Analysis Of The Benefits Of The Application Of Reverse Logistics In The Food Industry

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Abstract

In the last decades logistics has become a competitiveness tool in the food industry, which allow generate a advantage strategy which helps you to stay in the market over time. East reason the growth and the logistics development reverse has gone increasing, since it allows the return of those products that do not meet the characteristics necessary for consumer satisfaction, also the collection of glass containers empty, plastic, cardboard and aluminum cans that can be reuse in order to reduce the environmental impact. The goal of this article is to perform the analysis of the benefits obtained by food industries when applying Logistics reverse, by means of a revision bibliography and applications of organizations that have implemented is logistics, like result can be conclude that it favors the reputation of organizations, since it generates a responsibility environmental what you create a loyalty of the customers who are more every day aware of environmental problems, another advantage generated by logistics Reverse is when the sale of a product is not perceived for his return to the production plant, but some of its characteristics can be returned to the supply chain provoking a cost reduction, in case that none of its characteristics can be implemented in the supply chain with knowledge necessary can be give openings to new markets or new products for the reuse of returns, all these profits become the engine of organizations that allow it a place inside the market.

Keywords: Logistics, reverse logistics, competitiveness, environmental responsibility, supply chain.

Introduction

Previously the The objective of logistics was the delivery of the product in the weather fair, in consumption points suitable, with the increasing markets, the demand competitive and the large progress technological they made the logistics would have a big impact within organizations, creating his own area specific to your good operation and development. East reason the food industry has started with the application of logistics inverse, where it has had progress very important, to the point of marking a trend within the strategies competitive of the company.

food industry is beginning to understand the large benefits that can get on applying Logistics inverse
having as the main factor competitiveness and attracting new consumers who support these processes in order to care the environment, within this _ _ monograph can we to find the key logistics goals inverse that can be a motivation for the companies that apply it, since apart from creating a responsibility environmental are organizations acquire a favorable reputation, cost reduction, opening of new markets and the collection of their products expired or defective, there is a tool called the six R’s that allows them to identify than activity or activities they can handle within your logistics processes _ reverse, one of objectives is to identify what are the main causes of return of _ products a time known are created new strategies to reduce these _ returns.

if the logistics reverse show a variety of benefits it brings and the positioning that gives me in the market the application of it Why do n't they apply it all food companies _ _ _ The answer of this question is that the application of this Logistics brings large challenges and difficulties to organizations, such as the resistance to acceptance of these products returned to the supply chain, another important factor is that they must be create new activities and acquire new knowledge that will affect directly in the resources financial, understanding this will not always generate me a cost reduction _ If not, on the contrary, they will generate an extra expense, for this is important the study detained how, when and in where I shall apply logistics _ reverse in the food industry _

Method
Guevara et al., (2020) conceptualized the feature recognition method descriptive In Regarding the research object to be analyzed, all the evaluations in East case are based in conclusions relevant or the way they interact in the items analyzed.

After defining the variables and research methods, the literature was reviewed in relation to the management systems _ environmental existing, the polymers, their categories, their production methods, the different applications and the main pollution indicators _ current in the cycle productive modern, in which is based the Consultation study. Databases were examined _ What Scielo, SCOPUS, Science Direct and universities national and international, as well What various reports, news and announcements elaborate for various environmental control agencies national and international.

Furthermore, the tools analytical used in East document is it so structured to create a reference matrix that compares _ different expert criteria _ in the matter While the characterized with graphics and tools statistics descriptive. Changes and interactions of variables detailed under different conditions.

Analysis of research information
Logistics

What is logistics ? _

According to the Author Council of Supply Chain of Management Professionals Logistics refers to the process of effectively planning, implementing, and controlling the flow of materials, labor, and in process, products finished and information related since the point of origin to the point of consumption to comply with the customer requirements. Therefore, since the operation of the process related to the transportation it depends completely from consumption direct from hydrocarbons. (Red Rabbit, 2016)

Hirt, Geofrey, Ramos, Leticia, Adriaensens, Marianela, Flores, Miguel Angel (2004) affirms: that logistics is " a function operational important that you understand all activities _ necessary to obtain and administer materials _ raw and components, as well What the management of _ products finished, your packaging and its distribution to _ clients ".

