

B. Logistics definitions

3. Logistics Services / Contract logistics

3.3. AFTERMARKET/AFTER-SALES SERVICES

Services provided to the customer after products have been delivered.

Reverse Logistics

Reverse logistics refers to a specialized segment of logistics, focusing on the movement and management of products and resources after the sale and after delivery to the customer. It includes product returns for repair and/or credit, returning empty packing, the recycling of used goods back into the commodity chain or the cleaning of containers to be reused.

Spare Parts Management (SSPM)

SSPM are solutions to support the management of critical or time sensitive aftermarket parts on behalf of customers including the network of forward stocking locations and centralized replenishment warehouses. Return and repair, product exchange, replacement, and spare parts distribution can be included.

Progressive Dispositioning (PD)

PD is managing the return flow and warehousing of used or end of life products for distribution and resale into alternate markets or economies, including value added services such as re-work, labeling, and repacking.

Maintenance and Repair

Any activity – such as tests, measurements, replacements, adjustments and repairs – intended to retain or restore a functional unit in or to a specified state in which the unit can perform its required functions.