

## ABSTRACT

The purpose of this particular analysis is to determine the critical success factors of humanitarian logistics in disaster risk management through the deployment of Army troops in Sri Lanka. In addition, research was conducted to identify what factors affecting agility in the humanitarian logistics in disaster response phase, identifying how agility in humanitarian logistics is affected by these critical success factors throughout the immediate response phase in an emergency, and explore their involvement of these factors in the humanitarian logistics operations of the Sri Lankan Army. Analysis of the results of this particular research revealed that there was an interconnection between the success factors. It was evident from the verdict of the respondents that there can be a positive or negative impact in each success factor, which could also influence each other, as mentioned. It had been found that improvements in leadership that fall under human resource management could have an impact on the coordinated efforts of disaster relief operations. In addition, it had a direct impact on the development of supply chain strategy, inventory management as well as transportation and capacity planning. All of the other critical success factors mentioned had a direct impact based on the actions or associated factors of a CSF. Likewise, the supply chain strategy will have a direct positive or negative impact on inventory management and transportation and capacity planning. Research had revealed that various players within each success factor as discussed had a strong impact on the success of the overall operation. It had a positive and negative impact based on the capacity, skill level and experience of the actors. As established based on existing research, it had been clearly found that supply chain strategy, human resource management, inventory management, and transportation and capacity planning were critical success factors to achieve agility in humanitarian logistics. This study directly contributed to broaden the theoretical understanding and create specific knowledge related to agility in humanitarian logistics regarding the involvement of the SL Army in the disaster relief operation, which had not been addressed in the existing literature, and also been presented as supporting evidence.

*Keywords:* Humanitarian Logistics, Disaster Relief, Supply Chain Strategy, Capacity & Transport Planning, Human Resource Management.