

**UNCTAD**  
**Ad Hoc Expert Meeting on**  
**Assessing Port Performance**

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**Port Performance Measurement:**  
**An Overview**

by

Dr. Dong-Wook Song  
Reader in Logistics, Logistics Research Centre  
Heriot-Watt University  
Edinburgh, United Kingdom

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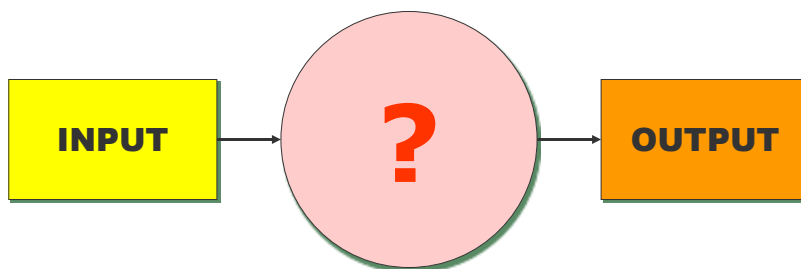
## Port Performance Measurement: An Overview

Dong-Wook Song  
Logistics Research Centre  
Heriot-Watt University  
Edinburgh, UK

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### Performance – a relative concept !!



$$\text{Performance} = \frac{\text{Output}}{\text{Input}}$$

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## **Why measuring performance?**

- § To monitor activity
- § To compare present with past performance
- § To compare present with target performance
- § To compare with competitors' performance
- § To adjust targets
- § To promote the business
- § To check efficiency, productivity, effectiveness
- § ???

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## **Issues in Port Performance Measurement**

- § What to be measured?
- § What data to be included?
- § How to measure?

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## **Issues in Port Performance Measurement**

### **§ What to be measured?**

- | Productivity
- | Efficiency
- | Effectiveness
- | Logistics and supply chain aspect?

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## **Issues in Port Performance Measurement**

### **§ What data to be included?**

- | Cargo type – dry bulk, liquid bulk, container, ro-ro
- | Vessel type
- | Port/terminal type

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## Issues in Port Performance Measurement

### § What data to be included?

- | Collection method
- | Consistency
- | Comparability
- | Measurability / Quantifiability

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## Issues in Port Performance Measurement

### § What data to be included?

Table 1.1 A list of possible port inputs and outputs

Inputs	Outputs
Land (Area/length)	Throughput (Volume)
Labour (Number of employees)	Profit
Capital (Value of port infrastructure)	Customer Satisfaction
Equipment (Number/type of cranes)	Ship turnaround time
Port charges	Berth utilization rate

Source: UNCTAD Secretariat

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## Issues in Port Performance Measurement

### § How to measure?

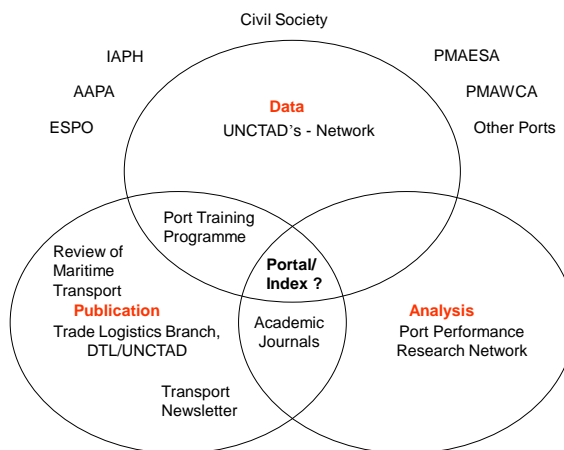
- | “Hard” (Quantitative) vs. “Soft” (Qualitative) measures
- | Hard measures include single (or partial) factor productivity, TFP, SFA, DEA ...
- | Soft measures include perceptual (e.g. satisfaction, keeping promises) aspects.

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Source: UNCTAD Secretariat



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