Services design concepts in future freight transport systems

Digitalization and automation will have impacts on future road freight transport, but *how* is still an open question. On the one hand, data can be used to improve efficiency and increase fill rates in transport. This has the potential to improve how vehicles are used and reduce the demand for vehicle kilometres needed, and thereby the emissions from road freight transport. On the other hand, e-commerce is expected to increase with an increased transport demand as a consequence. Furthermore, driverless vehicles will reduce the costs of road freight transport, which might lead to increased road freight transport.

Recently ITRL led a project where four future scenarios for road freight transport was developed. More than 50 experts from 30 different organizations were engaged in the project.

**This aim of this thesis** is to explore user needs regarding freight deliveries of e-commerce shopping and based on these needs to develop service design concepts.

**We seek a team of two students** with interest and knowledge in service design. Swedish speaking is preferable as many user interviews with Swedish citizens will be carried out.

The thesis work is hosted by Integrated Transport Research Lab (ITRL) at KTH. Depending on timing and results, you may also have the opportunity to write a scientific paper based on your work.

**Your application, including CV and a motivation letter, is welcome to** Mia Hesselgren – miahes@kth.se

Applications will be evaluated continuously, so please submit your application as soon as possible.

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| Application deadline |  |
| Selection process end |  |
| Start period |  |
| End period |  |

**About Integrated Transport Research Lab - ITRL**

ITRL is a multidisciplinary and multi-stakeholder arena that brings together experts from various fields in order to contribute to the development of a sustainable transport system. The main research question is *How can new technology contribute to a sustainable transport system?ow How*

More information at: [www.itrl.kth.se](http://www.itrl.kth.se).