

The Handbook Of Reverse Logistics From Returns Management To The Circular Economy Pdf

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Assessing and Optimizing the Reverse Logistic Process Using Computer Aided Modelling Techniques Jan 25 2022 Inhaltsangabe:Introduction: As the world population is growing continuously and emerging markets are expanding, natural recourses are being used even more intensively. Because of the scarcity of natural resources, industry faces a changing business environment. Due to government regulations, companies nowadays must handle not only in terms of efficiency, but also of sustainable development and new market opportunities. Thus, with the progression of the logistics sector in recent years, supply chain management and especially the concept of reverse logistics have become more important for both, industry and science. By utilizing reverse logistics, companies aim at maximizing their product revenue while reducing the costs of product returns. Accordingly, implementing an effective concept of reverse logistics, while manufacturing environmentally friendly products, has become a strategic issue. In order to meet the requirements, companies are confronted with the problem of reducing the uncertainties regarding the quality, quantity and timing of the product returns. In this context, a high level of uncertainty leads to a strong increase in complexity compared to the traditional forward supply chains. Using modern computer aided modelling techniques such as system dynamics, helps to counteract this complexity since they not only enable a better understanding of the dynamic behaviour of such complex systems but also allow an improved estimation of the impact of a changing environment and management decisions. This thesis contributes towards an improvement of the strategic decision making process in the field of reverse logistics by providing a generic simulation model which can be used to analyse the influence of different environmental and economical policies with respect to prevailing market conditions. To achieve this objective, the following approach is proposed: In Chapter 2, the theoretical foundation of reverse logistics is characterized forming the framework for the subsequent analytical approach concerning the appropriate model development. For this purpose, first, an overview of the state of the art concerning the processes and influencing factors within the field of reverse logistics is provided. This is achieved by describing the theoretical background of the topic, including a characterization of the impact of individual reverse logistic activities on each other and on their environment. Afterwards, current challenges and trends when [...]

Reverse Logistics Jun 29 2022 This book addresses decision making in reverse logistics, which concerns the integration of used and obsolete products back into the supply chain as valuable resources. It covers a wide range of aspects, related to distribution, production and inventory management, and supply chain management. For each topic, it highlights key managerial issues in real-life examples and explains which quantitative models are available for addressing them. By treating a broad range of issues in a unified way, the book offers the reader a comprehensive view on the field of reverse logistics.

Going Backwards Jun 17 2021

Distribution Logistics Jun 25 2019 The complexity of distribution systems is augmented by various trends: globalization of the manufacturing industry, rising customer demands, and the reverse flows within closed-loop systems. In this light, the need for 'advanced' planning methods that are based on quantitative optimization is constantly increasing. This book takes up the challenges posed by these developments. In doing so, it presents recent results and case studies from a group of researchers that regularly meet at the IWDL (International Workshop on Distribution Logistics). The text covers the design of distribution networks, vehicle routing, warehousing and reverse logistics. It also contains a comprehensive review of more than 60 case studies in reverse logistics.

Contracting, Logistics, Reverse Logistics Jan 13 2021 *Contracting, logistics, and reverse logistics are intertwined with the project management, program management, and portfolio management disciplines. In recent years, organizations have started to offer certifications into the strategic areas of program and portfolios. Contracting, logistics, and reverse logistics are strategic opportunities for companies. For this reason, three programs benefit from an overlapping text that demonstrates how project, program, and portfolio management (PPPM) drives better strategy. Ultimately, successful strategy leads to increased value and the difficult topics of ethics, culture, relationships, and a company's return on investment (ROI). The book is divided into 9 sections and a total of 28 chapters. Each section culminates with a summary of each section. The textbook is followed by three workbooks: one each for contracting, logistics, and reverse logistics. The workbooks provide case studies, questions, and essays for each case study, while chapters are concluded with proposed weekly discussion questions, sample test/quiz questions for each chapter. These chapter questions could be used to populate potential final exams. Dr. Robert Lee Gordon is currently the Program Director for the Reverse Logistics Management department at American Public University. Dr. Gordon has over twenty-five years of professional experience in supply chain management and human resources. Dr. Gordon earned his Doctorate of Management and Organizational Leadership and his Masters of Business Administration from the University of Phoenix as well earning a Bachelor of Arts degree in History from UCLA. Dr. Gordon has been teaching for over sixteen years and regularly instructs courses in reverse logistics, transportation, contract management, project*

