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 650
Reverse Logistics in the Retail Industry
3 Credit Hours
8 Weeks
Prerequisite(s): None

Course Description (Catalog)

This **RLMT 650 Reverse Logistics in the Retail Industry** course is focused and comprehensive examination of how different retail industries implement reverse logistics programs. The focus is on food and beverage, apparel, automotive, sports, hotel operations, and consumer electronics. Attention is focused on data synchronization inventory management comparing the forward and reverse logistics chain.

Course Scope

This **RLMT 650 Reverse Logistics in the Retail Industry** course provides an overview of the role and importance reverse logistics programs play in the retail industry. An examination of the issues, challenges, best practices, and financial implications of the retail world will be addressed in conjunction with recalls, returns, remanufacturing, recycling, etc. and the impact these activities have on the bottom line of small, medium, and large retailers. This is a unique course as it blends academic research with real-world examples and current events within the retail and reverse logistics realm. As such, the student will learn the academic concepts and terms of transportation and logistics management within the scope the retail industry and reverse logistics field while applying lessons learned through scenario-based and developmental planning exercises.

Course Objectives

After successfully completing this course, students will fulfill the following **Learning Objectives (LO):**

LO-1   Analyze how reverse logistics is incorporated into retail management and transportation processes.

LO-2   Compare the differences in the forward supply chain and reverse logistics within various industry sectors (food and beverage, apparel, automotive, sports, hotel, etc.).

LO-3   Resolve issues and challenges of retail industries and their reverse logistics processes.

LO-4   Analyze the financial impact reverse logistics has on the retail industry.

LO-5   Evaluate small, medium, and large retailers such as big box retailers and the success or failure of their reverse logistics processes.

LO-6   Appraise best practices of reverse logistics within the context of the retail industry.

LO-7   Compare the differences in data collection, IT infrastructures, and management systems between forward logistics and reverse logistics within the context of the retail industry.

LO-8   Develop a reverse logistics program for an organization within the retail industry.

Course Delivery Method

This **RLMT 650 Reverse Logistics in the Retail Industry** 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 but Forum questions are due no later than Friday of the week they are assigned so others will have time to reply within the assigned period. The course includes examinations and quizzes (some graded electronically), and individual assignments.

Course Materials

Required Course Textbook:

Fernie, J. & Sparks, L. (2009). *Logistics & retail management: Emerging issues and new challenges in the retail supply chain*. London: Kogan Page. (3rd Edition)

Required Readings:

Alfred, A., & Vallieres, J. (1998). Valued role of reverse logistics in the supply chain. *Materials Management and Distribution, 43*(5), 63-63. **(Article can be found in the online Library)**

Anonymous (April 2011). Inmar and ADT recognized for reverse logistics operational excellence. *Targeted News Service,* pp. n/a. **(Article can be found in the online Library)**

Anonymous (June 2011). Geodis Wilson; Geodis Wilson Launches Luxury Hotel & Resort Logistics Group. Retreived from

http://finance.renewableenergyworld.com/pennwell.renewableenergy/news/read?GUID=18846465 **(Article can be found using the URL provided)**

Bauner, D., Laestadius, S., & Iida, N. (2009). Evolving technological systems for diesel engine emission control: Balancing GHG and local emissions. *Clean Technologies and Environmental Policy, 11*(3), 339-339-365. doi:10.1007/s10098-008-0151-x **(Article can be found in the online Library)**

Biederman, D. (2010, July). Speeding Up, in Reverse. *Journal of Commerce*.   **(Article can be found in the online Library)**

C.H. Robinson Worldwide, Inc. (2010). *Emerging best practices in food & beverage shipping: Fulfilling the perfect order*. Retrieved from http://www.chrobinson.com/en/us/Resources/White-Papers/?d=54 **(White Paper can be found at the URL provided, to receive FREE copy you must sign up to receive FREE reports)**

Daugherty, Patricia J; Richey, R Glenn; Hudgens, Bryan J; Autry, Chad W. (2003). Reverse logistics in the automobile aftermarket industry. *International Journal of Logistics Management 14: 1*, p. 49-62. **(Article can be found in the online Library)**

Florida Department of Environmental Protection. *Florida Green Lodging*. Retrieved from http://www.dep.state.fl.us/greenlodging/bmp_waste.htm **(Information on hotel operations can be found using the URL provided)**

Haas, D. A., Murphy, F. H., & Lancioni, R. A. (2003). Managing reverse logistics channels with data envelopment analysis. *Transportation Journal, 42*(3), 59-59. **(Article can be found in the online Library)**

Hickey, K. (July 1 2005). Returns management: How to convert trash to treasure. Retrieved from http://www.supplychainbrain.com/content/headline-news/single-article/article/returns-management-how-to-convert-trash-to-treasure/ **(Article can be found using the URL provided)**

HighJump Software. "The ERP Warehouse Module vs. Best-of-Breed WMS" **(Report can be found in the Resources folder of the classroom)**

Jakovljevic, P.J. (August 22 2007). Zooming into the clothing retailer conundrum. Retrieved from http://www.supplychainbrain.com/content/headline-news/single-article/article/zooming-into-the-clothing-retailer-conundrum/ **(Article can be found using the URL provided)**

Knickle, K. (May 10 2011). Connecting reverse logistics, recycling and sustainability. Retrieved at http://www.supplychainbrain.com/content/headline-news/single-article/article/connecting-reverse-logistics-recycling-and-sustainability/ **(Article can be found using the URL provided)**

Kumar, S. (2008). A study of the supermarket industry and its growing logistics capabilities. *International Journal of Retail & Distribution Management, 36*(3), 192-211. **(Article can be found in the online Library)**

