CHAPTER 7

CONCLUSION
7. **CONCLUSION**

The empirical study is based on a survey of 420 SME’s of Gwalior Chambal Region belonging in different location of the Gwalior and Chambal region the variables of the study were the reverse logistics capabilities, value (cost savings) and claiming back strategies. The objectives of the study were to identify the factors underlying reverse logistics capabilities, values and claiming back strategies, to develop a model of reverse logistics capabilities, values and claiming back strategies and evaluate the relationship which shown in the model, to test the model to evaluate the mean difference of the firm running since from towards reverse logistics capabilities, value and claiming back strategies to open new vista for further study. The result of Factor analysis indicate that in reverse logistics capabilities four factors were emerged namely input factor, output factor, information support system and human resource support out of which input factor having highest importance, in claiming back strategies three factors were emerged namely defective merchandise, repairs needed and supply chain players return out of which defective merchandise having highest importance and value resulted in one factor.

Results of SEM indicated that the SME’s of Gwalior Chambal region those who were following the reverse logistics and their capabilities to do the reverse logistics they were not able to save money or they were not receiving and value from it; another finding indicated that, reverse logistics capabilities and claiming back strategies were related to each other in other words it has been observed that SME’s those who were following claiming back strategies or having effective claiming back strategies they
were capable to handle reverse logistics effectively or their reverse logistics capabilities were good and another finding indicated that, SME’s those who were having effective claiming back strategies it was giving them some cost saving in other words it was giving some value to them through claiming back strategies.

Results of Kruskal-Wallis H test indicated that reverse logistics capabilities were higher for those firms which are 6 to 10 years old and lowest for the firms those are 0 to 5 years old in other words the SME’s those who were 6 to 10 years old were more capable to do reverse logistics and their reverse logistics capabilities were higher than any other SME; another finding indicated that, value were higher for those firms which are 6 to 10 years old and lowest for the firms those are 20 years and above old in other words the SME’s those who were 6 to 10 years old were able to save money more than any other SME’s; claiming back strategies were higher for those firms which are 6 to 10 years old and lowest for firms those are 20 years and above old in other words the SME’s those who were 6 to 10 years old were able handle claiming back strategies more effectively than any other SME’s. In total in this research the researcher observed that SME’s of Gwalior Chambal region those who were 6 to 10 years old were able to manage reverse logistics capabilities more effectively and they were also saving money or generating value more and effectively managing their claiming back strategies.

For the purposes of research the hypothesis were framed it can be concluded that, results were supporting that there is no significant cause and effect relationship between reverse logistics capabilities and value (cost savings) in SME’s of Gwalior Chambal region; results were not supporting that there is no significant cause and
effect relationship between reverse logistics capabilities and claiming back strategies in other words there is a significant positive cause and effect relationship between reverse logistics capabilities and claiming back strategies in SME’s of Gwalior Chambal region; results were not supporting that there is no significant cause and effect relationship between claiming back strategies and value (cost savings) in other words there is a significant positive cause and effect relationship between claiming back strategies and value (cost savings) in SME’s of Gwalior Chambal region; results were not supporting that there is no significant mean difference of the firm running since from towards reverse logistics capabilities in other words there is a significant mean difference of the firm running since from towards reverse logistics capabilities in SME’s of Gwalior Chambal region; results were not supporting that there is no significant mean difference of the firm running since from towards value (cost savings) in other words there is a significant mean difference of the firm running since from towards value (cost savings) in SME’s of Gwalior Chambal region and finally results were not supporting that there is no significant mean difference of the firm running since from towards claiming back strategies in other words there is a significant mean difference of the firm running since from towards claiming back strategies in SME’s of Gwalior Chambal region.

The conclusion drawn from this research lead to recommendations for a series of action which if adopted would help to establish the reverse logistics capabilities, value (cost savings) and claiming back strategies in SME’s of Gwalior Chambal region which would improve the reverse logistics capabilities, value (cost savings) and claiming back strategies of the SME’s of the region. The analysis reveals that the
reverse logistics capabilities directly not effecting value (cost savings) of the SME’s but indirectly through claiming back strategies reverse logistics capabilities effecting value (cost savings) of the SME’s of Gwalior Chambal region.