management, and human resources. Dr. Gordon has over forty published articles about reverse logistics, supply chain management, project management, human resources, education, and complexity. Dr. Gordon also has four published books on the topics of Reverse Logistics Management, Complexity and Project Management, Virtual Project Management Organizations, and Successful Program Management. *Quantitative Models for Reverse Logistics* May 29 2022 Economic, marketing, and legislative considerations are increasingly leading companies to take back and recover their products after use. From a logistics perspective, these initiatives give rise to new goods flows from the user back to the producer. The management of these goods flows opposite to the traditional supply chain flows is addressed in the recently emerged field of Reverse Logistics. This monograph considers quantitative models that support decision making in Reverse Logistics. To this end, several recent case studies are reviewed. Moreover, first hand insight from a study on used electronic equipment is reported on. On this basis, logistics issues arising in the management of "reverse" goods flows are identified. Moreover, differences between Reverse Logistics and more traditional logistics contexts are highlighted. Finally, attention is paid to capturing the characteristics of Reverse Logistics in appropriate quantitative models.

Optimal Production-inventory Strategies for a Reverse Logistics System Nov 30 2019

Supply Chain Management and Reverse Logistics Nov 03 2022 The world of logistics has considerably changed in the last years. There has been a steady evolution due to globalization, modern information technology, and especially increasing ecological awareness. Many firms have meanwhile implemented large Supply Chain Management (SCM) systems - sometimes already developed to global logistic networks. This book reflects major trends of the recent decade in SCM and, additionally, presents ideas and visions for logistic networks of the 21st century from a strictly scientific point of view. Though the book deals with quite a lot of different perspectives on the same problem, namely how to efficiently and effectively establish elements of a supply chain, it stresses one essential figure of SCM: closing the loop of a supply chain by integrating waste materials into logistic management decisions. Reverse logistics has gained central importance caused by sustainable developments in society and legislation in the past. The book is based on the premise that economic and political decision makers can no longer afford to ignore the ecological issues of logistics. Many excellent researchers from several fields of logistics have contributed to this book. Most of them have been involved in the major developments of SCM methods and concepts during recent years. Therefore, we are very glad and grateful to have them gathered here together in this volume.

Introduction to Management of Reverse Logistics and Closed Loop Supply Chain Processes Oct 22 2021 Increasing legislative and environmental pressure requires businesses to become more responsive to products that either have been returned or that are at the end of their useful lives. Life cycles are getting shorter, and efficient handling can save large amounts of money since many materials can be extracted and reused or redistributed. Reverse logistics (RL) and closed loop supply chains (CLSC) have garnered growing interest as a way to manage this reverse flow of product in a cost effective way. *Introduction to Management of Reverse Logistics (RL) and Closed Loop Supply Chain (CLSC) Processes* provides an overall treatment of CLSC and RL, a qualitative and quantitative presentation of the size and dimensions of the overall market and industry, and a look at future trends. The author discusses key issues and trends in management and operation, strategic, tactical, and operational issues for implementation, and a pragmatic evaluation of the realities of running a CLSC or an RL business. Since most supply chains are not designed to handle reverse materials flows effectively, this is a crucial resource for managers who wish to ensure a smooth flow of materials while extracting the maximum value from returned and end-of-life goods.

Supply Chain Management and Reverse Logistics Jun 05 2020 The world of logistics has considerably changed due to globalization, modern information technology, and especially increasing ecological awareness. Large Supply Chain Management (SCM) systems are developing to global logistic networks. This book reflects major trends of the recent decade in SCM and, additionally, presents ideas and visions for logistic networks of the 21st century. Among the various aspects of SCM, emphasis is placed on reverse logistics: closing the loop of a supply chain by integrating waste materials into logistic management decisions.

Closed-Loop Supply Chains Mar 27 2022 Closed-loop supply chain activities such as remanufacturing, recycling, dismantling for spare parts, and reverse logistics have helped many companies tap into new revenue streams by finding secondary markets for their products, all while reducing their overall carbon footprint. A comprehensive yet concise presentation of closed-loop supply chain processes, *Closed-Loop Supply Chains: New Developments to Improve the Sustainability of Business Practices* investigates the state of the art in this rapidly growing and environmentally significant field. Written by academic experts, in language that is accessible to practitioners, this reader-friendly reference examines recent research and case studies of companies running profitable reuse/remanufacture/recycling operations in various industries. It illustrates profitable practices in returned and recovered products, and clearly explains how to: design a reverse logistics network, conduct production planning, implement effective marketing strategies for recovered products, and apply closed-loop supply chain strategies in other industries besides manufacturing. From product development to materials to assembly and profitability, this authoritative resource illustrates the impact of these processes across all aspects of the supply chain. It provides a business perspective of how to properly implement these processes in your company to achieve profitable and sustainable operations in a more environmentally friendly manner. It also: Investigates strategic decisions companies face in regard to the secondary market for their products, including opportunity costs Examines tactical issues firms will face once the decision to remanufacture has been made, including how to market remanufactured products Summarizes the key characteristics and practices in a variety of industries where remanufacturing has been successful Explains how to conceptualize and manage changes due to switching to a closed-loop supply chain Demonstrates how to handle changing legislation Designed for ease of reference, each chapter covers a specific topic—in a completely self-contained manner—allowing readers to quickly and easily reference the chapters of particular relevance to their industry and situation.

