

The CTIA Certification Supply Chain Program:

Working together to improve logistics and promote service quality in the wireless industry

This program brings together wireless network operators, third-party logistics companies, parcel shippers, remanufacturing service facilities, service retailers, and device OEMs to share best practices and opportunities for innovation across the wireless industry's supply chain.

In reverse logistics, with a focus on the mobile ecosystem, we aim to:

- 01 Define repair excellence and service quality for smartphones
- 02 Encourage transparency and integrity in the reverse supply chain
- 03 Establish voluntary standards for the industry by the industry
- 04 Champion best practices, guidance and pathways for certification
- 05 Raise consumer awareness of reverse supply chain issues and accomplishments



In forward logistics, with a focus on wireless devices in transit, we aim to:

- 01 Identify best practices for protecting devices in transit
- 02 Develop sustainable practices for packaging devices and device accessories
- 03 Foster supply chain technology innovation
- 04 Promote environmental stewardship
- 05 Strengthen industry collaboration



Targeted efforts toward today's biggest challenges



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The Reverse Logistics and Service Quality Program addresses common issues through the mobile ecosystem, with a focus on authorized service facilities, parts traceability, universal grading scales and WISE-certified technicians and retail locations.



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The Forward Logistics Working Group tackles issues related to resiliency, automation and security, theft and fraud.



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The Sustainable Packaging Working Group tackles issues related to reuse, sustainable sourcing and the efficient use of materials.



For more information or to start registration, reach out to programs@ctiacertification.com.