1569 _ _ _ http://www.webology.org
Importance strategic

In the setting current competitive, companies face challenges such as innovation, cost reduction or the need for high levels of quality and service. While operate in a market every time plus volatile and changeable. In answer to these demands, many organizations They have seen the need to improve supply chain management. “Supply Chain” (Mejías Sacaluga et al., 2010)

It is logical that the competition between the food industry is increasingly time plus strong, where companies that do not find themselves with a constant update your strategies will be lagging behind the markets, it is because East reason that has come to play a role important today it is not only seen as a part more of his process if not one strategy business that wields great influence in the market.

logistics activities

logistics has several activities that help to evaluate, establish the Right operation and manage better the processes entering in Contact Direct with logistics. According to Lambert, D. (1998) and Stock, J. (2000) establish that logistics activities are:

<table>
<thead>
<tr>
<th>Table 1. logistics activities</th>
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<tbody>
<tr>
<td><strong>internal logistics</strong></td>
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<tr>
<td>Demand forecast</td>
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<tr>
<td>Inventory management</td>
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<tr>
<td>Material handling</td>
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<tr>
<td>Order processing</td>
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<tr>
<td>Packed</td>
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<tr>
<td>Selection of plant and</td>
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<tr>
<td>warehouses</td>
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<td>Supply assurance</td>
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<tr>
<td>Reverse logistics</td>
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<tr>
<td>Storage</td>
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<tr>
<td><strong>external logistics</strong></td>
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<tr>
<td>Customer service</td>
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<tr>
<td>Logistics communication</td>
</tr>
<tr>
<td>Parts and service support</td>
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<tr>
<td>Traffic and transportation</td>
</tr>
</tbody>
</table>

Source: (Aguilar & Valladares, 2016)

Logistics reverse

**what is logistics inverse?**

is the process of forecasting, implementing and controlling the material flow premiums, inventory, products finished and information related since the point of consumption to the point of origin of a way efficient and economical to restore its value. Or bring yourself himself (Angulo Rivera, 2018)

is the process of planning, designing and controlling effectively the flow of materials, products and
information since the point of origin to the point of consumption in order to satisfy the needs of consumers, recover the waste resultants and manage them so they can be reintroduced in the supply chain, ways to achieve added value and/or prevent it adequately (Cure Vellojín et al., 2006)

logistics reverse is a process that combines several phases with the aim to recycle, obsolete, create new products or add value in the organization. In the current market, each time plus Business they try to use East process to collect products defective, reduce costs, withdraw products expired from the market and offer customers customers good products quality they can return for his delivery. product chain to reduce costs and increase his current focus on industries, laws governmental responsibility environmental and the customers as the change climate creates awareness in all the country.

**Logistics reverse What tool competitive**

business modern can be resume in One word: trust. The way returns are handled towards the customers help create a feeling of security and confidence in the consumer concept. Currently, the customers stand out What the main factor in the development of logistics activities reverse, since its willingness to consume is a condition necessary and sufficient for the products remain in the market. The way the consumer go to the supplier, the added value that can offer, the attention and the answers that it gives in its own terms are certainly factors important when taking a purchase decision. (Cure Vellojín et al., 2006)

why logistics inverse is a tool competitive? The loyalty of the customers is what food companies looking for constantly, toast trust, quality and added value to maintain happy to the consumers, but if they find out that he product is in poor condition, expired or damaged, these Business they will lose confidence and the possibility that customers buy your products again. In this point, logistics reverse is used What a tool competitive to remove from the market all those products that do not meet certain characteristics, of this way companies ensure that their products in the market meet the expectations of the customers, increasing the number of opportunities for returning consumers.
Five key objectives of logistics reverse

Illustration 1. Five key objectives of logistics reverse
Source: own

1. **It favors the image of the company to reduce the environmental impact:** More and more countries are being forced to develop sustainability policies on the different impacts caused by their products in the stages of the supply chain (such as ISO 14001) due to For this reason, with the proper implementation of reverse logistics, it can create a better environment for everyone, thus generating possibilities for companies to improve their image through sustainable solutions. (Profitline business, 2017)

2. **Reduce costs by using reused materials instead of current materials:** One of the benefits of reverse logistics is the minimization of costs, from the collection of products that can provide me with a characteristic that can be reused in some part of the supply chain to complete a new product.