Reuse and Recycling Mar 15 2021 Estudio sobre diseño y mejora de los programas de reciclaje, que hoy día se nos muestra como uno de los puntos más importantes a tener en cuenta en el éxito de las empresas.

Supply Chain Management and Logistics in the Global Fashion Sector May 05 2020 The ways in which we design, make, transport and then discard clothes has a huge social and environmental impact. This book covers responsible business practices and sustainability in the fashion industry from the raw fibre stage, through production, to the point of customer consumption. The concepts of responsibility and sustainability are fast becoming essential factors in business decisions and *Responsible Supply Chain Management* leads the reader through the multiple stages in the supply chain that can impact on business strategy. A perfect resource for students studying fashion and for those working in the sector who

wish to identify the latest thinking as they plan sustainability strategies, the book is divided into four clear sections. The first introductory part of the book examines sustainability in the supply chain by identifying the main three pillars of sustainability (social, economic and environmental) and considers which fashion brands are innovating in this area. Part two looks at fashion logistics and supply chain operations by assessing fibre, yarn and fabric considerations, logistical issues for both garment production, and service delivery, stock control, transportation, barriers and risks. The third part develops the logistics theme further by identifying recent trends and case studies that highlight agility and lean management structures, and the application of transparency enhancing RFID. This section further applies modelling and simulation techniques from the automotive and pharmaceutical industries to the fashion sector. The final part considers how sustainability can be embedded into the multi-tiered fashion supply chain and its selling environment.

Introduction to Management of Reverse Logistics and Closed Loop Supply Chain Processes Apr 27 2022 Increasing legislative and environmental pressure requires businesses to become more responsive to products that either have been returned or that are at the end of their useful lives. Life cycles are getting shorter, and efficient handling can save large amounts of money since many materials can be extracted and reused or redistributed. Reverse lo

Managing Reverse Logistics Using System Dynamics: A Generic End-to-end Approach Jul 19 2021 As legislations have become stricter and the competition on markets is getting stronger, companies facing return flows strive for the implementation of efficient and cost-effective reverse logistic procedures. At the same time, when managing reverse logistics, they are not only confronted with a high degree of uncertainties concerning the quality, quantity and timing of the product returns, but also with a dynamically changing environment. Various aspects, such as the increasing amount of return flows, shorter repair and lead times as well as increasing disposal costs, affect the reverse logistic system and need to be managed proficiently. Additionally, handling product returns requires supportive computer aided modelling tools that are capable of handling the dynamic and complex characteristics of the reverse logistic system and allow an improved estimation of the impact of a changing environment and management decisions. For the purpose of this study, the system dynamics modelling approach has been identified as particularly suitable for illustrating the system in question with a special focus on understanding the dynamic behaviour over time. A generic system dynamics model has been exemplarily created and simulated using the program iThink. The model comprises end-to-end processes of the main reverse logistic activities related to customer returns and has been used for studying the strategic design and optimization of the reverse logistic system. In order to consider relevant uncertainties as well as environmental concerns and economic efficiency, representative policies have been applied where, inter alia, with the help of the graphical illustration of the processes, effective strategies could be implemented. A general evaluation of the system dynamics methodology has revealed the significant advantages of using supportive modelling techniques for strategic decision making. Particularly for complex systems that change over time, such as reverse logistics, applying appropriate computer aided modelling tools in order to anticipate the overall effect on processes caused by varying surroundings has proven essential. An effective utilization of system dynamics may significantly reduce the forecasting and planning risks within individual frameworks, such as capacity planning. Moreover, the generic approach allows the application of the model to any other industry that is characterized by uncertain capacity utilization and varying technical, economical and legal conditions.

