

# **Appendix of research paper: Between a rock and a hard place. A case study on simplifying the reverse logistics of car parts to enable remanufacturing.**



This project has received funding from the European Union's Horizon 2020 research and innovation programme under grant agreement No 776577-2

# INFOGRAPHIC AND QUOTES CO-CREATION SESSION WITH WHOLESALE

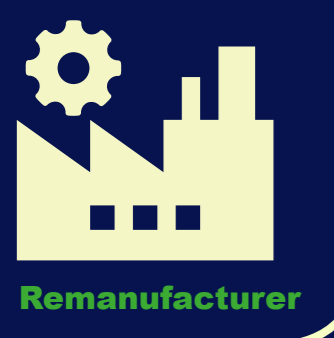


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**CORE OUTFLOW**  
=  
**BLACK HOLE**

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



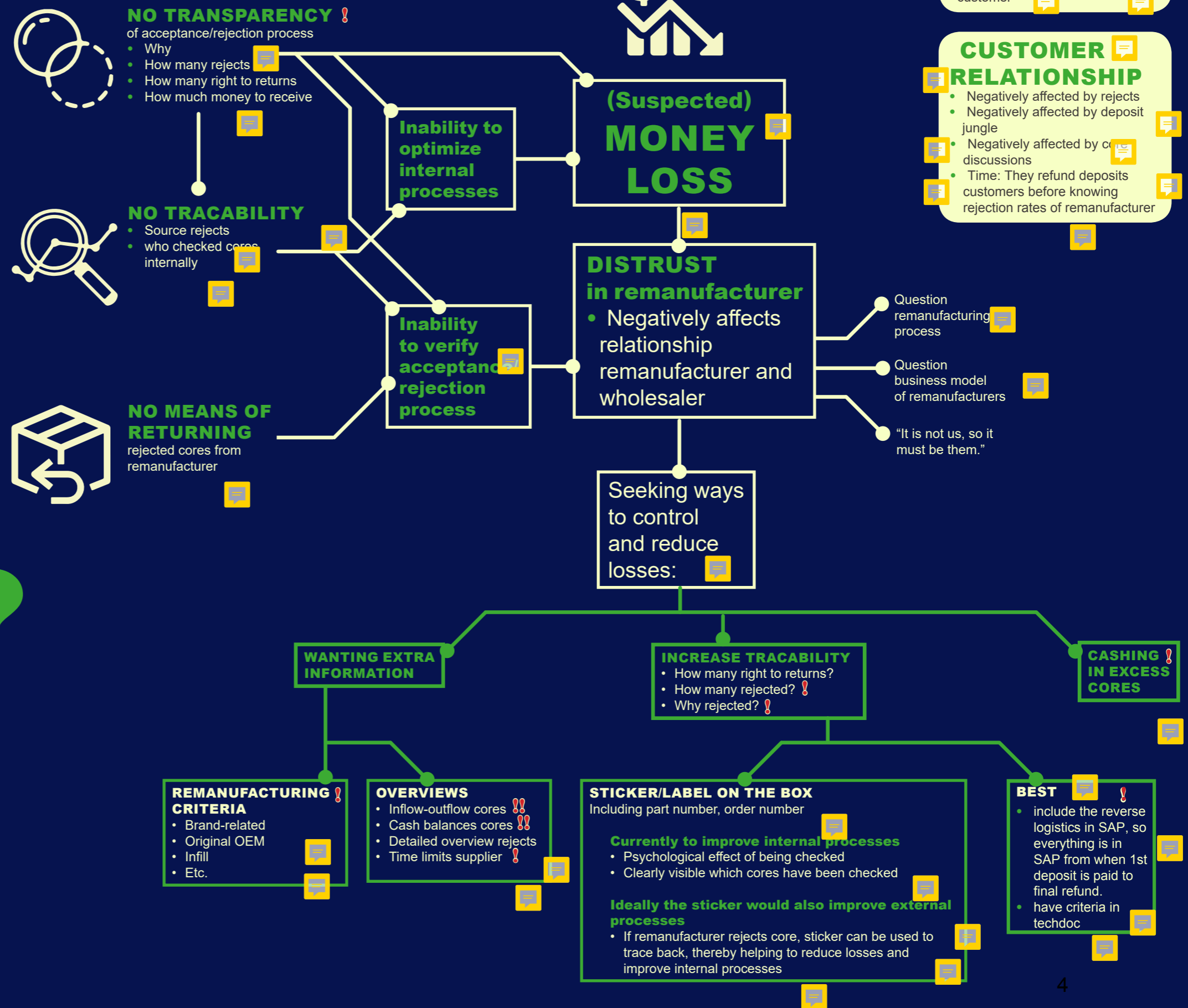
# KEY REVERSE LOGISTICS ISSUES FOR WHOLESALER