3. **Minimizes the industrial impact on the environment:** Taking this into account the high pollution that food companies cause to the world, awareness of the environment must be raised, which plays
a key role in business processes, specifically in reverse logistics where you can recycle or reuse the products already used, thus reducing your ecological footprint on Earth. (Profitline business, 2017)

4. **Allows you to create campaigns to build customer loyalty:** Apart from improving the image of the company and saving costs, reverse logistics is an excellent opportunity to create loyalty campaigns with your customers, people are increasingly aware of the environmental problems that are being experienced, For this reason, many of them are faithful to brands that aim to care for the environment. For this reason, companies that start the reverse logistics process are more accepted by consumers. (Profitline business, 2017)

5. **Opening of new markets for reused products:** there are more and more reasons that convince Colombian companies to implement reverse logistics processes, among which is the repair and recycling of the product, thus recovering part of the cost of production and transportation. (Profitline business, 2017)

6 R 's

Table 2. 6 R 's

<table>
<thead>
<tr>
<th>Reutilización</th>
<th>trata de que un producto sea utilizado cuantas veces más se pueda reutilizar y así evitar desechos.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Materia prima</td>
<td>Fabricación de partes Ensamblaje de módulos Ensamblaje de productos Almacenaje y distribución</td>
</tr>
<tr>
<td>Proveedor</td>
<td>Producto acabado</td>
</tr>
<tr>
<td>Cliente</td>
<td>Reutilización o venta</td>
</tr>
<tr>
<td>Ilustración 2. Reutilización</td>
<td>Fuente: (Soler, 2012)</td>
</tr>
</tbody>
</table>

Ilustración 2. Reutilización

Reventa | utilizar o recuperar un producto para la venta y poder obtener unas ganancias o recuperar el capital de trabajo.

http://www.webology.org
Ilustración 3. Reventa Fuente: (Soler.2012)

Reparación

hacer uso de un producto que se encuentre obsoleto, deteriorado, o dañado se pueden realizar reparaciones en el para poderlo vender o utilizarlo nuevamente.

Ilustración 4. Reparación Fuente: (Soler.2012)

Remanufacturada

actualmente para el cuidado del medio ambiente las empresas responsables están remanufacturado los productos y así darles una nueva utilización a los materiales.
Ilustración 5. Remanufacturada  Fuente: (Soler.2012)

Reciclaje

<table>
<thead>
<tr>
<th>Materia prima</th>
<th>Fabricación de partes</th>
<th>Ensamblaje de módulos</th>
<th>Ensamblaje de productos</th>
<th>Almacenaje y distribución</th>
<th>Producto acabado</th>
</tr>
</thead>
<tbody>
<tr>
<td>Proveedor</td>
<td></td>
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<td>Cliente</td>
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</tbody>
</table>

las empresas están reciclando los materiales como el vidrio, bolsas, metales etc. y con estos crean nuevas materias primas.

Ilustración 6. Reciclaje  Fuente: (Soler.2012)

Rediseño

<table>
<thead>
<tr>
<th>Materia prima</th>
<th>Fabricación de partes</th>
<th>Ensamblaje de módulos</th>
<th>Ensamblaje de productos</th>
<th>Almacenaje y distribución</th>
<th>Producto acabado</th>
</tr>
</thead>
<tbody>
<tr>
<td>Proveedor</td>
<td>Reciclaje</td>
<td>Gestion de residuos</td>
<td></td>
<td></td>
<td>Cliente</td>
</tr>
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actualmente las empresas están rediseñando los productos a un solo embalaje para tener un portafolio estándar, con estas modificaciones
The main ones reasons for product returns in the food industry

products are returned for a variety of reasons, these products affect directly the competitiveness, the loss of profits and, what is more important, the products do not work well with customers, so it is important discover the reasons for the returns and implement an action plan to recover these products and use them in all his potential.

According to Villadiego Hoyos (2015), the main reason for the return is in the food industry:

- Improper handling of the logistics warehouse: If the finished product is not handled properly, either in storage or damage during transport, it will cause damage and failures that the client does not want to accept, much less pay, resulting in losses for the company.
- Expired Product: Mainly due to poor rotation, after the expiration date, the product is not suitable for customer use, so the product is returned to the original factory.
- Returned products: These are products that need to be returned because they have been in contact with certain agents but are still usable, and for dairy companies this is usually due to exposure to leaked milk.
- Product damaged in transit: The product cannot be delivered to the final consumer because it has a transport failure between the warehouse and the point of sale, so it must be resent to the company.
- Defective machine products: correspond to unqualified products that are not accepted by consumers in the production process.
- Goods with manufacturing defects: are those goods that must be returned because they have defects related to the raw materials and raw materials used in production and therefore are not accepted for consumption.
- Commercial Returns: Customers or consumers decide to return products for reasons other than those mentioned above, such as dissatisfaction with the service, price, flavor, etc.