Quality Management in Reverse Logistics Jul 31 2022 Quality Management in Reverse Logistics intends to develop, collect, examine and evaluate a number of quality management (QM) tools and techniques, which can be applied in practice in order to understand, review and improve any closed-loop supply chain process. In other words, the book aims to examine the existing relationship between various well-developed and thoroughly studied quality issues, such as QM, quality assurance, standardization of processes and statistical quality control and the emerging research area of reverse logistics. Quality Management in Reverse Logistics contains modeling and quantitative methods that could be used by practitioners and academics in the reverse logistics industry, as well as a thorough description of QM tools and techniques. The book leads the potential reader to broaden their scope of thinking and acting in the new, promising area of reverse logistics, where QM can be applied. *New Trends in Distribution Logistics* Dec 12 2020 The globalization of markets has reinforced the interest in logistics. A constantly raising level of competition among companies stresses the need for improved logistic processes, in terms of cost reduction and increased service level. The book covers the main problems of distribution logistics: network design and location problems, tactical and operational planning of transport, internal logistics, and inventory management. The book contains a rigorous methodological approach with an emphasis on practical problems. Two survey papers provide references and open problems.

How is the Environmental, Logistics' and Customers' Perspective Influencing the Reverse Logistics System of the Swedish Beverage Industry? Feb 11 2021 Bachelor Thesis from the year 2004 in the subject Business economics - Supply, Production, Logistics, grade: 2,0 (B), Växjö University (School of Management and Economics), language: English, abstract: Reverse logistics is a concept that has become more and more popular during the last decades. According to Fleischmann it is defined as follows: "Reverse Logistics is the process of planning, implementing and controlling the efficient, effective inbound flow and storage of secondary goods and related information opposite to the traditional supply chain direction for the purpose of recovering value or proper disposal." The drivers for this development can be found in three areas, namely the environment, the logistics and the customers. The environment is mostly represented by governments or the European Union that make regulations to guard it because there is an urgent need for protection like the increasing waste problems show. The companies with their major goal of making profit try to be as efficient and effective as possible and like to put the lever on logistics that provides good qualifications to reach this goal. Last but not least the customers with their buying behaviour and expectation of a healthy, sustainable environment for them and the next generations put also a certain pressure on reverse logistics systems. These fields chosen for study are often discussed separately. For example in most of the books about Supply Chain Management or Logistics Management there is at least one paragraph explaining the definition of reverse logistics and sometimes also the activities appearing within reverse logistics like collecting, handling, cleaning, refilling or redistribution. However, very seldom there is information given about the governmental regulations influencing these activities. Otherwise, there are many law books providing all of the information the government and European Union suppose the companies active in reverse logistics systems to know, but the

Reverse logistics. An analysis Dec 24 2021 Project Report from the year 2011 in the subject Business economics - Supply, Production, Logistics, grade: 9.5 of 10, Griffith University (MBA - Business), course: Strategic Supply Chain Management, language: English, abstract: This research

report will describe, analyse and evaluate an increasingly relevant topic within global business logics, namely Reverse Logistics. Two main external drivers as well as the major internal motives to establish a Reverse Logistics network will be identified and examined. The following definition of Reverse Logistics by Hawks will be utilized in this report: "the process of planning, implementing, and controlling the efficient, cost effective flow of raw materials, in-process inventory, finished goods and related information from the point of consumption to the point of origin for the purpose of recapturing value or proper disposal" ("reference", 2006).

Dynamische Aspekte der Reverse Logistics in Closed-Loop Supply Chains Mar 03 2020 Diplomarbeit aus dem Jahr 2005 im Fachbereich BWL - Industriebetriebslehre, Note: 1,3, Universität Mannheim, Sprache: Deutsch, Abstract: Die vorliegende Arbeit hat sich zum Ziel gesetzt, erhöhte Komplexität und Kausalzusammenhänge innerhalb einer Closed-Loop Supply Chain im Rahmen des System-Dynamics-Ansatzes abzubilden. Mittels des Simulationsstudiums sollen grundlegende Erkenntnisse über die dynamischen Auswirkungen einer Integration von Sekundärressourcen in den Produktionsprozess gewonnen werden. Besondere Beachtung wird dabei den Implikationen der Reverse Logistics auf das Systemverhalten infolge exogener Störungen in der Nachfrage (Bullwhip-Effekt) zuteil. Zum Erreichen der Zielsetzung wird folgender Lösungsweg eingeschlagen: In Kapitel 2 wird auf Umfeld und Prozesse der Reverse Logistics eingegangen, um so den Rahmen für die spätere Modellentwicklung aufzuspinnen. Dazu werden zunächst gesetzliche Grundlagen und direkte und indirekte ökonomische Anreize als Ursachen der Produktrücknahmen seitens der Hersteller identifiziert. Darauf folgend werden verschiedene Quellen und Senken der Produktrückflüsse definiert und Reverse Logistics als viergliedrige Prozesskette charakterisiert. Abschließend erfolgt eine Systematisierung der dem RL-Umfeld inhärenten Angebotsunsicherheit. In Kapitel 3 wird auf Basis der gewonnenen Erkenntnisse ein System-Dynamics-Modell einer generischen Closed-Loop Supply Chain konzipiert, dessen Ausgangsstruktur anhand der wesentlichen Modellsektoren Produktion, Produktnutzung und Reverse Logistics erläutert wird. Darauf folgen eine Validierung der Modellstruktur sowie eine Diskussion der durch Simulation des Basismodells gewonnenen Ergebnisse. Die in Kapitel 4 zunächst vorgenommene Erweiterung des System-Dynamics-Modells um eine sektorübergreifende Koordination der Produktions- und Recyclingprozesse strebt eine Verbesserung des zuvor beobachteten Systemverhaltens an. Sich daran anschließende Szenarioanalysen betrachten Auswirkungen der Reve

