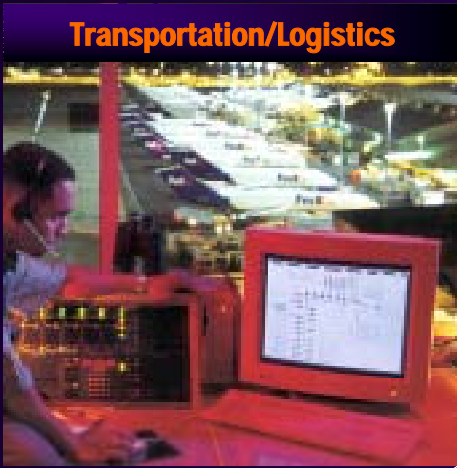


SRI International

Transportation/Logistics



Consumers



Global Impacts of FedEx In The New Economy



Business



Global Economies



Foreword

This study represents the first comprehensive attempt to assess FedEx Corporation's impacts on the New Economy. Its scope is comprehensive in that it covers four key impact areas: business impacts, consumer impacts, transportation/logistics industry impacts, and macroeconomic impacts. The study measures a corporation's impacts beyond traditional yardsticks, such as shareholder value, profits, employment, and tax contributions. In addition to conducting conventional economic impact analyses, the study utilizes impact modules, qualitative assessments, analytical constructs, and other innovative approaches to provide a comprehensive look at both New Economy and Old Economy influences and benefits generated by FedEx.

This study, conducted by SRI International, has been sponsored by the FedEx Corporation. The SRI Team has benefited from the support and insights of the FedEx Team, and would like to thank the large number of FedEx executives and staff who provided SRI with invaluable FedEx data and interviews, as well as sharing existing research and reports on related subjects that were used in this study.

Readers may find that some of the themes and impact analyses are duplicated in certain chapters in this report. This is due to the fact that business, consumer, industry, and macroeconomic impacts are interactive and in some cases overlapping in nature. In creating a picture as complete and comprehensive as possible, the research sometimes needed to address the same themes from different angles. Some of these themes, such as just-in-time inventory management, productivity growth, customer fulfillment, and the power of information technologies, are overriding themes in the New Economy, and therefore deserve to be given due attention in the analyses.

As an independent, not-for-profit research institution, SRI International has maintained complete freedom, independence, and objectivity in constructing its analytical framework and following its research methodology during the course of this study. Thus, the analyses, findings and conclusions are solely those of the SRI Team, and do not necessarily reflect the views of the FedEx Corporation, its executives, or its staff.

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