

# Certified Courses



# Reverse Logistics Management

## INTRODUCTION

- In today's economic environment, businesses have concentrated on improving the traditional supply chain; however, as the business environment becomes more competitive, it becomes a necessity to focus on optimizing the reverse loop as well. Business leaders are now looking for new ideas to achieve and optimize goals and cost-efficiency. In many businesses, reverse logistics management is an area of and affects the economic environment, stakeholder relations, investment decisions, and, eventually, the market.
- The purpose of this exciting Reverse Logistics Management training seminar is to show how to implement and manage Reverse Logistics and Closed-Loop Supply Chains, manage return process decisions, refurbishment and disposition more efficiently, acting in a responsible environmentally manner, producing value for the company and both the internal and external stakeholders.

### This training seminar will highlight:

- The critical and costly functions of Returns
- The Challenges of an operating an effective Reverse Chain
- Improving Customer Service at Lower Costs
- Elimination of waste in both manufacturing and business operations
- Efficient Utilization of Warehouse equipment

## OBJECTIVES

### By the end of this training seminar, you will learn to:

- Develop and manage effective returns procedures
- Understand how wasteful activities and costs can be eliminated
- Increase the company's revenues
- Obtain added value for money with improved customer service
- Create added value for the company and the customers

## TRAINING METHODOLOGY

- This Reverse Logistics Management training seminar will be delivered by an instructor who has first-hand practical experience of the reverse supply chain. This training seminar will have presentations with interactive practical exercises, supported by video material and case studies. Delegates will be encouraged to participate actively in relating the principles of reverse logistics to the particular needs of their workplace.

## ORGANISATIONAL IMPACT

- Examine the link of the stock in the company's operations and activities
- Analyse the key areas of reverse close-loop chains
- Identify and understand hidden costs and waste
- Succeed in improving operations
- Apply the right cost and service balance
- Gain a competitive advantage and shareholder value

## PERSONAL IMPACT

Participants will gain knowledge about removing waste activities and reducing costs and by applying the learning of this Reverse Logistics Management training seminar will benefit them in their workplace and help in their roles and career growth:

- How to plan, implement and control effectively the inbound flow
- How to make productivity improvements
- How to develop and implement a sustainable development system
- How to gain value by proper disposal
- How to reduce the costs of product recalls and customer returns
- Use a framework for continual improvement

## WHO SHOULD ATTEND?

Many people in organisations would gain significant knowledge about reverse logistics from attending this training seminar. It is suitable for a wide range of professionals but will greatly benefit:

- Stock Professionals
- Warehouse Operatives and Supervisors
- Procurement Professionals
- Manufacturing Operatives and Supervisors
- Distribution Professionals
- Quality Management Executives

## Course Outline

### Understanding Logistics and the Reverse Supply Chain

- The Difference between Reverse and Traditional Supply Chain
- Distinguish between Return and Distribution Centers
- Defining Outsourcing Reverse logistics
- Calculating Net Recovery Value
- Removing Waste from Reverse Supply Chain
- Optimizing Quality Cost

### Returns Management and Customer Service

- Managing Customer Returns
- Handling Obsolete Inventory
- Applying Repair and Refurbishment
- Extending Product Lifecycle
- Managing Returns in Manufacturing
- Adopting a Supplier Code of Conduct

### Green Supply Chain

- Sustainability and Reverse Logistics
- The Benefits of Green Supply Chain
- Utilizing Reverse and Green Logistics
- The Importance of Recycling
- Green Warehousing and Transportation
- Reducing Environmental Footprint

### E-Logistics and the Environmental Systems

- The Use of IT in Reverse Supply Chain
- The Concept of E-Logistics
- Benefits from the Use of Environmental Management Systems (ISO)
- Implementing Environmental Tools
- Adopting Standards and Guidelines

### Sustainable Transportation

- The Role of Transportation in Reverse Logistics
- Managing Deliveries
- Minimising Transportation Costs
- Measuring Performance in Transportation
- Handling Hazardous Materials



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