Review of reverse logistic by applying C.P.F.R. Jul 07 2020 Research Paper (postgraduate) from the year 2007 in the subject Engineering - Industrial Engineering and Management, Venkateshwar Institue of Technology, Indore (Venkateshwar Institue of Technology, Indore), 6 entries in the bibliography, language: English, abstract: Reverse logistics programs are typically complicated by a number of factors. Paper work and poor workflow processes tend to plague reverse logistic operations. The intention of this paper is the diagnosis of the barriers of reverse logistic that could be headache for both seller and buyer. This paper utilizes the collaborative planning, forecasting, and replenishment (CPFR) as an effective tool for diagnosis and identification of barriers of reverse logistic that could be crucial to survival of the organization in the future. Once these determined, a manufacturer can focus on the operational improvements needed to achieve result Key Words: Logistics, Reverse Logistics, CPFR

Sustainable Production and Logistics Sep 28 2019 Sustainable Production and Logistics: Modeling and Analysis Subject Guide: Engineering - Industrial & Manufacturing This book presents issues faced by planners of production and distribution operations in terms of smart manufacturing and sustainability, using efficient quantitative techniques in a variety of decision-making situations. Addressing the state-of-the-art of the smart and sustainable sides of production and distribution planning operations, it highlights how a current issue can be effectively approached and what particular quantitative technique can be used. The book goes on to provide a foundation in the new and fast-growing digital journey, and includes logistics 4.0 inside Industry 4.0, along with case studies. The information in this book is useful worldwide, especially in the Americas, Europe, Turkey, and Japan. It is written for academicians, researchers, practitioners, and students.

Distribution Logistics Oct 10 2020 The complexity of distribution systems is augmented by various trends: globalization of the manufacturing industry, rising customer demands, and the reverse flows within closed-loop systems. In this light, the need for 'advanced' planning methods that are based on quantitative optimization is constantly increasing. This book takes up the challenges posed by these developments. In doing so, it presents recent results and case studies from a group of researchers that regularly meet at the IWDL (International Workshop on Distribution Logistics). The text covers the design of distribution networks, vehicle routing, warehousing and reverse logistics. It also contains a comprehensive review of more than 60 case studies in reverse logistics.

Scheduling in Green Supply Chain Management Aug 27 2019 This book presents scheduling with a medium- and short-term focus, which makes it possible to capitalize on fleeting market opportunities while simultaneously working to reconcile economic and environmental priorities. It introduces a new mixed-integer approach to hierarchical discrete-time and continuous-time scheduling, combining aspects of production and recycling, forward and reverse logistics as well as emissions trading for multi-stage supply chain networks. Problem-specific variants of relax-and-fix heuristics and genetic algorithms are also proposed. Given its scope, the book provides a range of practical tools and new perspectives for researchers and professionals in the field of supply chain management.

Waste Management: Concepts, Methodologies, Tools, and Applications Jan 31 2020 As the world's population continues to grow and economic conditions continue to improve, more solid and liquid waste is being generated by society. Improper disposal methods can not only lead to harmful environmental impacts but can also negatively affect human health. To prevent further harm to the world's ecosystems, there is a dire need for sustainable waste management practices that will safeguard the environment for future generations. Waste Management: Concepts, Methodologies, Tools, and Applications is a vital reference source that examines the management of different types of wastes and provides relevant theoretical frameworks about new waste management technologies for the control of air, water, and soil pollution. Highlighting a range of topics such as contaminant removal, landfill treatment, and recycling, this multi-volume book is ideally designed for environmental engineers, waste authorities, solid waste management companies, landfill operators, legislators, environmentalists, policymakers, government officials, academicians, researchers, and students.

