

Overview

This standard is about monitoring the flow of returned goods. It involves collating and analysing information with regards to the flow of returned goods. It also involves identifying problems, providing the results of the analyses, and making recommendations about the flow of returned goods.

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This standard is for supply chain practitioners. They could be, for example, in purchasing, freight logistics operations or transport management roles.

Performance criteria

You must be able to:

1. obtain the relevant information on the **goods** being returned in order to monitor their progress
2. communicate with colleagues and key stakeholders throughout the monitoring process
3. collate and prepare information on the flow of returned **goods** for analysis
4. analyse and evaluate information on the flow of returned **goods**
5. identify and handle issues with the flow of returned **goods**
6. provide the results of the monitoring to **colleagues and key stakeholders**
7. recommend options for improving the flow of returned **goods**
8. comply with the relevant legal, regulatory, environmental, health and safety and organisational procedures required for monitoring the flow of returned **goods**
9. promote responsibility for the environment and sustainability within the organisation and communicate and implement this when scheduling distribution of goods

Knowledge and understanding

You need to know and understand:

1. your organisation's strategic aims, objectives and activities in relation to the return of **goods**
2. the types of **supply chain** management theories, models and practices
3. your organisation's information sources on **supply chain** processes and the monitoring of the flow of returned goods
4. how to monitor the flow of returned **goods**
5. how to obtain and analyse information on the flow of returned goods
6. the relevant methods and procedures for evaluating information on the flow of returned goods
7. your organisation's processes and procedures for the return of **goods**
8. the types of performance measurement and benchmarking theories, models and practices
9. how to identify and handle any issues that can occur with the flow of returned goods
10. the types of supply chain theories, models and practices
11. the types of communication methods used by your organisation to communicate with **colleagues and key stakeholders**
12. the relevant legal, regulatory, environmental, health and safety and organisational procedures required for monitoring the distribution of **goods**
13. the responsibilities of you and your organisation for protecting the environment and working sustainably when scheduling the distribution of goods

Glossary

1. **Colleagues and key stakeholders:** permanent, temporary, agency staff, external, customers
2. **Goods:** any combination of goods or services that are procured, delivered or stored in the supply chain
3. **Supply chain:** procurement, purchasing and supply, logistics, transport and operations management, within and between international boundaries

Monitor the flow of returned goods LEGACY

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