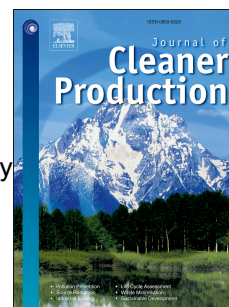


Accepted Manuscript

Business orientation policy and process analysis evaluation for establishing third party providers of reverse logistics services

Yongbo Li, Devika Kannan, Kiran Garg, Seema Gupta, P.C. Jha



PII: S0959-6526(17)33235-3

DOI: [10.1016/j.jclepro.2017.12.241](https://doi.org/10.1016/j.jclepro.2017.12.241)

Reference: JCLP 11636

To appear in: *Journal of Cleaner Production*

Received Date: 19 February 2017

Revised Date: 14 December 2017

Accepted Date: 28 December 2017

Please cite this article as: Li Y, Kannan D, Garg K, Gupta S, Jha PC, Business orientation policy and process analysis evaluation for establishing third party providers of reverse logistics services, *Journal of Cleaner Production* (2018), doi: 10.1016/j.jclepro.2017.12.241.

This is a PDF file of an unedited manuscript that has been accepted for publication. As a service to our customers we are providing this early version of the manuscript. The manuscript will undergo copyediting, typesetting, and review of the resulting proof before it is published in its final form. Please note that during the production process errors may be discovered which could affect the content, and all legal disclaimers that apply to the journal pertain.

Business Orientation Policy and Process Analysis Evaluation for Establishing Third Party Providers of Reverse Logistics Services

Yongbo Li¹ Devika Kannan^{2*} Kiran Garg³ Seema Gupta⁴ P.C.Jha³

¹School of Economics and Management, China University of Petroleum (east
China) , Qingdao, 266580, P. R. China

²Center for Sustainable Supply Chain Engineering, Department of Technology and
Innovation, University of Southern Denmark, Odense M, Denmark

³Department of Operational Research, University of Delhi, Delhi

⁴Bhavan's Usha & Lakshmi Mittal Institute of Management, K. G. Marg, New Delhi

*- corresponding author (deka@iti.sdu.dk)

ABSTRACT

The degradation of the environment, caused in part by end of life and end of used products, necessitates the set-up of recovery networks. These networks may be owned by the manufacturer or they can be outsourced to third parties. Most manufacturers prefer outsourcing, so this study proposes a benchmarked recovery process for third party reverse logistics providers (3PRLP) by evaluating design criteria, implementation criteria, process control characteristics, and business orientation policies. Expertise efficiency of third party providers dictates their competitiveness and/or survival. In an effort to help third parties enhance value recovery from the process in the market, this paper seeks to establish a meaningful benchmark that will dictate best practices through quality function deployment (QFD). In particular, the paper offers a theoretical background to measure the relative importance among the various types of criteria. The proposed technique also helps to establish guidelines by which to prioritize the various characteristics. This study finds that the main driving factor regarding waste management centers on mandatory laws. It also concludes that when government relaxes its policies, environmentally oriented businesses are able to strengthen their systems.

Keywords: third party reverse logistics providers (3PRLP),
Benchmarking, Quality Function Deployment (QFD)

متن کامل مقاله

دریافت فوری ←

ISIArticles
مرجع مقالات تخصصی ایران

- ✓ امکان دانلود نسخه تمام متن مقالات انگلیسی
- ✓ امکان دانلود نسخه ترجمه شده مقالات
- ✓ پذیرش سفارش ترجمه تخصصی
- ✓ امکان جستجو در آرشیو جامعی از صدها موضوع و هزاران مقاله
- ✓ امکان دانلود رایگان ۲ صفحه اول هر مقاله
- ✓ امکان پرداخت اینترنتی با کلید کارت های عضو شتاب
- ✓ دانلود فوری مقاله پس از پرداخت آنلاین
- ✓ پشتیبانی کامل خرید با بهره مندی از سیستم هوشمند رهگیری سفارشات