management Plan

The author, commissioning company and thesis supervisor from Häme University of Applied Sciences have signed thesis agreement. The case company is anonymous for the purposes of this thesis. The thesis data was gathered through semi-structured expert interviews, involving two in-person interviews and one conducted via Microsoft Teams.

These interviews were not recorded; instead, the author took notes and created summaries. These summaries were then shared with the interviewees for their approval. The author can share these summaries only with interviewees themselves and thesis supervisor if necessary.

Data will be saved for commissioning company on a computer and on memory stick during the thesis process. After the publication of the thesis, the written summaries will be retained for one year on the author's computer and a memory stick, after which the data will be deleted.

During the interviews, some indirect personal data was collected. This data includes interviewees explanation of their current job role. The role will be described in thesis in a way that interviewee stays anonymous. Interviewees gave their oral permission to collect and save the data for research purposes. In this thesis data is presented in a way that it cannot be connected to specific person.

The interviewees provided oral consent for the collection and storage of data for research purposes. In this thesis, the data is presented in a manner that prevents any connection to specific individuals.