

The research scientific project objective is to examine the logistics maturity level for service enterprises in Poland.

Logistics maturity of the company has its origins in the process maturity level in organization, which is expressed by the extent to which processes are formally defined, managed, flexible, measured and effective<sup>1</sup>.

The need to identify and search for business success factors have caused an increase in the importance of logistics management and its participation in the management of the company. Recently, logistics is regarded as a key factor in the success of the company or as a key competence. Consequently, increasing significance of logistics in companies resulted in the emergence of the concept of "*Logistic maturity*". It is difficult task to find definition of indicated term in the Polish research publications. In this area, the concept of process maturity level in organization that is examined in terms of logistics and maturity of logistics processes, is still dominating. More recently, research in the field of logistics maturity and development of a logistic maturity model are conducted by Italian scientists: C. Battista, A. Fumi, M. M. Schiraldi. Their research focus on the development and application in the enterprise, the logistic maturity model in the fashion industry in Italy. In Poland, similar studies are not conducted, what proposers perceive as a research gap, which they would like to fill in by research included in proposed description.

Based on preliminary research, including the analysis and synthesis of the literature, proposers have offered the original definition of *Logistic maturity*, defining it as an **organizational company's level indicating the extent to which the logistics processes realized in a company are formally: defined, managed, flexible, measured and effective.**

Moreover, the innovative nature of the research is related to the subject of research, namely service enterprises. In the result of the conducted preliminary research, according to the Central Statistical Office, the service sector plays a significant role in the national economies of individual countries, for many years.

In a four stages research, proposers intend to verify the following research hypotheses:

**H 1:** The service enterprises are realizing logistics processes, what implies the possibility of developing a logistic maturity model for service companies, in the theoretical aspect.

**H 2:** In business practice, there are different logistic maturity levels of service companies, and it is possible to identify them.

**H 3:** The logistic maturity levels of enterprise correlates with the size of the company and with the industry.

**H 4:** Service enterprises can achieve a high level of logistic maturity

**H 5:** The high logistic maturity level may results into business competitiveness.

In the opinion of proposers, the achieved results of the research will provide new knowledge about logistic maturity in the enterprises from the service sector, in Poland. This will affect the leveling research gap in this field. Expected results of the research will contribute to the systematization of knowledge on the logistics processes realization in the service sector, thereby it will affect the state of theoretical knowledge of economics, management and logistics. In terms of the civilization development, the expected results of the project will contribute to the improvement of logistics processes in the service enterprises, which will positively affect the competitiveness of these enterprises.

The results of the project will be relevant for practitioners as well as for theorists. For practitioners, the results of the research project will be the starting point for using methods, techniques and tools related to the implementation of logistics processes. For theorists, research results will be initial point to further in-depth research on the logistic maturity for service enterprises.

---

<sup>1</sup> P. Grajewski, Organizacja procesowa, Polskie Wydawnictwo Ekonomiczne, Warszawa 2007, s. 119.