Significance of Reverse Logistics Nov 10 2020 This research has based on analysis of reverse logistics in soft drink industry of Pakistan, the reason of picking this industry due to return process of empty bottles. Due to lack of information on reverse flow of logistical activities from point of consumption to point of origin, soft drink manufacturers are bearing high loss due to lack of appropriate framework. In this research I have picked two MNCs from which I have taken secondary data officially from organizational record and primary data by taking in depth

interview from representative of these companies, study showed that current practices of reverse logistics in these company is not efficient in terms of managing damages and retrieval process of empty bottles. This research helps us to draw a road map of reverse logistics for soft drink bottling industry, by espousing this road map company can get a competitive edge in industry.

Reverse Logistics Complete Self-Assessment Guide Apr 03 2020 Is the scope of Reverse Logistics defined? Will team members regularly document their Reverse Logistics work? What business benefits will Reverse Logistics goals deliver if achieved? Has the direction changed at all during the course of Reverse Logistics? If so, when did it change and why? How do we Improve Reverse Logistics service perception, and satisfaction? Defining, designing, creating, and implementing a process to solve a business challenge or meet a business objective is the most valuable role... In EVERY company, organization and department. Unless you are talking a one-time, single-use project within a business, there should be a process. Whether that process is managed and implemented by humans, AI, or a combination of the two, it needs to be designed by someone with a complex enough perspective to ask the right questions. Someone capable of asking the right questions and step back and say, 'What are we really trying to accomplish here? And is there a different way to look at it?' For more than twenty years, *The Art of Service's* Self-Assessments empower people who can do just that - whether their title is marketer, entrepreneur, manager, salesperson, consultant, business process manager, executive assistant, IT Manager, CxO etc... - they are the people who rule the future. They are people who watch the process as it happens, and ask the right questions to make the process work better. This book is for managers, advisors, consultants, specialists, professionals and anyone interested in Reverse Logistics assessment. Featuring 607 new and updated case-based questions, organized into seven core areas of process design, this Self-Assessment will help you identify areas in which Reverse Logistics improvements can be made. In using the questions you will be better able to: - diagnose Reverse Logistics projects, initiatives, organizations, businesses and processes using accepted diagnostic standards and practices - implement evidence-based best practice strategies aligned with overall goals - integrate recent advances in Reverse Logistics and process design strategies into practice according to best practice guidelines Using a Self-Assessment tool known as the Reverse Logistics Scorecard, you will develop a clear picture of which Reverse Logistics areas need attention. Included with your purchase of the book is the Reverse Logistics Self-Assessment downloadable resource, containing all 607 questions and Self-Assessment areas of this book. This helps with ease of (re-)use and enables you to import the questions in your preferred Management or Survey Tool. Access instructions can be found in the book. You are free to use the Self-Assessment contents in your presentations and materials for customers without asking us - we are here to help. This Self-Assessment has been approved by The Art of Service as part of a lifelong learning and Self-Assessment program and as a component of maintenance of certification. Optional other Self-Assessments are available. For more information, visit <http://theartofservice.com>

Handbook of Research on Supply Chain Management for Sustainable Development Sep 20 2021 The issue of sustainability has become a vital discussion in many industries within the public and private sectors. In the business realm, incorporating such practices allows organizations to redesign their operations more effectively. The *Handbook of Research on Supply Chain Management for Sustainable Development* is a critical scholarly resource that examines academic and corporate interest in sustainability in all facets of business management. Featuring coverage on a wide range of topics such as green supply chains, environmental standards, and production planning, this book is geared toward professionals, researchers, and managers seeking current and relevant research on optimizing supply chains to ensure fair labor practices, lower emissions, and a cleaner environment.

Reverse Logistics Oct 02 2022 This book addresses decision making in reverse logistics, which concerns the integration of used and obsolete products back into the supply chain as valuable resources. It covers a wide range of aspects, related to distribution, production and inventory management, and supply chain management. For each topic, it highlights key managerial issues in real-life examples and explains which quantitative models are available for addressing them. By treating a broad range of issues in a unified way, the book offers the reader a comprehensive view on the field of reverse logistics.

Sustainable Operations and Supply Chain Management Jul 27 2019 *Sustainable Operations and Supply Chain Management* addresses the most relevant topics of operations and supply chain management from the perspective of sustainability. The main focus is to provide a step by step guide for managerial decisions made along the product life-cycle, following a path made up of the following steps: product design, sourcing, manufacturing, packaging and physical distribution, reverses logistics and recovery.

