

A Multidimensional Relative Efficiency Analysis of Brazilian Logistics Service

Resumo

This data envelopment analysis (DEA) study examines the efficiency of a set of Brazilian logistics service providers based on a secondary data source from 2004 to 2010. This yearly evaluation of those firms that operated efficiently in their respective niche markets is followed by a detailed analysis of productive, technical, and managerial inefficiencies among the non-efficient firms. Steps taken by these companies in order to shift themselves to the efficient frontier are compared with those identified by the DEA as being potentially more appropriate. Each firm's change in modus operandi as well as its market position evolution during this period is traced, thus providing valuable comments on more advantageous possible future replacements.