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Evaluation indicators for reverse logistics services

逆向物流服务评价指标

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Foreword

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1 Scope

China's national evaluation indicators for reverse logistics services. Reverse logistics is the movement of goods back up the chain - returns, recalls, repairs, packaging, and end-of-life products for recycling - and in an economy where a large share of retail is online it has become a substantial industry rather than an afterthought. It is also harder to run than forward logistics in every respect. The volumes are unpredictable, the items arrive one at a

time in whatever condition the customer left them, each requires a decision rather than a routing, and the value being recovered is a fraction of the original. Evaluating such a service therefore needs indicators of its own: the ordinary logistics measures of speed and cost do not capture what matters, which is what proportion of returned value was actually recovered and how quickly a decision was made about each item.

This document specifies the evaluation index and index content of reverse logistics service evaluation, and describes the corresponding calculation method: This document is applicable to the selection and calculation of indicators when evaluating reverse logistics service activities:

2 Normative references

This document has no normative references:

3 Terms and Definitions

The following terms and definitions apply to this document: 3:

1 According to the needs of customers, in order to restore the value of items and realize their recycling or reasonable disposal, raw materials, parts, work-in-progress and finished products It refers to the logistics activities in which goods flow from the downstream node of the supply chain to the upstream node in reverse, or are collected to a designated location according to a specific channel or method: 3:2 returned goods returned goods Goods that flow reversely from the downstream node of the supply chain to the upstream node due to returns, recycling, etc:

4 Evaluation indicators

1 The reverse logistics service evaluation index is divided into two levels, including the first-level evaluation index and the second-level evaluation index: 4:

2 The first-level evaluation indicators include four aspects: service quality, operation ability, information traceability, environment and safety: 4:

3 There are 32 secondary evaluation indicators in total: 4:

4 The evaluation indicators of reverse logistics service are as shown in Table 1: Table

Reverse logistics service evaluation index No:	Level 1 indicator	Level 2 indicator	service quality	Order response time rate	Loading On Time Rate	Transport cargo loss rate	Item Quantity Variance Rate	Timely sorting rate	Timely rate of inspection	Goods reuse rate
1	Service quality	Order response time rate	Order response time rate	Order response time rate	Order response time rate	Order response time rate	Order response time rate	Order response time rate	Order response time rate	Order response time rate
2	Operation ability	Loading On Time Rate	Loading On Time Rate	Loading On Time Rate	Loading On Time Rate	Loading On Time Rate	Loading On Time Rate	Loading On Time Rate	Loading On Time Rate	Loading On Time Rate
3	Information traceability	Transport cargo loss rate	Transport cargo loss rate	Transport cargo loss rate	Transport cargo loss rate	Transport cargo loss rate	Transport cargo loss rate	Transport cargo loss rate	Transport cargo loss rate	Transport cargo loss rate
4	Environment and safety	Item Quantity Variance Rate	Item Quantity Variance Rate	Item Quantity Variance Rate	Item Quantity Variance Rate	Item Quantity Variance Rate	Item Quantity Variance Rate	Item Quantity Variance Rate	Item Quantity Variance Rate	Item Quantity Variance Rate
5		Timely sorting rate	Timely sorting rate	Timely sorting rate	Timely sorting rate	Timely sorting rate	Timely sorting rate	Timely sorting rate	Timely sorting rate	Timely sorting rate
6		Timely rate of inspection	Timely rate of inspection	Timely rate of inspection	Timely rate of inspection	Timely rate of inspection	Timely rate of inspection	Timely rate of inspection	Timely rate of inspection	Timely rate of inspection
7		Goods reuse rate	Goods reuse rate	Goods reuse rate	Goods reuse rate	Goods reuse rate	Goods reuse rate	Goods reuse rate	Goods reuse rate	Goods reuse rate