City Logistics 3 Oct 29 2019 This volume of three books presents recent advances in modelling, planning and evaluating city logistics for sustainable and liveable cities based on the application of ICT (Information and Communication Technology) and ITS (Intelligent Transport Systems). It highlights modelling the behaviour of stakeholders who are involved in city logistics as well as planning and managing policy measures of city logistics including cooperative freight transport systems in public-private partnerships. Case studies of implementing and evaluating city logistics measures in terms of economic, social and environmental benefits from major cities around the world are also given.

Sustainable Reverse Logistics Network Apr 15 2021 Traditional logistical chains have enabled us to respond efficiently to the needs of customers in terms of services and products. However, the returns, rejects and by-products of these activities have been eliminated or ignored. Reverse logistics aims at valuing these products using a value creation network integrating recovery, processing, recycling, distribution or clean removal processes. In the context of sustainable development, integrating economic, social and environmental factors, these activities raise questions concerning the design of products, processes and logistic networks. Taking these considerations into account involves significant changes that affect business models as well as consumer habits. New working methods and a long-term vision are the new bases for sustainable logistic networks. The objective of this book is to supply an educational tool for engineering schools, as well as a management tool for the efficient implementation of the reverse logistics function. It brings together the knowledge acquired by the scientific community. Even if reverse logistics has been the subject of several books over the past few years, very few theories have been developed and the subject is far from being exhausted. This book proposes generic concepts and processes that can be adapted to all businesses producing goods and services and which aim to integrate reverse logistics. These processes will enable us to shed light on their complexity and to take into account all the important variables. Contents 1. Logistics Challenge. 2. Reverse Logistics Engineering. 3. Ecodesign. 4. Value Loops.

An Executive's Guide to Reverse Logistics Sep 01 2022 In today's economy every business executive is looking for ways to reduce costs and improve customer satisfaction. Most of the usual steps, like cutting payroll, reducing expenses, and negotiating better deals, have been exhausted.

Business leaders are now looking for new ideas to achieve their goals. In many organizations, reverse logistics is an area of untapped opportunity that can have a positive impact on both customers and earnings. It takes leadership and resources in order to take advantage of these opportunities but the payback can be significant. If you are new to the world of returns management the question is "How do you find hidden profits in reverse logistics?" "An Executive's Guide To Reverse Logistics" has the answers. If you are a supply chain executive who needs to understand more about reverse logistics, or if you are a CEO or CFO looking for ways to reduce the financial impact of product recalls and customer returns, this book is for you. "An Executive's Guide To Reverse Logistics" is filled with explanations, facts, process flows, diagrams, tools, and best practices developed over the authors' combined 40 years of hands-on, reverse logistics experience. Simply put, this book is a roadmap that will help you find hidden profits by managing returns.

Assessing Reverse Logistics Drivers Practices in Ghana Aug 20 2021 Akademische Arbeit aus dem Fachbereich BWL - Beschaffung, Produktion, Logistik, Kwame Nkrumah University of Science and Technology, Sprache: Deutsch, Abstract: The purpose of the study is to assess the current status of reverse logistics management practices in Ghana. The specific objective is to determine the policies drivers of reverse logistics practices in the framework. By identify reverse logistics management practices, to determine the policies drivers of reverse logistics practices in Ghana. A questionnaire was used for the data collection from the channel member. A survey has been used to assess reverse logistics management practices in Ghanaian context. It was seen from the survey that implementing reverse logistics programs in Ghana as a strategic decision. Volume of products entering the return stream is a key driver of reverse logistics activities. Some of the most important observations of this research are primarily adopted reverse logistics due to the expected business benefits and social responsibility associated with them, environmental issues, customer request. The present study would be suitable for benchmarking authorities/ administrators for considerate strategic, tactical and operational-level issues of reverse logistics with respect to Ghanaian context. Also, logistics managers can develop appropriate strategies for successful implementation of reverse logistics programs.

Production-inventory Control in a Reverse Logistics System Sep 08 2020

Reverse Logistics Jan 01 2020 Seminar paper from the year 2014 in the subject Business economics - Supply, Production, Logistics, grade: A, Heriot-Watt University Edinburgh, course: Green Logistics, language: English, abstract: This assignment reviews the literature of RL. In order to structure the research, the following research questions were developed: • Which activities are covered by RL and what differentiates it from forward logistics (FL)? • What are the drivers and benefits for companies implementing RL operations? • What are the impacts of RL on the SC and how does it contribute to green the SC? The motivation for conducting this research has several origins. Firstly, the research on RL is limited. Secondly, businesses are increasingly confronted with a throw-away mentality of the society. This makes a modification in the behaviour towards the environment necessary (Cherrett et al. 2012). In order to study the development and impact of RL, this assignment reviews a large variety of literature mainly in different trade publications, journals and books.

