

Activity 6: Thinking About Returns

Time: 10 to 15 Minutes

Take 10 to 15 minutes and read the return policies of a few of your favourite online retailers. How many of them take products back? Do they ask customers to ship the products to local stores or to a central warehouse? Keeping in mind the size of the company and its industry, try to guess how the returns area of their warehouse runs. Imagine the existing warehouse manager asked you for advice on how to streamline their process; what would you say? Roleplaying this type of situation can help you come up with ways to make your own warehouse run much smoother.