



Smarter Diagnostics Survey

Thank you for participating in Smarter Diagnostics! Your responses will help us determine the best opportunities for your organization, so take your time and answer each question as completely as possible.

Survey Instructions

Can't finish in one sitting? Simply hit "save" at the bottom of the form, and you'll get a link to come back and complete the survey when you're ready. If you have any questions or concerns about the diagnostic, you can always reach out to diagnostics@smartersorting.com!

You can also download and print the applicable survey below and come back when you're ready to enter your answers:

- Merchandising Survey
- Compliance Survey
- Supply Chain Survey
- Ecommerce Survey
- Store Operations Survey
- MDM Survey
- Finance Survey

Note that we use the term regulated waste throughout the survey. Regulated waste refers to a product that is considered hazardous waste under the [EPA's Resource Conservation and Recovery Act \(RCRA\)](#), or any state regulatory agency. Within your organization, this might be referred to as different terms (like Hazmat, ESIM, etc.)

Full Name *

First Name

Last Name

Work Email *

example@example.com

Retailer *

Role *

Compliance Survey

How many UPCs in your catalog are considered regulated, per the definition above?*

What is your internal term for these regulated items (i.e. hazmat, ESIM, etc.)?

If you use a 3rd party for product classifications, is it a requirement for your suppliers?

Yes, 3rd party product classification is a business requirement.

No, 3rd party product classification is optional.

Not applicable / do not use a 3rd party for classification.

If you require 3rd party product classification, what percentage of your suppliers are in compliance with this requirement?

%

Are you getting the data you need from your product classification partner? If you need to create any additional data in-house, please answer no.

Yes

No

How do you obtain Safety Data Sheets (SDS)?

- From the supplier
- From Verisk
- From another vendor
- From the internet
-

How do you manage Safety Data Sheets (SDS)?

- In house electronic system
- In house paper-based system
- Outsourced

How do you ensure your compliance data is accurate?

How many FTEs are involved in product classification?

0 - classification is fully outsourced

1 FTE

2-3 FTEs

3-5 FTEs

5-10 FTEs

More than 10 FTEs

Is the product classification process different for owned brands vs. branded products?

Yes

No

If yes, how is the product classification process different for owned brands?

Have you been audited or inspected by a regulator in the last 12 months?

Yes

No

If you answered yes to the last question, what agency or agencies have you been audited or inspected by?

How many times have you been audited or inspected in the last 12 months?

Have you been fined in the 12 months?

Yes

No

If you answered yes to the last question, what were you fined for?

Are any of your locations under consent decree?

Yes

No

What regulatory compliance codes do you most frequently use?

- Battery
- Lithium Battery
- Disposal
- EH&S
- Product Safety Compliance
- Storage
- Transportation

Do you have to create custom rules or flags for certain products (example*)?

- Yes
- No

If yes, what percentage of products are affected by custom rules or flags?

%

Do you have a restricted chemical list?

- Yes
- No

How many chemicals are on your restricted chemicals list?

- 5-10
- 10-50
- 50-100
- 100-200
- 200-500
- More than 500

What is your biggest challenge in compliance? What do you wish you could do that you can't do today?

What is working really well about your compliance and product data today?

What metrics do you track to measure your KPIs?

What would make your job easier or better?