**Legend**  
! = Most important points

## WS1 CORE VALUES

**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 discussions  
• Time: They refund deposits customers before knowing rejection rates of remanufacturer



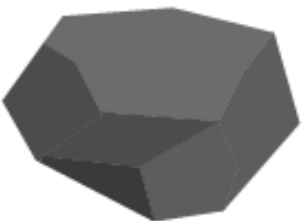
# INFOGRAPHIC AND QUOTES CO-CREATION SESSION WITH R1 (T10E1)



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# Explanation of elements

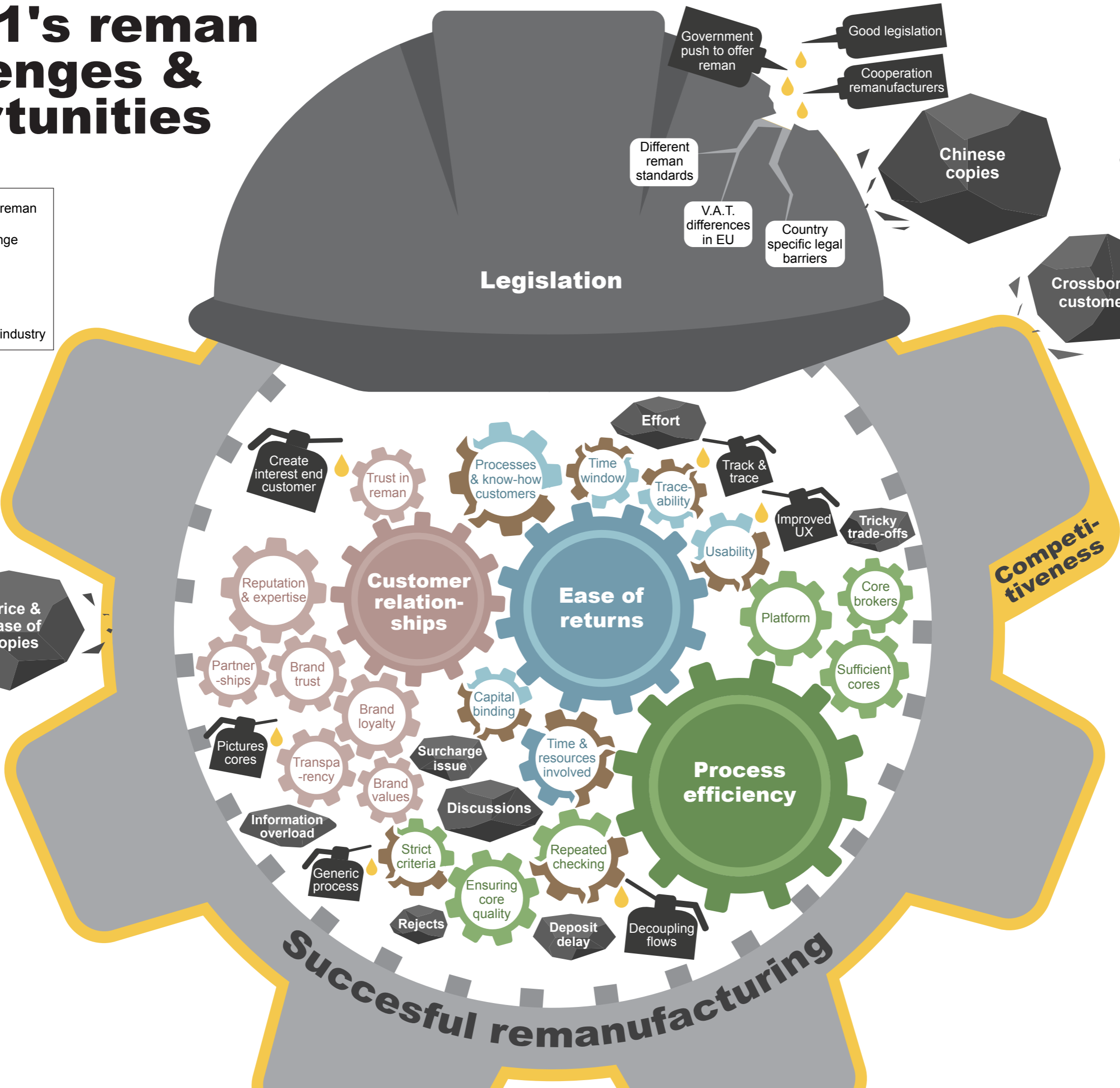
- **Cogs** are the drivers to successful reman. They are essential elements to the process
  - Some cogs are currently not running optimally
- **Oil:** opportunities, a way to make the machine run smoothly
- **Rocks:** threats or challenges that give friction
- **Safety helmet:** protection for reman industry