Reverse Supply Chains Feb 23 2022 Winner of IIE Book of the Month, December 2013 The introduction of reverse supply chains has created many challenges in network design, transportation, selection of used products, selection and evaluation of suppliers, performance measurement, marketing-related issues, end-of-life (EOL) alternative selection, remanufacturing, disassembly, and product acquisition management, to name a few. Under the guidance of an expert editor and with contributions from pioneers in the field, Reverse Supply Chains: Issues and Analysis addresses several important issues faced by strategic, tactical, and operation planners of reverse supply chains, using efficient models in a variety of decision-making situations providing easy-to-use mathematical and/or simulation modeling-based solution methodologies for a majority of the issues. The book introduces the basic concepts of reverse logistics and systematically analyzes the literature by classifying more than 400 published references into five major types of product returns. It then identifies the basic activities and scope of reverse logistics, examining its drivers and barriers as well as major issues and challenges. The chapters cover metrics for quantitatively comparing competing new-product designs for end-of-life disassembly on a reverse production line, how to use the theory of constraints thinking processes to determine the core problems in reverse logistics, and an integrated multi-criteria decision-making methodology using Taguchi loss functions AHP (Analytic Hierarchy Process) and fuzzy programming. They explore issues associated with remanufacturing and green and resilient supply chain management and propose system modeling based on graph theory and network flows application to analyze material resource flows in the life cycle of a product. Reverse supply chains is a new and fast growing area of research and only a handful of books are on the market, however those books discuss specific projects rather than provide a cohesive focus on the topics. This book will provide a foundation and understanding of the topic and also highlight how current issues can be approached in a decision-making situation—using the appropriate technique.

Managing Closed-Loop Supply Chains Aug 08 2020 Closed-Loop Supply Chains (CLSC) offer companies a unique opportunity to improve their profits whilst serving societal responsibility. The management of CLSC differs in a number of ways from managing supply chains in general. The book examines these differences and how these differences may be dealt with in practice, by offering a concrete framework, introducing the different aspects related to CLSC and their mutual relations, in a systematic logical way as well as cases clustered according to the inputs for a CLSC. The framework and especially the cases from successful companies offer the reader an invaluable help to build and improve CLSC.

Identification of barriers of reverse logistic in backhoe loader segment at dealership level May 17 2021 Research Paper (postgraduate) from the year 2007 in the subject Engineering - Industrial Engineering and Management, , course: M,Tech, 6 entries in the bibliography, language: English, abstract: Reverse Logistics deals with the processes associated with the reverse stream from users/owners to re-users. The carrying back of goods sold to the market has grown to be an important area of the logistics system. The aim of this paper is to propose a framework & identify the barriers of reverse logistic for backhoe loader segment in dealership for a reverse logistics system. This paper is mainly concentrated to the backhoe loader industry, which is a Separate segment within the construction equipment industry. The construction equipment market is categorized into three segments; heavy equipment, compact equipment and the backhoe loader (BHL). The BHL segment has grown rapidly during the years and is today the fourth largest in the world, with annual sales of about 4000 products. The market for BHL is predicted to continue to grow by 6-8% for the next two to three years. The market share for high technology and quality products is expected to increase as a part of total sales. The backhoe loader Market in India is the fourth largest in the world and the attention from all the major global actors has increased in recent years, mainly due to the reforms of privatization, liberalization and the huge potential in the market. There are a number of specifics typical for the Indian market, such as high price sensitivity due to the constant alternative of the low cost labor, and additionally the

heavy usage of products, which are not likely to be found in other more developed markets. In order for JCB India to build long-term relationships with customers, trust and commitment are key factors. Additionally, this paper includes an in-depth analysis of operation and the barrier of reverse logistic in this segment.

Reverse Logistics Nov 22 2021 While reverse logistics has always been an important part of the supply chain, its importance has grown substantially in the past few years. This has been driven by: increasingly generous returns policies, growing legislation on product disposal, evermore global supply chains, rising consumer social responsibility and awareness of the cost-saving potential. Moreover, research from Cranfield School of Management shows that companies can reduce costs by 20-40% by using reverse logistics techniques. In *The Handbook of Reverse Logistics*, Mike Bernon, John Cullen and Jonathan Gorst cover all the key issues in reverse logistics, including: reducing the level of returns; developing effective product return networks; options for product disposal that maximize asset recovery; and sustainable distribution. There is a dedicated chapter on circular supply chains. The book also features a valuable self-assessment audit tool for reverse logistics and is full of international case studies.

the-handbook-of-reverse-logistics-from-returns-management-to-the-circular-economy-pdf

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