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A framework for the role of warehousing in Reverse Logistics

Shad Dowlatshahi

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Abstract

Reverse Logistics (RL) is the process of returning products from their consumer destination to capture their value or proper disposal. This paper considers and analyses the current state of literature in warehousing. Warehousing, which is an operational factor in RL, has been analysed and evaluated in terms of the specific subfactors associated with it. The research methodology used was exploratory case study research. The qualitative data were collected by use of two in-depth case studies chosen from two different industries. The analysis of the case studies resulted in the development of warehousing subfactors, propositions and insights regarding RL operations. Based on these, a framework for effective design and implementation of RL operations is provided. This framework determines the appropriate warehousing subfactors and how the return process of products/parts works. In conclusion, the managerial implications and future research directions are provided.

Keywords:

Reverse Logistics | RL framework | warehousing | case study | exploratory case study research

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