# T10E1's reman challenges & opportunities






## Legend

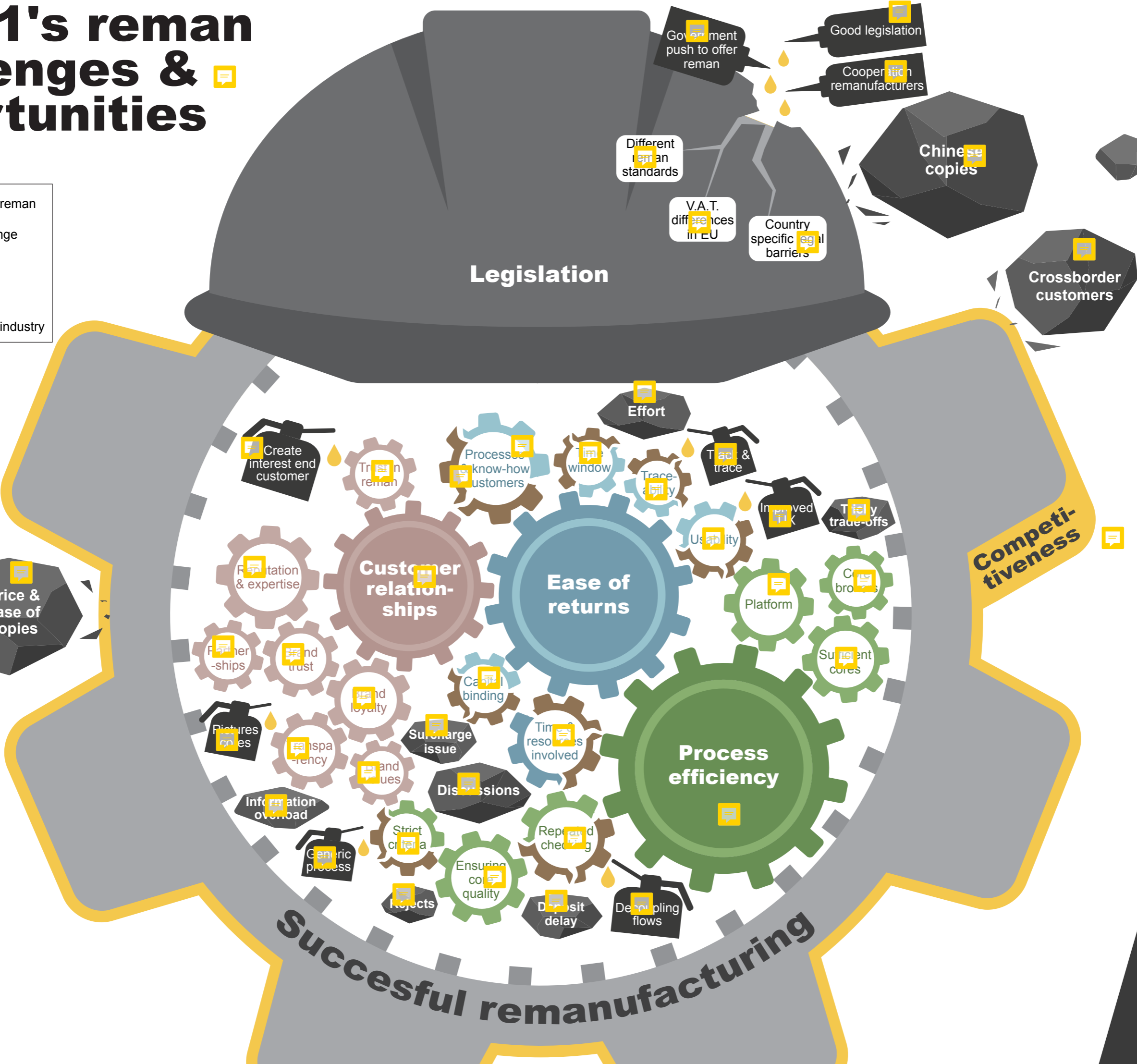
-  = Driver successful reman
-  = Driver with challenge
-  = Opportunity
-  = Challenge
-  = Protection reman industry



# T10E1's reman challenges & opportunities

## Legend

-  = Driver successful reman
-  = Driver with challenge
-  = Opportunity
-  = Challenge
-  = Protection reman industry



