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American Public University System
The Ultimate Advantage is an Educated Mind

School of Business **RLMT301** **Introduction to Reverse Logistics Management** **3 Credit Hours** **Eight Weeks** **Prerequisites: None**

Course Description (Catalog)

RLMT301 Introduction to Reverse Logistics Management (3 hours) course provides students with a systems-centric view to explore what is seen as today's wide range of practices in reverse logistics applications in manufacturing, retail and in the military. It includes the many definitions related to reverse logistics, the different scope, practices, procedures and processes of reverse logistics as compared to forward logistics. It explores the various dilemmas practitioners face in designing a reverse logistics system. A practitioner approach is used to explore and examine the management functions and the interrelationships among the components of reverse operational logistics are provided. This course is intended for students and professionals working in reverse logistics, retail business management, general management, transportation management, supply chain management, and corporate and military decision makers.

Course Scope

The course depends on high levels of timely interaction to link concepts effectively to real-world practice. It explores the various dilemmas practitioners face in designing in managing a reverse logistics system. The student will study the management functions and the interrelationships among the components of reverse operational logistics management. **The course depends on high levels of timely interaction to link concepts effectively to real-world practice. The material and directions posted weekly within the ANNOUNCEMENTS area in the classroom supplements and supersedes the material in this syllabus.**

Course Objectives

After completing the course, a student will be able to:

1. Classify the components of a reverse logistics system in defense/government, high technology, manufacturing, retail or service organizations.
2. Define the components of a reverse logistics system in defense/government, high technology, manufacturing, retail or service organizations.
3. Define the role of customer service in terms of reverse logistics.
4. Define how forward and reverse logistics fits into life cycle management.
5. Explain how forward and reverse logistics fits into life cycle management.
6. Identify and catalog current best practices in RL.
7. Examine government and commercial applications of reverse logistics for service and manufacturing such as remanufacturing/overhaul operations
8. Differentiate the unique characteristics between (a) returns and recalls; and between (b) recycling and waste.

Course Delivery Method

This 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. Initial Forum Posts are due NLT Thursday, midnight (12am EST) of each week (except for week 1). Replies to other learners and individual online assignments (i.e. exams or papers) are due by the last day of each week, midnight (12.00am Sunday EST). Assigned faculty will support the students throughout this 8-week course. The course includes examinations, and quizzes (some graded electronically), and individual assignments.

Evaluation Procedures

Evaluation Criteria		
Graded Assignment	Assignment	Final Grade %
Forums	8 @ 5.5%	44%
Introduction Forum	1 @ 4%	4%

Research Paper Outline	1 @ 3%	3%
Abstract/Outline	1 @ 6%	6%
Reference Outline	1 @ 10%	10%
Case Study	1 @ 12%	12%
Research Paper	1 @ 21%	21%
Total	11 = 100%	100%

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

Course Materials

Required Reading and course materials

Blumberg, Donald F. (2004). *Reverse Logistics and Closed Loop Supply Chain Processes*. Boca Raton, FL USA: CRC Press. **(Located in the Online Library)**

Recommended Text
APA (2010). *Publication Manual of the American Psychological Association.* Washington ,DC: APA

8 – Week Course Outline

Week	Learning Objective(s)	Reading(s)	Assignment(s)
1	LO -1,2	Listed in the Forum and Week's lecture	• Forums: Introduction Acknowledgements
2	LO - 6	Listed in the Forum and Week's lecture	• Forum • Research Paper Topic/Outline
3	LO - 6	Listed in the Forum and Week's lecture	• Forum
4	LO - 7	Listed in the Forum and Week's lecture	• Forum • Case Study
5	LO – 7,8	Listed in the Forum and Week's lecture	• Forum • Abstract/Outline
6	LO - 7	Listed in the Forum and Week's lecture	• Forum • Reference Outline
7	LO – 1,2,4,5	Listed in the Forum and Week's lecture	• Forum • Research Paper
8	LO – 1,2,4,5	Listed in the Forum and Week's lecture	• Reflection Forum

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Policies

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

Citation and Reference Style

Attention Please: Students will follow the APA style 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 style cited in the 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 your instructor <u>before the due date</u> 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: ;-), :), ☺
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Disclaimer Statement

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

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*: Students have access to 10 free hours of tutoring service per year. **Tutor.com** is an award-winning online homework help and learning service that connects students to a certified tutor for one-on-one help. Get help with homework, studying, projects, essay writing, and test prep in every subject, including algebra, statistics, chemistry, physics, social studies, and English. There are thousands of academic and career services resources—worksheets, practice problems, videos in every subject, as well as literacy tips. They are available 24/7 so you can access them whenever you need extra help. **Tutor.com** can be

accessed through the Online Library Tutorial Center link. *Tutoring services are unavailable on January 1, Easter Day, July 4, Thanksgiving Day, and December 25; beginning at 1:01 a.m. and resuming at 2:00 p.m. the following day (EST).*