CONCEPT

Reverse Logistics and Returns Management: Product Recovery and Green Logistics

6 – 10 September 2027
London - Central London four-star



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Introduction:

Reverse logistics is where many organisations quietly lose margin: returned goods sit uninspected, resaleable stock is scrapped, refurbishable units are sold as salvage and return shipments travel half empty. Online return rates and circularity expectations have made the reverse flow too large to leave unmanaged. This Core Concept course equips managers to run returns and product recovery as a controlled process, from return authorisation and grading to disposition, remanufacturing and lower-emission reverse transport. Participants work through multi-sector cases and leave with a Returns and Product Recovery Improvement Plan.

Course Objectives:

- Map the organisation's reverse flows and establish a baseline of return volumes, return reasons, cycle time and cost per return
- Design a returns process with authorisation, gatekeeping, inspection and grading rules that stop non-qualifying returns early
- Apply disposition decision rules that route each returned item to restock, resale, refurbishment, remanufacture, parts harvesting, recycling or disposal for the highest net recovery value
- Evaluate returns network options, including centralised returns centres, carrier pick-up models and returnable packaging pools, on cost and service
- Reduce the emissions of reverse and forward flows through mode shift, backhaul consolidation, vehicle fill and green warehouse energy measures
- Produce a Returns and Product Recovery Improvement Plan with circular supply chain KPIs and targets

Target Audience:

- Managers responsible for returns centres, repair depots and after-sales product recovery
- Logistics managers accountable for reverse transport, collection routes and carrier returns services
- E-commerce and retail fulfilment managers who set returns policies and handle customer return volumes
- Operations managers in manufacturing and equipment businesses running refurbishment or remanufacturing lines
- Sustainability managers responsible for logistics emissions and circularity measurement
- Supply chain analysts who build the cost and recovery data behind returns decisions

Course Outline:

Day 1: Reverse Logistics Foundations and the Returns Baseline

- Reverse Logistics Scope: Commercial Returns, End-of-Use, End-of-Life and Warranty Flows
- Closed-Loop Supply Chain Model and Value Leakage Points
- Return Reason Code Taxonomy and Returns Data Capture
- Returns Cost Baseline: Cost per Return, Cycle Time and Value Recovery Rate
- Reverse Flow Mapping Workshop for a Current Operation

Day 2: Returns Process, Disposition and Recovery Frameworks

- Return Merchandise Authorisation RMA Workflow and Gatekeeping Rules
- Receipt, Inspection and A-B-C Product Grading Standards
- Disposition Hierarchy: Restock, Resell, Refurbish, Remanufacture, Recycle, Dispose
- Remanufacturing Process Specification Under BS 8887-220
- Circularity Measurement Indicators Under ISO 59020

Day 3: Returns Network, E-Commerce Returns and Packaging Reuse

- Centralised Versus Decentralised Returns Centre Configuration
- Carrier Pick-Up, Drop-Off Point and In-Store Return Options Costing
- E-Commerce Returns Policy Design and Returns Prevention Levers
- Returnable Transport Items, Pallet and Crate Pooling Models
- Refurbishment Cell Layout and Spare Parts Harvesting Procedure

Day 4: Green Logistics, Recovery Economics and Problem Cases

- Reverse and Forward Transport Emissions Calculation Under ISO 14083 and the GLEC Framework
- Mode Shift, Backhaul Consolidation and Load Factor Improvement Options
- Green Warehousing Energy Measures: Lighting, Solar Generation and Electric Handling Equipment
- Net Recovery Value Model per Disposition Route
- Returns Fraud, Serial Returners and Grading Dispute Controls

Day 5: Case Work and the Returns and Product Recovery Improvement Plan

- Online Fashion Retailer Case: Cutting Return Rates and Resale Leakage
- Industrial Equipment Case: Core Return and Remanufacturing Programme Set-Up
- Circular Supply Chain KPI Dashboard Build
- Returns and Product Recovery Improvement Plan Drafting
- Operations Review Panel and Plan Defence

Skills You Will Gain:

- Returns Process Design
- Product Grading and Inspection
- Disposition Decision-Making
- Remanufacturing Operations
- Returns Network Costing
- Reusable Packaging Management
- Logistics Emissions Reduction
- Circularity Performance Measurement

Why Attend This Course:

- Return to work with a Returns and Product Recovery Improvement Plan built on your own return volumes, reasons and recovery values
- Show where returned stock loses value between receipt and final disposition and which routes recover the most
- Put a figure on the emissions and cost of reverse transport and argue for consolidation or mode change with evidence
- Compare returns practice with managers from retail, e-commerce, manufacturing and equipment services

Conclusion:

Returned products carry value, cost and emissions that a well-run reverse flow can recover or avoid. This course moves from mapping reverse flows and building a returns baseline, through authorisation, grading, disposition and remanufacturing, to returns network options, e-commerce returns policy and reusable packaging, and then to green logistics measures and recovery economics. The final day applies these methods to retail and industrial cases and produces a Returns and Product Recovery Improvement Plan that participants take back to their operation.