

Reverse Logistics and Returns Management Training Course

13 – 17 June 2027
Nairobi

AGILE LEADERS
Training Center

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Overview

Reverse Logistics and Returns Management Training Course is a one-week intermediate course for supply-chain, logistics, returns, warehouse, customer-service, sustainability, quality, and operations teams who leave with a Reverse Logistics Operating Plan. The course connects return authorization and collection, receiving, inspection and disposition controls, repair refurbishment and recycling, recovery value, fraud prevention, customer communication, and performance measures. Agile Leaders Training Center delivers this course on reverse logistics and returns management.

Who Should Attend

- Teams responsible for return policy, authorization, customer channels, and service recovery
- Functions responsible for collection, transportation, receiving, quarantine, and inventory status
- Teams responsible for inspection, grading, repair, refurbishment, resale, and recycling
- Functions responsible for supplier, carrier, and third-party returns-service governance
- Teams responsible for warranty, fraud, reconciliation, sustainability, and returns performance

The course assumes participants work with product, order, inventory, service, or returns records, and leaves out equipment repair procedures, software configuration, and legal advice.

Departments and Industries

The course supports reverse-logistics decisions across consumer, industrial, and service supply chains.

- Supply chain, logistics, transportation, warehousing, and distribution
- Customer service, quality, warranty, finance, and sustainability
- Retail, e-commerce, consumer electronics, and appliances
- Manufacturing, automotive, industrial equipment, and spare parts
- Healthcare products, telecommunications, parcel, and field service

Learning Objectives

By the end of this course, participants will be able to:

- Build return-policy, authorization, collection, and handoff controls.
- Apply receiving, quarantine, inspection, and grading rules.
- Compare repair, refurbishment, resale, recycling, recovery, and disposal options.
- Analyze return cost, recovery value, fraud, warranty, and service data.
- Evaluate providers, inventory reconciliation, and returns performance.

- Build a Reverse Logistics Operating Plan.

Course Agenda

Day 1: Define Return Flows and Policies

- Customer Return Reason, Eligibility, Channel, and Service Matrix
- Return Merchandise Authorization and Product Identifier Register
- Forward-to-Reverse Product, Information, and Financial Flow Map
- Return Policy, Warranty, Exception, and Approval Control Sheet
- Return Actor, Responsibility, Handoff, Evidence, and Escalation Matrix

Day 2: Collect, Receive, and Inspect Returns

- Collection Channel, Pickup, Consolidation, and Transport Route Plan
- Packaging, Labeling, Shipping, and Chain-of-Custody Checklist
- Returns Receiving, Count, Identity, Condition, and Quarantine Record
- Inspection, Testing, Grading, Cause, and Evidence Standard
- Missing, Damaged, Misrouted, and Unidentified Return Exception Log

Day 3: Select Disposition and Recover Value

- Disposition Decision Tree for Reuse, Repair, Refurbishment, and Remanufacture
- Resale, Parts Harvesting, Recycling, Recovery, and Disposal Matrix
- Return Cost, Processing Time, Recovery Value, and Margin Model
- Repair Partner, Refurbisher, Recycler, and Disposal Provider Scorecard
- Recovered Product Quality, Inventory Status, and Release Checklist

Day 4: Control Risk, Service, and Performance

- Return Fraud, Warranty Abuse, Duplicate Claim, and Authorization Controls
- Customer Refund, Replacement, Repair, Status, and Communication Workflow
- Returned Inventory, Credit, Claim, and Financial Reconciliation Register
- Returns Rate, Cycle Time, Recovery Yield, Cost, and Service Dashboard
- Cause Trend, Preventive Action, Provider Review, and Improvement Log

Day 5: Reverse Logistics Practice

- Exercise: Map a Return Authorization, Collection, and Receiving Flow
- Exercise: Inspect, Grade, and Classify Returned Products
- Exercise: Compare Disposition Cost, Recovery Value, and Service Options
- Exercise: Resolve Fraud, Reconciliation, and Customer-Service Exceptions
- Capstone Exercise: Build the Reverse Logistics Operating Plan

Practical Exercises

The course uses suggested activities to connect customer returns, physical flows, disposition decisions, value recovery, and operating evidence.

- Suggested activity: trace a returned product from customer request through authorization, pickup, receiving, quarantine, and inspection.
- Suggested activity: grade returned products and compare repair, refurbishment, resale, recycling, recovery, and disposal routes.
- Suggested activity: reconcile returned inventory, customer credit, provider evidence, and recovery value for an exception case.
- Suggested activity: review returns rate, cycle time, cost, recovery yield, service, and cause trends.

FAQs

Who is reverse logistics and returns management training designed for?

Reverse logistics and returns management training suits teams responsible for customer returns, collection, receiving, inspection, disposition, recovery, reconciliation, service, or performance, and assumes access to practical product or return records.

How does reverse logistics differ from general logistics management training?

Reverse logistics controls products moving from customers or users back toward inspection, recovery, resale, recycling, or disposal, while general logistics management training covers the wider forward movement, storage, and delivery of goods.

What belongs in a Reverse Logistics Operating Plan?

A Reverse Logistics Operating Plan combines policies, authorization rules, collection routes, receiving checks, grading criteria, disposition logic, providers, service workflows, reconciliation controls, measures, responsibilities, and escalation paths.

How should returned products be assigned a disposition?

Returned products should be assigned a disposition through verified identity and condition, grading evidence, safety and quality requirements, customer commitments, processing time, cost, recovery value, and approved reuse, repair, resale, recycling, recovery, or disposal routes.

Conclusion

Participants take back a Reverse Logistics Operating Plan. The plan connects return authorization, collection, receiving, inspection, grading, disposition, recovery value, customer service, reconciliation, risk, providers, and measures. It changes fragmented return handling into a controlled reverse flow with defined rules, evidence, responsibilities, decisions, exceptions, and review points.