

Department of Transport and Supply Chain Management

PEER REVIEWED CONFERENCE PROCEEDINGS



2019

- **An analysis of the quality of public transport in Johannesburg, South Africa using an adapted SERVQUAL model.** 15th World Conference on Transport Research. Mumbai, India (R. Luke and G.J. Heyns); May 2019
- **The interaction between private sector investment in transport infrastructure and economic growth in South Africa: a joinpoint regression analysis between 1995 and 2016.** 15th World Conference on Transport Research. Mumbai, India (R. Luke and N. Pisa); May 2019 [Poster]
- **Enhancing Customer Service Through Focused Supply Chain Risk Management and Performance Metrics.** International Symposium on Logistics, Wurtzburg, Germany (T. Buthelezi and R. Luke); July 2019
- **A critique of the industry funding and contracting regime.** CSIR (J. Walters); July 2019.
- **Understanding bidder behaviour: the case of the Mamelodi contract.** 16th Biennial Thredbo Conference, Singapore. (J. Walters); August 2019
- **The Johannesburg BRT negotiated contract: how has it benefitted the stakeholders.** 16th Biennial Thredbo Conference, Singapore. (T. Mbara); August 2019
- **Supply chain quality management: an implementation framework.** 13th International Business Conference, Cape Town, South Africa (J.N. Mageto and R Luke); September 2019
- **The impact of transport crimes on supply chain efficiency in Gauteng, South Africa.** 13th International Business Conference, Cape Town, South Africa (R. Luke, P.G. Hlungwani, T.L. Jika, T.N. Mavuma and L. Sekgobela); September 2019
- **Logistics-related Customer Complaints in the South African Retail Industry.** 13th International Business Conference, Cape Town, South Africa (C. Scholtz, P.D. Bekker and P.J. Kilbourn); September 2019
- **Last mile cold chain distribution challenges for self-owned and retail pharmacies in Auckland Park and surrounding areas.** 13th International Business Conference, Cape Town, South Africa (N.C. Mabotja, L.V. Masombuka; L. Khoza; D. Greyling and J. van der Walt); September 2019

