REVERSE LOGISTICS MANAGEMENT



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Introduction

Goods do not always move forward. Customers return them, warranty claims replace them, retailers send back unsold stock, and regulators require safe disposal of end-of-life equipment. Reverse logistics handles that flow, and companies that ignore it pay twice: once in product they cannot recover, and again in waste, write-offs, and customer dissatisfaction. This Reverse Logistics Management Training Course gives returns, supply chain, and after-sales professionals a complete working method for the reverse flow. Participants learn returns policy design, disposition decisions, refurbishment and repair operations, warranty and recall handling, and recovery value measurement.

Reverse Logistics Management Course Objectives

- Define reverse logistics scope: returns, recalls, repair, and recovery.
- Design returns policies, authorisation processes, and gatekeeping rules.
- Apply disposition decisions: restock, refurbish, repair, recycle, and dispose.
- Manage refurbishment, remanufacturing, and repair operations.
- Handle warranty claims, replacements, and supplier recovery.
- Execute product recalls and withdrawals with traceability.
- Apply circular economy principles to material and component recovery.
- Manage reverse transport, consolidation, and returns centres.
- Apply regulatory requirements for waste, e-waste, and hazardous returns.
- Measure performance with recovery rate, cycle time, and write-off value.

Course Methodology

- Facilitated sessions built on real returns data, disposition records, and warranty files.
- Case workshops on returns abuse, recall events, and recovery failures.
- Disposition decision, recovery value, and cost-per-return exercises.

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- Returns centre process mapping and improvement labs.
- Group exercise on a reverse logistics improvement plan with targets.

Who Should Take This Course

- Reverse logistics and returns managers.
- After-sales and service operations staff.
- Supply chain and distribution coordinators.
- Warehouse and returns centre supervisors.
- Quality, warranty, and recall officers.
- Sustainability and waste management officers.

Reverse Logistics Management Course Outlines

Day 1: Reverse Logistics Fundamentals

- Definition, scope, and difference from forward logistics.
- Drivers: customer returns, warranty, recalls, and regulation.
- Returns categories: unwanted, damaged, faulty, and end-of-life.
- Cost of returns: transport, handling, disposal, and lost value.
- Reverse supply chain network and returns centre design.
- Roles across customer service, logistics, quality, and finance.
- Policy design and customer communication.

Day 2: Returns Intake and Gatekeeping

- Return authorisation process and documentation.
- Gatekeeping criteria and fraud prevention.

- Intake inspection, grading, and condition recording.
- Returns centre layout and processing flow.
- Tracking systems and returns data capture.
- Supplier and carrier returns management.
- Cycle time reduction in intake and processing.

Day 3: Disposition, Refurbishment, and Recovery

- Disposition decision frameworks and profitability tests.
- Restocking, repackaging, and resale channels.
- Refurbishment, remanufacturing, and repair operations.
- Parts harvesting, cannibalisation, and component recovery.
- Recycling, material recovery, and waste disposal routes.
- Reverse auction and secondary market options.
- Recovery value calculation and margin assessment.

Day 4: Warranty, Recall, and Regulatory Compliance

- Warranty claim processes and validation.
- Replacement versus repair decision and cost impact.
- Supplier recovery and warranty chargeback.
- Recall planning, notification, and traceability.
- Withdrawal, quarantine, and containment procedures.
- Waste and e-waste regulatory requirements.
- Hazardous returns handling and documentation.

Day 5: Performance, Sustainability, and Improvement

- KPIs: return rate, recovery rate, cycle time, and write-off value.
- Returns cost analysis and cost-to-serve by channel.
- Circular economy links and sustainability reporting.
- Root cause analysis of returns and quality feedback.
- Continuous improvement in returns processing.
- Auditing reverse logistics controls and records.
- Building a reverse logistics improvement roadmap.

Conclusion

By successfully completing the Reverse Logistics Management Training Course, participants will have acquired a thorough working knowledge of returns policy and gatekeeping, disposition and recovery decisions, refurbishment and repair operations, warranty and recall management, regulatory compliance for waste and hazardous returns, and recovery value measurement. They will leave able to turn a cost centre into a value stream, cut return handling cost with evidence, and improve recovery rates without weakening customer trust. Gentex Training Center delivers this programme with reverse logistics and after-sales practitioners working in live operations.

FAQs for the Reverse Logistics Management course

Q1 What is the "Reverse Logistics Management" course about?

It is a five-day programme on managing goods that move backwards through the supply chain. It covers returns policy and gatekeeping, disposition and recovery decisions, refurbishment and repair, warranty and recall handling, regulatory compliance, and recovery value measurement.

Q2 What are the key benefits of the "Reverse Logistics Management" course?

Participants recover more value from returned and faulty goods instead of writing them off, reduce handling and transport cost with measured causes, and handle recalls and warranty claims with traceability that satisfies regulators. They also see returns cost by channel and product so the source can be fixed.

Q3 What skills will I gain from the "Reverse Logistics Management" course?

You will gain reverse logistics network and returns policy design, returns intake, grading, and gatekeeping management, disposition, refurbishment, and recovery operations management, and warranty, recall, compliance, and recovery performance management.

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Q4 What tools, methods, or standards are covered in the "Reverse Logistics Management" course?

The course works with reverse logistics scope covering returns, warranty, recalls and recovery, returns category classification, cost of returns analysis across transport, handling, disposal and lost value, returns centre network and layout design, return authorisation processes and documentation, gatekeeping criteria and fraud prevention, intake inspection, grading and condition recording, tracking systems and returns data capture, disposition decision frameworks and profitability tests, restocking, repackaging and resale channels, refurbishment, remanufacturing and repair operations, parts harvesting and component recovery, recycling and material recovery routes, reverse auction and secondary market options, recovery value calculation, warranty claim processes and validation, supplier recovery and warranty chargeback, recall planning, notification and traceability, withdrawal, quarantine and containment procedures, waste and e-waste regulatory requirements, hazardous returns handling, and KPIs covering return rate, recovery rate, cycle time and write-off value.

Q5 How is the "Reverse Logistics Management" course applied in real-world practice?

Teams apply it when redesigning a returns authorisation process, setting grading rules at a returns centre, deciding whether to refurbish or recycle a product batch, executing a recall with traceability records, investigating a rise in returns for one product line, and reviewing recovery rate and write-off value at a quarterly review.