

STUDENT WARNING: This course syllabus is from a previous semester archive and serves only as a preparatory reference. Please use this syllabus as a reference only until the professor opens the classroom and you have access to the updated course syllabus. Please do NOT purchase any books or start any work based on this syllabus; this syllabus may NOT be the one that your individual instructor uses for a course that has not yet started. If you need to verify course textbooks, please refer to the online course description through your student portal. This syllabus is proprietary material of APUS.

American Public University System

The Ultimate Advantage is an Educated Mind

School of Business
RLMT500
Reverse Logistics Management
3 Credit Hours
8 weeks
Prerequisite: None

Course Description (Catalog)

RLMT500 – Reverse Logistics Management (3 hours) – This course is a comprehensive review of the major applications of reverse logistics principles, problems and best practices in manufacturing, retail and the military. The student will study applications from apparel, aviation, automotive, electronics, food and beverage, retailers, and sporting goods. It includes an analysis of Green applications and Carbon Footprint credits for companies.

Course Scope

As today's business climate continues to be difficult for business, it is essential that companies learn how to utilize and maximize their resources and satisfy customers. While saving a few percentage points in returns and reduced customer service discounts might seem insignificant per shipment, imagine how these saving would impact the bottom line for large companies like Wal-Mart, Ford, or even the US Military. It is currently estimated that reverse logistics accounts for 1/2% of the US GDP, so a few percentage points for a large company or the military translates to millions of dollars.

Reverse Logistics is becoming critically important in manufacturing, retail and even in the military. As companies continually compete for market share, the companies that can offer superior environmental consciousness and continual customer support will outshine those that fail to deliver on their promises of meeting the needs of the consumer. Furthermore, as organizations become more complex, organizations must not only address the needs of the external customer, but they will need to address the needs of the internal customer. Culture and complexity will become factors in harnessing all aspects of the supply chain and in turn, these elements will lead to successful reverse logistics.

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Course Objectives

After successfully completing this course, you will be able to:

- LO-1 Explain the differences between forward and reverse logistics
- LO-2 Explain military reverse logistics
- LO-3 Describe commercial reverse logistics in the field of apparel, aviation, retail, automotive, electronics, food, beverage and sporting goods
- LO-4 Outline best practices in reverse logistics
- LO-5 Describe the importance of customer service returns and after service customer support as applied to reverse logistics
- LO-6 Describe green applications of reverse logistics
- LO-7 Explain the implications of global reverse logistics
- LO-8 Describe organizational culture and risk reduction as applied to reverse logistics
- LO-9 Explain the basic principles regarding product life cycle, warehousing, inventory management as applied to reverse logistics
- LO-10 Outline the key components of carbon footprint and carbon credits for companies
- LO-11 Explain the complex nature of reverse logistics
- LO-12 Describe complexity and how project based management applies to reverse logistics
- LO-13 Propose future business needs of reverse logistics

Course Delivery Method

This course delivered via distance learning will enable students to complete academic work in a flexible manner, completely online. Course materials and access to an online learning management system will be made available to each student. Online assignments are due by Sunday evening of the week as noted and include Discussion Board questions (accomplished in groups through a threaded discussion board), examination, and individual assignments submitted for review by the Faculty Member). Assigned faculty will support the students throughout this eight-week course.

Course Materials

Required Course Textbooks

Reverse Logistics Custom Book

9781118165010--(WCLS) Reverse Logistics Management for APUS

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“The 10 rules of Sam Walton: Success secrets for remarkable results” 2007 edition ISBN 978-0470126837

Required Readings

Value recovery from the reverse logistics pipeline-
<http://www.rand.org/pubs/monographs/MG238.html>

Going Backwards: Reverse Logistics Trends & Practices-
http://www.abrelpe.org.br/imagens_intranet/files/logistica_reversa.pdf

Websites

In addition to the required course texts the following public domain Websites are useful. Please abide by the university’s academic honesty policy when using Internet sources as well. Note web site addresses are subject to change.

Site Name	Website URL/Address
Reverse Logistics Association	http://www.reverselogisticstrends.com/
Reverse Logistics Executive Council	http://www.rlec.org/
Reverse Logistics Magazine	http://www.rlmagazine.com/
Reverse Logistics Professional	http://www.reverselogisticsprofessional.com/

Evaluation Procedures

Course Component	Percent
Weekly Forums (8 Weeks)	24
Week 2 Paper	10
Week 3 Paper	10
Week 4 Paper	10
Week 5 Final Topic Paper	10

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Week 6 Case Study	06
Week 7 Paper	10
Week 8 Final Paper	20
Total	100

8 – Week Course Outline

Please see the Student Handbook to reference the University’s grading scale

<u>Week</u>	<u>Topic</u>	<u>Learning Objectives</u>	<u>Readings</u>	<u>Assignment</u>
1	Reverse logistics and forward logistics Commercial logistics and the military Measuring reverse logistics and improvement Best practices of military reverse logistics Management of complex systems and reverse logistics	LO-1 Explain the differences between forward and reverse logistics LO-2 Explain military reverse logistics	Custom Book Section One Value recovery from the reverse logistics pipeline (Chapters 1-4)	Discussion
2	Successful management principles are successful reverse logistics principles Best practices in retail, apparel, electronics, food, beverage, and sporting	LO-3 Describe commercial reverse logistics in the field of apparel, aviation, retail, automotive, electronics, food,	Custom Book Section Two The 10 rules of Sam Walton: Success secrets for remarkable results p. 1-172	Discussion Paper

