

Framework To Analyze Your Reverse Logistics

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If you need to analyze your Reverse Logistics systems and processes or to develop a Reverse Logistics business case to assess Return On Investment ROI for a project, it is difficult to know where to start.

Developing a Reverse Logistics framework for your company is an excellent way to start your analysis. A framework diagram and document helps you organize the key areas of all your returns processing.

This is not an easy task for most companies, since Reverse Logistics processing is often split or spread out to many different business groups (such as customer service, warehouse receiving or finance), many different regions, and with many third party service partners.

A framework should start with the "big picture" and drill down into the details or multiple detail levels (if for example your processing is different in different regions). Group your key processes together.

Some key area you may want to include in your framework are listed below (and it is no coincidence that these match the article categories for this web site, so I have included links to help you find more information for each topic):

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Returns Prevention

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Return Authorization and Customer Service

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Inventory Disposition and Remarketing

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Defective and Replacement Inventory Management

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Reverse Logistics Management

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Systems, Software and Technology

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General Reverse Logistics

Hopefully this will help you get started. I will be adding more on this topic shortly, including a diagram. Please be sure to send any comments or feedback, since it helps us all.