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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):
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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:


Required Readings:


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)

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](#))


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](#))


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)*


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<tr>
<th>Evaluation Procedures</th>
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<td><strong>Graded Assignment</strong></td>
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<td>Week 7 – Forum</td>
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<thead>
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<th>Week</th>
<th>Topic(s)</th>
<th>Learning Objective(s)</th>
<th>Reading(s)</th>
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<tr>
<td>1</td>
<td>Overview of the Retail Supply Chain and Reverse Logistics</td>
<td>LO – 1 &amp; 2</td>
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<td>Apparel &amp; Fashion Industry</td>
<td>LO – 2 &amp; 5</td>
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<td>4</td>
<td>Food &amp; Beverage Industry</td>
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<td>6</td>
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<td>Hotel Operations &amp; Network Design</td>
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<td>Read &amp; Review Lesson 7</td>
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**Total** | **100**
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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.
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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**
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Course content may vary from the outline to meet the needs of this particular group.