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	goods.	beverage and sporting goods LO-4 Outline best practices in reverse logistics		
3	Customer Service Returns RMA and other elements of returns Best practices in customer service and after sales customer support Reverse logistics concerns of the secondary market	LO-5 Describe the importance of customer service returns and after service customer support as applied to reverse logistics	Custom Book Section Three Going Backwards: Reverse Logistics Trends & Practices Chapter 1-3, p. 1-100 The 10 rules of Sam Walton: Success secrets for remarkable results p. 173-248	Discussion Paper
4	Green reverse logistics practices Green buildings that support logistics (LEED Certification) Successful global projects	LO-6 Describe green applications of reverse logistics LO-7 Explain the implications of global reverse logistics	Custom Book Section Four Going Backwards: Reverse Logistics Trends & Practices Chapter 4-5, p. 101-158	Discussion Paper
5	Explain and describe organizational culture and review how it applies to reserve logistics Review cultural design to support reverse logistics Reduction of risk in the reverse supply chain Securing the supply chain	LO-8 Describe organizational culture and risk reduction as applied to reverse logistics	Custom Book Section Five	Discussion Paper
6	Understand reverse	LO-9 Explain the basic principles	Custom Book Section Six	Discussion

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	<p>logistics for manufacturing</p> <p>Understand reverse logistics for food and beverage operations</p> <p>Understand reverse logistics for warehouse management</p> <p>Understand reverse logistics inventory management</p> <p>Understand reverse logistics as applied to product life cycle management</p>	<p>regarding product life cycle, warehousing, inventory management as applied to reverse logistics</p>	<p>Going Backwards: Reverse Logistics Trends & Practices</p> <p>Chapter 6, p. 159-186</p>	<p>Paper</p>
7	<p>Carbon Credits</p> <p>Carbon Footprint</p> <p>Logistics and reverse logistics as applied to carbon footprint</p> <p>What can you do to reduce your carbon footprint</p>	<p>LO-10 Outline the key components of carbon footprint and carbon credits for companies</p>	<p>Custom Book Section Seven</p>	<p>Discussion</p> <p>Paper</p>
8	<p>Complexity theory</p> <p>Continuous improvement</p> <p>Lean principles</p> <p>New technologies for reverse logistics</p>	<p>LO-11 Explain the complex nature of reverse logistics</p> <p>LO-12 Describe complexity and how project based management applies to reverse</p>	<p>Custom Book Section Eight</p> <p>Going Backwards: Reverse Logistics Trends & Practices</p> <p>Chapter 7, p. 187-210</p>	<p>Discussion</p> <p>Research Paper</p>

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	Communities and teams Future of reverse logistics and supply chain management	logistics LO-13 Propose future business needs of reverse logistics		
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Policies

Please see the Student Handbook which accessible through the classroom under More Tools

Citation and Reference Style

Attention Please: Students will follow the American Psychological Association (APA) format as the sole citation and reference style used in written work submitted as part of coursework to the University. Assignments completed in a narrative essay or composition format must follow the citation style cited in the APA format.

Late Assignments

Students are expected to submit classroom assignments by the posted due date and to complete the course according to the published class schedule. The due date for each assignment is listed under each Assignment. As adults, students, and working professionals, I understand you must manage competing demands on your time. We all know that “life happens” but it is important to adhere as closely to the deadlines in the class as possible.

Should you need additional time to complete an assignment, please contact me before the due date so we can discuss the situation and determine an acceptable resolution. If arrangements are not made in advance, a late penalty of 10% will be assessed for any assignment submitted 1-7 days past the due date. Assignments will not be accepted after the 7th day. No work will be accepted past the final day of class.

Netiquette

Online universities promote the advance of knowledge through positive and constructive debate--both inside and outside the classroom. Discussions on the Internet, however, can occasionally degenerate into needless insults and “flaming.” Such activity and the loss of good manners are not acceptable in a university setting--basic academic rules of good behavior and proper “Netiquette” must persist.

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Remember that you are in a place for the fun and excitement of learning that does not include descent to personal attacks, or student attempts to stifle the discussion of others.

- **Technology Limitations:** While you should feel free to explore the full-range of creative composition in your formal papers, keep e-mail layouts simple. The Educator classroom may not fully support MIME or HTML encoded messages, which means that bold face, italics, underlining, and a variety of color-coding or other visual effects will not translate in your e-mail messages.
- **Humor Note:** Despite the best of intentions, jokes and--especially--satire can easily get lost or taken seriously. If you feel the need for humor, you may wish to add "emoticons" to help alert your readers: ;-), :), ☺

Disclaimer Statement

Course content may vary from the outline to meet the needs of this particular group.

Online Library

The Online Library is available to enrolled students and faculty from inside the electronic campus. This is your starting point for access to online books, subscription periodicals, and Web resources that are designed to support your classes and generally not available through search engines on the open Web. In addition, the Online Library provides access to special learning resources, which the University has contracted to assist with your studies.

- **Charles Town Library and Inter Library Loan:** The University maintains a special library with a limited number of supporting volumes, collection of our professors' publication, and services to search and borrow research books and articles from other libraries.
- **Electronic Books:** You can use the online library to uncover and download over 50,000 titles, which have been scanned and made available in electronic format.
- **Electronic Journals:** The University provides access to over 12,000 journals, which are available in electronic form and only through limited subscription services.
- **Tutor.com:** AMU and APU Civilian & Coast Guard students are eligible for 10 free hours of tutoring provided by APUS. Tutor.com connects you with a professional tutor online 24/7 to provide help with assignments, studying, test prep, resume writing, and more. Tutor.com is tutoring the way it was meant to be. You get expert tutoring whenever you need help, and you work one-to-one with your tutor in your online classroom on your specific problem until it is done.