

# Repurpose Returns to the Highest & Best Use.

**AN EXPANDED VIEW OF RETURNS.** Supply Chain typically is measured on inventory turns and rarely aligns with those who focus on Return On Invested Capital. Working capital absorption on inactive inventory can constrain desirable product and inventory write off may lead to a reduction in price per share.

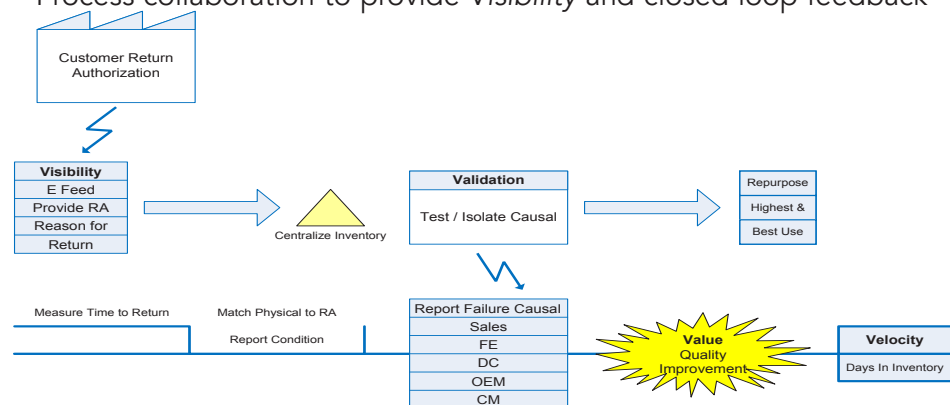
Returns occur for a multitude of reasons and can include both new and used equipment. Companies struggle with manufacturer warranty, quality issues requiring massive rework, equipment that is dead on arrival or out of specification at time of arrival. Used returns are an opportunity to extend asset value in feature rework, upgrade or salvage to resupply spare parts. An effective reverse supply chain offers incremental revenue with the repurposing of equipment and service parts; the reduction in the number of returns is the desired state forward.

Regardless of the cause of returns, the remedy is worth the investment.

**INTEGRON'S REVERSE LOGISTICS V<sup>4</sup>™.** Integron's reverse logistics process delivers *Visibility* into what's happening, *Validation* of why its happening, *Velocity* that accelerates time to revenue and *Value* to create Quality Improvement Programs for returns.

First we lean the process:

- Geographic centralization to minimize overhead
- Process collaboration to provide *Visibility* and closed loop feedback

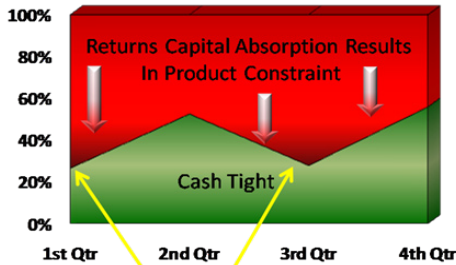


- Discovery & *Validation* of causal with the Integron Asset Manager© monitoring and measuring the process
- Automation tools embedded in the technical process to quickly repurpose to the highest and best use

Our technical expertise in high tech and medical consists of digital entertainment systems, medical imaging equipment, multi function printers and more.

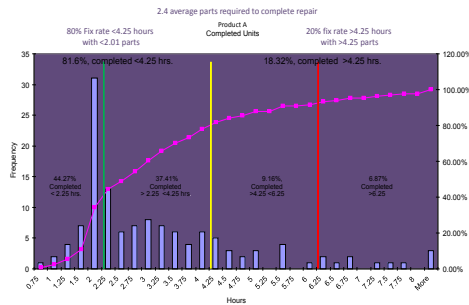
**Inventory Compression**

Active Inactive



*Integron's Reverse Logistics is more than a reverse sort and forward.*

# INTEGRON REVERSE LOGISTICS



Are you learning anything from Returns?

**BEYOND ECONOMIC REPAIR.** Integron creates metrics that quantify *beyond economic repair*. We determine the greatest yield in hours to repair and identify quantity of parts needed per incident to find the economic sweet spot and establish the threshold most suitable to a solid ROI.

Our engineers develop detailed processes for triage, automate test scripts for repeatable quality and scalability and the Integron Asset Manager© compares reason for return with observed malfunction and tracks parts used to repair.

**ACTIONABLE BUSINESS INTELLIGENCE.** The data quality and technical competence must be indisputable when presenting ownership of the causal to the internal and external entities. Integron has been tested by some very demanding clients; we have demonstrated the ability to identify failure causal, increase visibility and facilitate improvement with the responsible entities.

#### 40% OF THE FAILURES ATTRIBUTABLE TO THE OEM

- 50% IF Board Early Life Failure
- 28% Software Factory Process Control Failure
- 15% Wiring / Cabling Factory Process Control Failure
- 7% Beyond Economic Repair

#### 60% OF THE FAILURES ATTRIBUTABLE TO THE ODM

- 35% External Damage
- 30% Proprietary Software Controller
- 25% Internal Damage
- 10% No Problem Found

An effective reverse policy is achievable with Integron's reverse logistics solution that produces results on three fronts; equipment available for sale, working capital optimization and valuable analytics to minimize returns.

**ROI IN TODAY'S ECONOMIC CLIMATE IS MANDATORY.** Each customer Integron serves has experienced return on investment with repair, rework, and upgrade. They have received warranty reimbursement, saved recurring field service cost through reduced manufacturing error, and realized an annual reduction in the cost of capital.

*Integron's is a Technical Logistics Company providing Config to Order, and Returns Processing Solutions to companies who demand more value from Supply Chain. We're experienced in increasing field engineering productivity and improving the customer experience in field service. Let us show you how it can be done.*

Call 877-426-6660 or email [info@integron.com](mailto:info@integron.com) today.



A TECHNICAL LOGISTICS COMPANY