SNS COLLEGE OF ENGINEERING

Kurumbapalayam (Po), Coimbatore – 641 107
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DEPARTMENT OF MANAGEMENT STUDIES

SUBJECT NAME & CODE : 23BAT347 - REVERSE AND OUTSOURCING LOGISTICS
YEAR/ SEMESTER : II MBA / IV SEMSTER

UNIT 1 : Introduction to Reverse Logistics

Topic : Standardization of Reverse Logistics Process

Global Standards in Reverse Logistics

1. ISO 14001 - Environmental Management Systems
2. ISO 9001 - Quality Management Systems
3. ISO 26000 - Social Responsibility
4. Reverse Logistics Association (RLA) Standards
5. WEEE Directive (Waste Electrical and Electronic Equipment)
6. EPEAT (Electronic Product Environmental Assessment Tool)
7. ISO 20400 - Sustainable Procurement
8. GS1 Standards for Traceability
9. Circular Economy Standards (BS 8001)
10. EPA Regulations (Environmental Protection Agency)

Global Standards in Reverse Logistics

1. ISO 14001: Guides environmental management for waste reduction and recycling in reverse logistics.
2. ISO 9001: Ensures consistent quality in returns processing, refurbishment, and customer satisfaction.
3. ISO 26000: Promotes socially responsible practices, including ethical recycling and disposal.
4. RLA Standards: Provides industry-specific guidelines for cost-efficient and sustainable reverse logistics.
5. WEEE Directive: Mandates recycling and recovery of electronic waste in reverse logistics processes.
6. EPEAT: Encourages environmentally friendly electronics through reuse and recycling programs.
7. ISO 20400: Supports sustainable procurement by managing end-of-life products effectively.
8. GS1 Standards: Enables accurate tracking and tracing of returned products in reverse logistics.
9. BS 8001: Offers a framework for circular economy practices, emphasizing reuse and refurbishment.
10. EPA Regulations: Ensures compliance with environmental laws for safe disposal and recycling.

Why Global Standards Are Used in Reverse Logistics

1. Ensuring Quality and Consistency
2. Promoting Environmental Sustainability
3. Regulatory Compliance
4. Supporting Circular Economy
5. Enhancing Traceability and Transparency
6. Facilitating Global Integration
7. Cost Efficiency
8. Building Customer Trust
9. Industry Collaboration

Benefits of process standardization

1. Improved Efficiency: Streamlines workflows, saving time and resources.
2. Consistency in Quality: Delivers uniform and reliable output.
3. Cost Reduction: Reduces waste and operational expenses.
4. Enhanced Training and Onboarding: Simplifies employee training with clear guidelines.
5. Better Compliance: Ensures adherence to standards and regulations.
6. Improved Communication: Reduces misunderstandings with clear processes.
7. Scalability: Makes processes adaptable for business growth.
8. Increased Customer Satisfaction: Builds trust with consistent service quality.
9. Error Reduction: Minimizes mistakes through repeatable procedures.
10. Data-Driven Insights: Facilitates process improvement with standardized metrics.

Key metrics for reverse logistics performance

1. Return Rate: Percentage of products returned relative to total sales.
2. Return Processing Time: Time taken to process a returned item.
3. Cost of Returns: Total cost incurred in handling returns.
4. Recovery Rate: Percentage of returned products that are refurbished, resold, or recycled.
5. Disposition Accuracy: Accuracy in determining the appropriate action for returned goods.
6. Inventory Turnover: Frequency at which returned inventory is resold or processed.
7. Customer Satisfaction: Customer feedback and satisfaction regarding the return process.
8. Return Reasons Analysis: Breakdown of why products are being returned.
9. Reverse Logistics Cost per Unit: Average cost of processing each returned item.
10. Return on Investment (ROI): Profitability from returned products after processing costs.

RECAP

QUESTIONS???

THANK YOU