



## The Client:

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# Reverse Logistics Analysis for Emerging Markets

## The Problem:

Our Client had approached us to help with a general overview of their service supply chain, with specific interest in their reverse logistics operations performance, cost and relationship with their 3PL service provider around reverse logistics. They were about to enter into negotiations for contract renewal and wanted to identify areas for improvement and current areas of weakness that needed to be addressed.

## Our approach:

We pre-arranged a series of meetings with key stakeholders to take place during a focussed week of activity on the Clients premises. Emphasis was placed on the end to end reverse logistics management process, from collection through to delivery, plus the associated billing and 3PL invoice audit activity. The main concern was around the costs associated with East Europe, Middle East and Russia shipments, and the impact on both freight costs and supporting inventory.

## The results:

A number of recommendations were made, ranging from a more cost effective positioning of their main distribution centre for spare parts, and a greater use of economy freight modes where there was clearly sufficient inventory already available and to be utilised. At a tactical level, evidence was provided where simple changes within their logistics providers operations would save significant amounts of money, including controls to prevent the creation of multiple airway bills for the same destination within the same day of shipment. Benchmarks were provided for shipment costs to/from Russia and the Baltic states to support the Clients negotiations and significant cost reductions were demonstrated in this area.



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