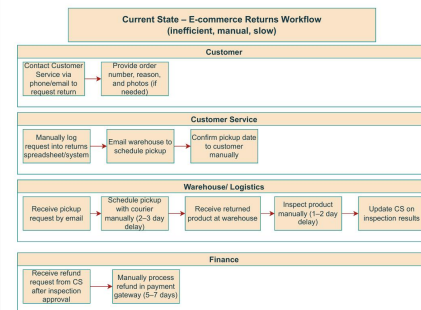


# E-commerce Returns Workflow – Process Improvement Case Study

## Problem (Current State)

### The Challenge

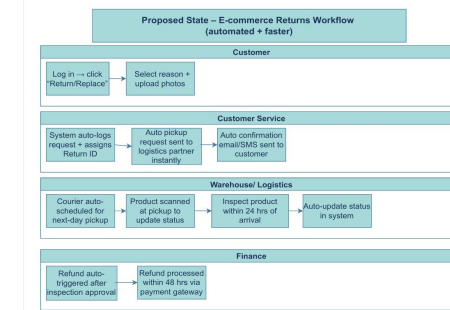
- Manual return request logging
- Delays in pickup scheduling (2–3 days)
- Inspection delays (1–2 days)
- Refund processing up to 7 days
- Limited customer communication



## Solution (Proposed State)

### The Solution

- Automated request logging with Return ID
- Instant pickup scheduling with courier
- Real-time tracking from pickup to inspection
- Refunds processed within 48 hrs
- Auto email/SMS customer updates



## Impact

- Total cycle time reduced from 7–14 days → 3–5 days
- 60% fewer manual tasks for staff
- Improved customer satisfaction & retention

