

**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**  
**RLMT 630**  
**Recalls and Returns Management**  
**Credit Hours: 3**  
**Length of Course: 8 Weeks**  
**Prerequisite: All required RLMT classes**

### Course Description (Catalog)

**RLMT 630 Recalls and Returns Management** -- This course is a focused and comprehensive examination of the recalls programs of major manufacturing companies around the world, as a thorough study of how a returns program can enhance the revenue stream of a retail store.

### Course Scope

The course provides the student with a full understanding of what a recall is and how management responsibilities are attached. There will be a communication of the operations and concepts of recalls. It also gives a picture of product returns and how they affect the supply chain circle. Lastly, this course will allow the graduate student to convey how to manage returns.

### Course Objectives

After successfully completing this course, you will be able to

1. Define what a recall is and analyze the “Year of the Recall”
2. Identify multiple types of recalls
3. Explain recall operations and concepts
4. Define what a RL manager is responsibilities are during a recall
5. Describe product returns and the process

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6. Detail what is involved in defective products and the liability within
7. Examine the impact of reverse channel structure on the equilibrium return policy and profit
8. Identify the possibility of saving money by returns

### Course Delivery Method

This M.A. 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 the last day of each week** and include discussion board questions (accomplished in groups through a threaded discussion board), examinations (graded electronically) and individual assignments (submitted for review by your professor). Assigned professors will support the students throughout this eight-week course.

### Course Materials

The materials are all online and from the APUS online library. They are contained in the course lessons and Forums and Assignments as needed.

### Evaluation Procedures

GRADED ASSIGNMENT	FINAL GRADE %
Weekly Forums (9 forums)	40
Case Study Assignments (4 papers)	40
Term Project Paper	20
<b>TOTAL</b>	<b>100%</b>

Please see the Student Handbook to reference the University's grading scale.

### 8 – Week Course Outline

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<u>Week</u>	<u>Learning Objective(s)</u>	<u>Reading(s)</u>	<u>Assignment(s)</u>
1	LO-1	Listed in the Forum and Week's lecture	<b>Submissions:</b> <ul style="list-style-type: none"> <li>• Introductions</li> <li>• Forum 1</li> </ul>
2	LO-2	Listed in the Forum and Week's lecture	<b>Submissions:</b> <ul style="list-style-type: none"> <li>• Forum 2</li> <li>• Week Two Case Study</li> <li>• Week Two: Research Topic Submission</li> </ul>
3	LO-3	Listed in the Forum and Week's lecture	<b>Submissions:</b> <ul style="list-style-type: none"> <li>• Forum 3</li> </ul>
4	LO-4	Listed in the Forum and Week's lecture	<b>Submissions:</b> <ul style="list-style-type: none"> <li>• Forum 4</li> <li>• Week Four Case Study</li> </ul>
5	LO-5	Listed in the Forum and Week's lecture	<b>Submissions:</b> <ul style="list-style-type: none"> <li>• Forum 5</li> <li>• Week Five Case Study</li> </ul>
6	LO-6	Listed in the Forum and Week's lecture	<b>Submissions:</b> <ul style="list-style-type: none"> <li>• Forum 6</li> </ul>
7	LO-7	Listed in the Forum and Week's lecture	<b>Submissions:</b> <ul style="list-style-type: none"> <li>• Forum 7</li> <li>• Week Seven Case Study</li> </ul>
8	LO-1 to 8	Listed in the Forum and Week's lecture	<b>Submissions:</b> <ul style="list-style-type: none"> <li>• Forum 8</li> <li>• Week Eight: Research Paper</li> </ul>

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## Polices

Please see the student handbook to reference all University policies. The student handbook is available under the More Tools tab in the classroom.

### 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 7<sup>th</sup> day. No work will be accepted past the final day of class.

### 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

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your specific problem until it is done.

### **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. 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.