Wholesaler

CORE OUTFLOW = BLACK HOLE

"Basically you could say: we don't know anything. Yes really, it's a black hole. Completely blind flight."

Remanufacturer

?

Legend

❗ = Most important points

CORE VALUES OF WHOLESALER

TRANSPARENCY
If they don't receive transparency, they can't give transparency to their customer

CUSTOMER RELATIONSHIP
- Negatively affected by rejects
- Negatively affected by deposit jungle
- Negatively affected by core discussions
- Time: pay deposits before knowing rejection rates from remanufacturer

NO TRANSPARENCY ❗
of acceptance/rejection process
- Why
- How many rejects
- How many right to returns
- How much money to receive

NO TRACABILITY
- Source rejects
- who checked cores internally

NO MEANS OF RETURNING
rejected cores from remanufacturer

Inability to optimize internal processes

Inability to varify acceptance/rejection process

(Suspected) MONEY LOSS

DISTRUST in remanufacturer
- Negatively affects relationship remanufacturer and wholesaler

Question remanufacturing process

Question business model of remanufacturers

"It is not us, so it must be them."

Seeking ways to control and reduce losses:

WANTING EXTRA INFORMATION

INCREASE TRACABILITY
- How many right to returns?
- How many rejected? ❗
- Why rejected? ❗

CASHING IN EXCESS CORES ❗

REMANUFACTURING CRITERIA ❗
- Brand-related
- Original OEM
- Infill
- Etc.

OVERVIEWS ❗❗
- Inflow-outflow cores ❗❗
- Cash balances cores ❗❗
- Detailed overview rejects
- Time limits supplier ❗

STICKER/LABEL ON THE BOX
Including part number, order number

Currently to improve internal processes
- Psychological effect of being checked
- Clearly visible which cores have been checked

Ideally the sticker would also improve external processes
- If remanufacturer rejects core, sticker can be used to trace back, thereby helping to reduce losses and improve internal processes

BEST ❗
- include the reverse logistics in SAP, so everything is in SAP from when 1st deposit is paid to final refund.
- have criteria in techdoc