

Springer Book Project on
The Role of Quality Management in Reverse Logistics
A broad look on Quality Issues and their interaction with Closed-Loop Supply Chains
Yiannis Nikolaidis (ed.)

Scope and Coverage

The concepts of Quality Management (QM) have been used for a long time by manufacturing companies (OEMs) to ensure that their customers receive a constant and high quality level of products. But what happens with remanufactured or refurbished products? The book intends to broaden the scope of thinking and acting in the new, promising area of Reverse Logistics, where Quality Management can be applied. More specifically, it intends to develop and/or collect, examine and evaluate a number of QM tools and techniques, which can be applied in practice in order to understand, review and improve any closed – loop supply chain process. In other words, the book aims at examining the relation that there is and should be seriously taken into consideration between

- a) various well developed and thoroughly studied quality issues, like Quality Management, Quality Assurance, Standardization of Processes, Statistical Quality Control and
- b) the rapidly growing in importance area of Reverse Logistics.

The book will include modelling and quantitative analysis of Quality Management tools and techniques, which could be used by both practitioners and academics, acting and researching respectively in the Reverse Logistics Industry.

The topics of interest include (but they are not limited to) the following areas:

- Impact of the quality of the OEM's new products (i.e., disposed in the market for the first time) on the Reverse Logistics process (e.g. on the return rate, quality etc. of used products).
- Impact of the quality of returned products on the Reverse Logistics process.
- Quality Costs of the Reverse Logistics process.
- Consideration of SQC (particularly Acceptance Sampling) during Reverse Logistics deals.
- Implementation of SQC in Reverse Logistics processes.
- Standardization (for example through ISO, EFQM, Six Sigma etc.) of the OEM's production process and its effect on the Reverse Logistics process.
- Standardization of the Reverse Logistics process
- The Use of PCs and/or specialized software to manage quality in Reverse Logistics

Chapter Preparation

We invite you to submit a 2-3 page chapter proposal indicating title, author(s) and the focus of your chapter. If the topic is within the scope of the book, we shall inform you to proceed with the full submission in due course.

Electronic submissions are required. Please e-mail your proposal or questions to Yiannis Nikolaidis, Department of Technology Management, University of Macedonia 59200, Naoussa, Greece – nikolai@uom.gr with subject QUALITY-REVERSE LOGISTICS

This book is scheduled to be published by Springer. For additional information regarding the publisher, please visit <http://www.springer.com>.

Important Dates

Deadline for Abstract Submission: May 15, 2010

Notification to Proceed with Submission of Full Chapter: June 30, 2010

Chapter Submission: October 31, 2010

Review Results: February 15, 2011
Revised Chapter Submission: April 15, 2011
Final Acceptance Notifications: May 31, 2011
Final Chapter Submission: June 30, 2011



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