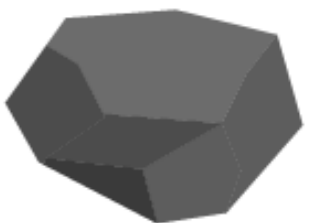
# INFOGRAPHIC AND QUOTES CO-CREATION SESSION WITH R2 (T10E2)



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# Explanation of elements

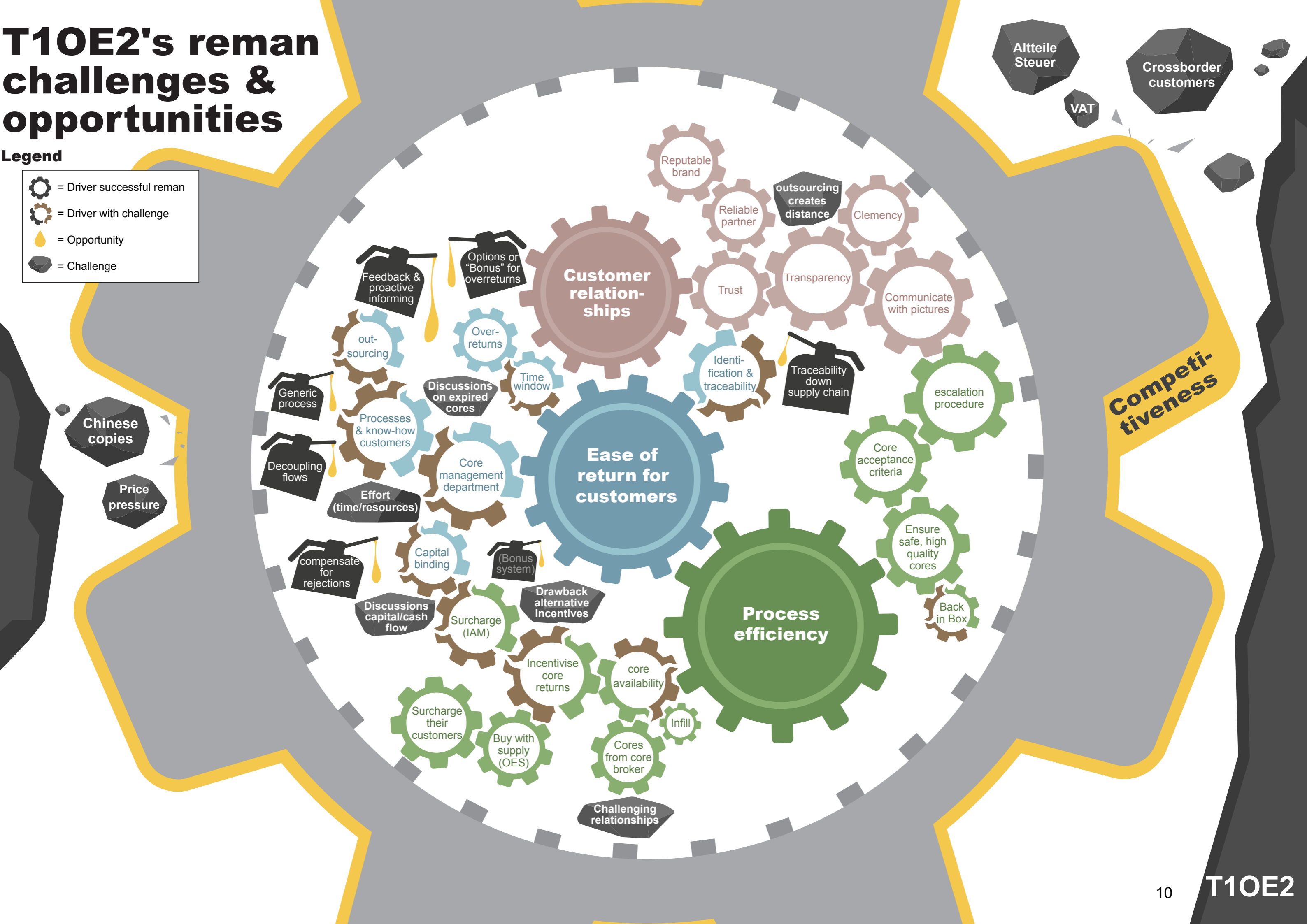
- **Cogs** are the drivers to successful reman. They are essential elements to the process
  - Some cogs are currently not running optimally
- **Oil:** opportunities, a way to make the machine run smoothly
- **Rocks:** threats or challenges that give friction



# T1OE2's reman challenges & opportunities





## Legend

-  = Driver successful reman
-  = Driver with challenge
-  = Opportunity
-  = Challenge



# T1OE2's reman challenges & opportunities

## Legend

-  = Driver successful reman
-  = Driver with challenge
-  = Opportunity
-  = Challenge

