

Six Reverse Logistics Tips for Better Replacement Inventory Management

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When a customer is on the phone with a warranty issue that requires a replacement product, they are looking to be satisfied immediately. Often however, this is a difficult challenge due to the high cost, limited resources and low inventory levels allocated to manage your replacements.

How can you manage the conflict between maximizing your level of customer service and minimizing the cost to your organization? How can you provide a high level of customer service while keeping your replacement inventory levels as low as possible?

Read this report we wrote for the Reverse Logistics Association. Free registration is required.