Logistics barriers reverse in the food industries

logistics reverse presents a lot of benefits but they are not easy when applying it according to Soler
(2012) Some barriers that the food industry presents are:

Industry barriers

- Financial resources: First of all, the company incurs additional costs due to the implementation of the logistics system.
- Lack of understanding of reverse logistics in the food industry.
- Infrastructure that may be missing, environmental legislation, act as a bureaucratic hurdle.
- Resilience of the supply chain from suppliers to distributors.

Internal barriers.

- Inadequate human resources, training.
- Organizational structures that do not facilitate the adoption of the required practices.
- Management style: If the management of the company does not have incentives to change the logistics, it is unlikely that it will end well.

Social responsibility in logistics _ reverse

Logistics _ reverse search process the product flows and research _ since the place of consumption to where the transformation is made, thus being able to reduce the big shock in the environment or the _ consumers and be able to obtain a cost recovery _ economic of the products. for such reason, an analysis is made of how guide logistics strategies and processes _ reverse What practices socially managers that allow the organization generate a new advantage sustainable, competitive and focused on benefiting the parties important in the supply chain. _

Logistics challenges _ reverse in the food industry _

- Knowledge acquisition
- Previous study
- May need extra infrastructure
- New activities or processes
- Investments
- Predict returns
- The departments are related to reverse logistics
- Returns Inspection
- Changes in the supply chain

Links between CSR and logistics reverse in companies . _

This is a process in which companies _ each time plus modern focus _ in Recycle products, materials and waste from _ customers to recover value and increase the service after sales The main ones reasons for those that companies are dedicated to logistics inverse are the interests economics, legal pressure and the growing culture of the population is matter. (Hurtado García, 2019)

Due to their scope and tools, they are very suitable for those CSR principles and practices, generating new sources of production which _ It allows manage companies and have _ a global vision, responsible for the environment.

Corporate social responsibility and _ _ logistics processes _ _ reverse can be to identify What Business socially responsible, companies that recognize the application of standards environmental in the whole
chain logistics and pay special attention to the “return”. (Hurtado Garcia, 2019)

In this way, they are made connections based in theory that allow companies to identify the potential to develop different practices, such as logistics reverse and corporate social responsibility, to achieve objectives common, like create synergies with the environment and society. (Hurtado García, 2019)

**logistics circuit reverse**

Illustration 8 logistics circuit reverse
Source: Ruiz Sanchez, Joselyn. Gonzalez Illescas Mayiya

It is detailed the logistics process reverse in the cycle closed post-sale through which they are transported the products returned or their waste. Upon return to the factory, the rating will be used to evaluate the state of the items overloaded found. to take decisions about the new characteristic, they will: recycle, reuse, return, remanufacture. (Jocelyn Estefany, 2019)

(Joselyn Estefanía, 2019) who identified factors strategies that affect directly in the application and development of logistics inverse: themes environmental, quality, customer satisfaction, costs strategies and provisions regulations in different countries.

**Logistics reverse green and red**.

Due to the growing logistics versatility reverse in the business, it's been done a clear distinction between logistics reverse red and logistics reverse green. Depending on the activity focused, this can be a task aimed at improving and increasing profits in the production process and market supply, or a task with a background purely ecological. (Ángel, 2013)

<table>
<thead>
<tr>
<th>Classification</th>
<th>Logistics Green</th>
<th>Red Reverse Logistics</th>
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<tbody>
<tr>
<td></td>
<td>It is a set of processes related to certain packaging and transport equipment, containers and other auxiliary elements, their planned return in order to preserve value, as well as reduce or minimize the impact of logistics activities on the environment, that is. It is the use of general</td>
<td>Unpredictable behavior related to the return of raw materials, work-in-progress, parts, or finished goods to their place of origin due to discarded recycling, damaged returns, confiscated waste, or expiration of orders. The objective of this return management is the direct</td>
</tr>
</tbody>
</table>

Table 3. Logistics reverse green and red.
logistics transformation strategies and systems to create logistics procedures that are not harmful to the environment and do not lose their efficiency.