Lacefield, S.K. (January 2011). Arrow Electronics launches reverse logistics service. Retrieved from http://www.dcvelocity.com/articles/20110113arrow_electronics_reverse_logistics/ **(Article can be found using the URL provided)**

Lacefield, S.K. (November 2009). Dell finds gold in parts returns. Retrieved from http://www.dcvelocity.com/articles/20091201_dell_finds_gold_in_returns/ **(Article can be found using the URL provided)**

Morton, R. (2007). Turning a negative into a positive. *Logistics Today, 48*(1), 18-18-19. **(Article can be found in the online Library)**

Murphy, J.V. (May 5 2008). 'Be prepared' is motto that all companies should follow when it comes to recalls. Global Logistics & Supply Chain Strategies. http://www.supplychainbrain.com/content/headline-news/single-article/article/be-prepared-is-motto-that-all-companies-should-follow-when-it-comes-to-recalls/ **(Article can be found using the URL provided)**

Murphy, J.V. (October 4 2007). Best practices in reverse logistics can ease the pain of product returns. Retrieved from http://www.supplychainbrain.com/content/headline-news/single-article/article/best-practices-in-reverse-logistics-can-ease-the-pain-of-product-returns/ **(Article can be found using the URL provided)**

Richey, R G., Daugherty, P.J., Genchev, S. E., Autry, C. W. (2004). Reverse logistics: The impact of timing and resources. *Journal of Business Logistics 25. 2, p.* 229-250. **(Article can be found in the online Library)**

Rogers, D.S. & Tibben-Lembke, R.S. (1998). *Going backwards: Reverse logistics trends and practices*. Reverse Logistics Council. **(Free book can be located online at http://www.rlec.org)**

Ryder Supply Chain Solutions. *Reverse Logistics From Black Hole to Untapped Revenue Stream.* Retrieved from http://www.ryder.com/supplychain_reverse.shtml **(Download the White Paper from the URL provided)**

Srivastava, S.K. (2008). Value recovery network design for product returns. *International Journal of Physical Distribution & Logistics Management, 38*(4), 311-331. **(Article can be found in the online Library)**

Stock, J., Speh, T., & Shear, H. (2006). Managing product returns for competitive advantage. *MIT Sloan Management Review, 48*(1), 57-57-62. **(Article can be found in the online Library)**

Tibben-Lembke, R., & Rogers, D. S. (2002). Differences between forward and reverse logistics in a retail environment. *Supply Chain Management, 7*(5), 271-271-282. **(Article can be found in the online Library)**

Townsend, J.M. (1993). Recycling in Motels and Hotels: A Guide for Hotel and Motel Recycling Managers. Retrieved from http://www.p2pays.org/ref/12/11306.pdf **(Report can be found using the URL provided)**

White, D. (2009). Designing an eco-friendly aftermarket network. *Material Handling & Logistics, 64*(9), 27-27. **(Article can be found in the online Library)**

Evaluation Procedures	
Graded Assignment	**Percent of Final Grade**
Week 1 - Forum	5
- APA Quiz	3
Week 2- Forum	5
- Written Paper	8
Week 3 – Forum	5
- Quiz	4
Week 4 – Forum	5
- Written Paper	8
Week 5 – Forum	5
- Quiz	4
Week 6 – Forum	5
- Written Paper	8
Week 7 – Forum	5
- Final Project	15
Week 8 – Forum	5
- Final Exam	10

Total	100

8-Week Course Outline

Week	Topic(s)	Learning Objective(s)	Reading(s)	Assignment(s)
1	Overview of the Retail Supply Chain and Reverse Logistics	LO – 1 & 2	Read & Review Lesson 1	Forum APA Quiz
2	Technology and Data Synchronization	LO – 2 & 7	Read & Review Lesson 2	Forum Written Paper
3	Apparel & Fashion Industry	LO – 2 & 5	Read & Review Lesson 3	Forum Quiz
4	Food & Beverage Industry	LO – 5 & 6	Read & Review Lesson 4	Forum Written Paper
5	Electronics Industry	LO - 4	Read & Review Lesson 5	Forum Quiz
6	Automotive Industry	LO – 2 & 5	Read & Review Lesson 6	Forum Written Paper
7	Hotel Operations & Network Design	LO – 1 & 8	Read & Review Lesson 7	Forum Final Project
8	Conclusion	LO - 1 - 8	Read & Review Lesson 8	Forum Final Exam

Policies

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

FORUM EXPECTATIONS

Forum participation is mandatory and you are expected to provide a minimum of 1 page or 400-word submission in each discussion board with a minimum of a 175-word reply to one other student's contribution.

The 8 Discussion Boards are worth a total of 40 points of your final grade. You are expected to finish the initial forum assignment by Friday night with responses to others by Sunday night. Please review the Forum Rubric below (located in Resources folder). Your grade and feedback for each Forum assignment will be based on this rubric.

WRITING EXPECTATIONS

All written submissions should be submitted in a font and page set-up that is readable and neat. It is recommended that students try to adhere to a consistent format, which is described below.

- Typewritten in double-spaced format with a readable style and font and submitted inside the electronic classroom (unless classroom access is not possible and other arrangements have been approved by the professor).
- Arial 11 or 12-point font or Times New Roman styles.
- Page margins Top, Bottom, Left Side and Right Side = 1 inch, with reasonable accommodation made for special situations and online submission variances.

CITATION AND REFERENCE STYLE

Attention Please: Students will follow the APA Style Manual, 6th Edition 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 used in the APA Style Manual, 6th Edition.

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. 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: ;-), :), ☺

Academic Services

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.   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.

DISCLAIMER STATEMENT

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