



# ***International Transport Management***

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A. Mert Aykor

*The Challenge of Achieving Customer Satisfaction and  
Delight Through Excellent Customer Service*



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## **Preface**



The latest trends and technologies relating the global transportation industry of the 21st century are analysed and introduced, embracing cutting edge, high-tech means of transport logistics.

The entire range of modes of transport is highlighted, providing an extensive and wide-ranging insight relating global transport logistics. Furthermore, respective federations and relevant organizations representing their sector and industry utilize valuable and useful information relative to international transport logistics. Moreover, the latest version of Incoterms 2020 is presented with all its new features and characteristics.

This work constitutes an indispensable source for all parties involved in multinational transport logistics. On the other hand, the author welcomes, by all means, constructive contributions from his readers in form of opinions and suggestions relating this work.

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