

SNS COLLEGE OF ENGINEERING



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An Autonomous Institution

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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

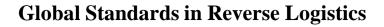
Topic: Standardization of Reverse Logistics Process



Global Standards in Reverse Logistics



- . 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)





- 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



- 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



- . 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



- . 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

