

**Module 7**

*Section C: Waste Hierarchy and Reverse Logistics*

**Term**

Green reverse logistics

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Material review board (MRB)

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Return disposal costs

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Return goods handling

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Returns

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Returns inventory costs

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Returns processing cost

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Reverse logistics

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An organization within a company, often a standing committee, that determines the resolution or disposition of items that have questionable quality or other attributes.

The responsibility of the supplier to dispose of packaging materials or environmentally sensitive materials such as heavy metals.

The work a company puts into accepting returned goods from its customers.

The costs that occur from discarding or recycling products that are returned because they have reached the end of their useful life or are obsolete. Commonplace in the consumer goods industry.

All of the costs associated with handling returned inventory.

A step in the reverse logistics process where a customer sends a product back for any of several possible reasons including the product being defective, damaged, out of season, or outdated (end-of-life), or that it failed to meet expectations or represented excess inventory.

A complete supply chain dedicated to the reverse flow of products and materials for the purpose of returns, repair, remanufacture, and/or recycling.

All of the costs associated with dealing with returned items after they have been received. These costs occur when returned items are repaired, discarded, or replaced.

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Waste hierarchy

A tool that ranks waste management options according to what is most environmentally sound. Gives top priority to preventing waste in the first place and can be applied to various applications.