Fountain: (Ángel, 2013)

**Application cases Logistics reverse in food industries**

**Case 1. Alival SA**

![Alival SA](image1)

Figure 9. Alival SA
Source: Alival SA

In alive the main factor of utilization of logistics reverse are the product expiration dates short, this It is expected that 5% of what is produced is returned due to the causes of: packaging breakage, warmth or acidity. once the product returns to the production plant these are taken to a storage room where the workers take care to chop the product where the liquid goes addressed to some containers located in the soil, creating food for industry swine depending Yeah the product has expiration days left is donated, when the product is expired and there is no demand for these waste by industry swine in his defect is removed through technology clean.

alive use logistics reverse What a business strategy creating a new market with the industry swine, where through processes achieves redeem a value of their products expired transforming them in pig feed avoiding lost, too tries to infuse his name through donations when these products Already is it so close to expiration searching with that a strategy commercial.

**Case 2. Alpina Products Food SA**

![Alpina SA](image2)

Figure 10. Alpina SA

Source: Alpina SA
Source: Alpina Products Food SA

Alpina is an organization that aims to implement processes that reduce the amount of waste and the loss of money, for which it runs a contest where Colombian ideas more new to give solutions to the loss of both products What monetary , which was the winner of the proposal for profit line business outsourcing with a mechanism through a logistics implementation software reverse for the organization.

Illustration 11. Alpina logistics reverse
Source: Proposal In Supply Chain Management And Logistics In the company Alpina SA

Return products are not always they reach the consumer, since they can be to find shortcomings on some products and is where Logistics Implementation Enters inverse, exist cases as they are: a bad count during the preparation of the load of orders, products with short expiration date, failures on the merchandise route and excess stock.

What it does Alpina soon-to-expire product is brought to consumer channels or to a low-income food bank resources, in the first case Alpina carries these products to these channels which offers at a price lower and in occasions in promotions like 2x1 this allows you recover a percentage of the value of the product and not stop receiving for complete the sale of these product, when carries these products to low-income people image wins, advertising is done see What a business solidarity the products defeated who can not contribute nothing to the supply chain are destroyed through good practices, with this generates a awareness responsible with the environment, helping to reduce pollution generated for plastic waste.

Case 3. Juan Valde

Illustration 12. Juan Valde
Source: Juanvaldez.com

The company Colombian Juan Valde, in gratitude to the majesty of the planet, look for protect its natural resources and with the intention of reducing the footprint ecological that is leaving on Earth, has a logistics plan reverse where each week they take out 2 tons of litter waste (husk, cuncho, dregs or gravel) that are left over from each used coffee machine in the company, that in place of ending in
sanitary landfills, generating CO2 emissions, are stored and transported to a farm for this have a better use of its properties and to be able to cultivate mushrooms orellana, fungi ganoderma lucidum or convert it in compost.

These Fungus possess Benefits how are they big amounts of protein more than chicken and they are short in cholesterol, the which are very Wanted for restaurants, are also acquired to develop medicines since they can strengthen the system immune system cancer patients and tumor formation is minimized. The fertilizer that is made the very sued for food plantation What the radish and carrot, reforestation projects and the planting of trees and plants.

of this Juan Valdez way I think a new business source the which allows you reduce his pollution with the environment, improve his reputation What business responsible and generate a resource extra money through logistics inverse.

Illustration 13. Delete Juan valdez
Source: Juanvaldez.com

Case 4. Coca-Cola FEMSA

Figure 14. Coca-Cola FEMSA
Source: Coca-Cola FEMSA

Coca Cola designed a process the which carries out the collection of non-returnable containers of the company, by means of a design of routes of distribution where the product is delivered to distribution
points and in the same instant is picked up the container empty, with this the company achieves reduce costs representatives, the purpose of the collection is to forward these containers gaps to the supply chain for product formation.

Coca Cola is committed to containers and packaging safe and sustainable. Today in Colombia, in is line, all our packaging is 100% recyclable, we use less materials, we use strategies light, we reduce the covers, we change the labels, let's take for example the PET containers (polyethylene terephthalate), which are also 100% recyclable and return to their properties original during the recycling process. Thanks to the recycling, transformation and recombination processes, it can be use infinitely to produce new bottles and recycle continuously, becoming in a versatile material.

