

OpsLog™

Operational Excellence for Reverse Logistics

Stop Throwing Away Profits

Returns from the field are often a neglected part of the business. Even the best run companies fall short in their reverse logistics operations. Without real integration and optimization of your reverse logistics system you are literally throwing away profits: You carry more inventory, spend more on service and warranty parts, and have more quality issues. OpsLog™ gives you the integration and optimization you need to capture reverse logistics benefits.

Approach "Speed-Flexibility-Execution."

Confoe analyzes your business needs, industry environment, and core processes. We quickly customize a solution that fits your market and comprehends your culture. Our bias for action means that results will be rapid, measurable, and repeatable

Our Opslog™ methodology has a proven track record in the volatile semiconductor service arena. We help you define the strategic and tactical drivers essential to reverse logistics success. We analyze and shape your systems architecture to ensure that your enterprise and stand alone systems meet your reverse logistics needs.

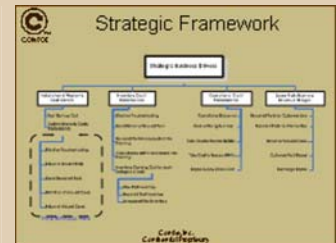
We are experts in business alignment, operations, and performance management. We have rapidly implemented this methodology across Asia, Europe, and the United States in both small and large organizations.

Key Features and Services

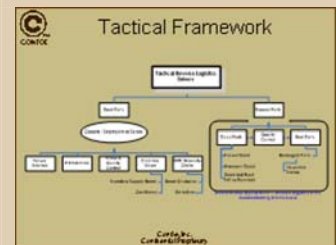
- Optimizes your reverse logistics business processes
- Defines both the strategic & tactical drivers of your reverse logistics system
- Rapid prototyping of systems and processes
- Application of Confoe's unique industry knowledge and comprehensive capability set

Key Benefits

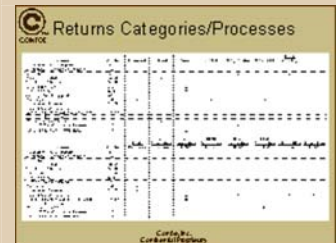
- Increased turns and service levels
- Integration of reverse logistics in to the material planning process
- Better integration across service, spares, materials, and factory organizations
- Better quality data and increased customer responsiveness



Strategic Framework



Tactical Framework



Returns Categories/Processes

This matrix maps various return categories to specific processes. The categories include 'Customer Returns', 'Product Returns', 'Service Returns', and 'Warranty Returns'. The processes listed are 'Return Authorization', 'Inventory Management', and 'Disposition'. The matrix is credited to Confoe, Copyright/Proprietary.

Returns Category and Process Optimization



Confoe Capability/Product Matrix

Capability	Product	Product	Product	Product	Product	Product	Product	Product	Product	Product
Return Authorization	Product A	Product B	Product C	Product D	Product E	Product F	Product G	Product H	Product I	Product J
Inventory Management	Product A	Product B	Product C	Product D	Product E	Product F	Product G	Product H	Product I	Product J
Disposition	Product A	Product B	Product C	Product D	Product E	Product F	Product G	Product H	Product I	Product J

Legend: R - Required, S - Standard, O - Optional. The matrix is credited to Confoe, Copyright/Proprietary.

Comprehensive Capability Coverage