Currently, the Coca-Cola’s PET portfolio in Colombia uses an average of 51% recycled material in production, a better practice in the region. In Regarding the collection point, since 2014 we have been working together with ENKA of Colombia and its EKORED network with the aim to protect the environment by collecting PET and glass bottles for the production of recycled resin for the production of new containers. In 2018, the system Coca-Cola used more than 8,600 tons of recycled resin, which corresponds to the collection of approximately 342 million bottles. In compliance with Resolution 1407 of 2018, the Coca-Cola system participates in two projects pilot to set collection models to consolidate the national plan 2021.

As a manufacturer, we participate in are activities so we can realize long term investments in recycling management and use plus efficient and scalable post-consumer packaging and packaging of multiple materials, we are making the first project pilot Vision 30/30 within ANDI with another 100 companies from 19 industries and the second within CEMPRE with companies leaders in PET, glass and cardboard recycling experience.

Illustration 15. Container collection
Source: Coca-Cola FEMSA

Coca Cola FEMSA makes a large-scale effort when it comes to focus sustainable wants highlight What a responsible social enterprise that you want reduce or compensate the affectation produced to the environment, is by this that uses strategies for the return of your non-returnable containers (plastic and glass) where make emphasis where its PET containers are 100% recyclable and serve 100% for recycling.

Coca cola wins with this that its reputation grow so exponential in front of its consumers, generates a confidence and builds awareness of caring for the environment which creates a customer loyalty, as well in projects that I develop on the coasts of Colombia that was the collection of tons of plastic PET receives in exchange a elevation of popularity in are cities that is advertising, aside all is amount of PET collected are taken to their factories to recycle and create new packaging and so generate a cost benefit.
We can conclude that Coca Cola FEMSA with the logistics application reverse returns a large number of PET and glass containers generating a cost reduction since these return to the supply chain, improve its image through campaigns that encourages the care of the media environment, and does highlight his great effort in responsibility environmental and sustainable achieving a loyalty of its customers and consumers to such an extent that it is one of the brands plus known for your projects focused on caring for the environment.

conclusions

The food industry has grown remarkably in the last years of one remarkably, this causes growth exponential in brand competitiveness since none of them wants give his positioning in the market nor to lose customers, this leads them to explode the maximum of each of its processes, one of them is logistics, which has had a remarkable evolution since today it is seen by the industry What a strategy tool for hence they have accomplished detect the great potential of logistics reverse and have implementation started in some Business where they have proven benefits and recognition for part of the consumers, since their reputation in front of your customers tends to be every time better because implements in his logistics process reverse activities that help reduce the impact environment, there has also been a trend checked world than the consumers each time prefer brands that use responsibility practices environmental taking care of your products defective, expired or that do not have their characteristics necessary to meet customer satisfaction.

logistics reverse also we can generate a cost reduction, since the return of some products has the possibility of re-entering the supply chain to generate the product with the conditions suitable, but not always are returns have the ability to enter the supply chain, for such reason are created activities that allow me entering new markets or creating new ones products that are achieved generate through processes of redesign or recycling of its characteristics, a difficulty facing the food industry in front of this profit is the difficult reuse of your returns since most of them are dates expired and the product lies out of possibilities fit for him consumption, but is Logistics allows me to eliminate the products obsolete through good practices taking care of the environment, preventing the final consumer meets these products defective in consumption points and generate a bad image of the organization.

logistics inverse is not only the product return defective or expired, also has the activity of bringing back to the production plant his packing as are glass containers empty, plastic, cardboard and aluminum cans which through a process can be reused What product packaging finished generating me a cost reduction.

Whether to apply logistics reverse generates benefits in the food industry why not all industries food companies implement it? This Logistics It represents large challenges on all in food companies since they need a study of what, how and where is going to be implemented is Logistics in particular, since this need knowledge, new activities and possibly extra facilities that will affect directly the resources economics of the organization, in addition you need all your departments have a relationship direct with logistics reverse so you have a good operation. Another important factor to have in bill in the food industry is that it is difficult predict than amount of returns will be generated in a period, apart will need realize inspections of each of these returns. If you don't have in bill these factors possibly the company fail in the implementation of logistics inverse.

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