



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 *

Store Operations Survey

What's the title / role of the person in charge of regulated waste in each store?

How many total people in a store are trained to handle regulated waste?

What other jobs do your back of store / reverse logistics staff do?

How often and for how long are employees trained to handle regulated waste?

How many employees are trained (to handle regulated waste) per location at the same time?

What is the average tenure in years of someone involved in handling regulated waste?

Years

What is your fully loaded hourly cost per person working in the back of the store?

\$ / hour

Are your store-level staff aware of the corporate processes for handling regulated waste and/or donations?

Yes

☐

No

What's the hardest part of your job as it relates to regulated waste?

What parts of your regulated waste program are working best?

How do you measure the effectiveness of your regulated waste program?

Do you have a donation program?

Yes

No

If not, why not?

Even if you don't have a formal donation program, do you think donations are happening in the store anyway?

Yes

No

Are there items you don't donate?

Yes
☐

No

If yes, what items don't you donate and why not?

Do you donate regulated products?

Yes

No

If available, share a link (URL) to information about your donation program on your website.

www.example.com

If available, share a link (URL) to a recent news clip about your donations to your community:

www.example.com

At the store level, who decides whether an item can be donated?

Job Title

What criteria are used to determine what items are donated?

Who are your donation partners?

Per donation partner, how often are donations picked up? Please list the partner and pickup schedule for each below. It can be approximate.

How are donations tracked and documented?

What item types and categories are being donated?

Total number of items donated per store per month?

Number of regulated items donated per store per month?

Do you feel all of your stores are approaching donations in the same way? Is there consistency across all stores?



Yes

No

Why or why not?

Do you have a scan to bucket program?

Yes

No

What scanners are you using (make/model)?

What software / apps are you using?

How many items are processed per week?

How long does it take to process a single item?



< 1 minute

1-2 minutes

2-5 minutes

5-10 minutes

> 10 minutes

Who is your waste hauler?

Please share contact information for your waste hauler (phone number or email address)*.

Do you pay for waste hauling by volume or pound?

☐

By volume

☐

By pound

Do you have the data to confirm that you waste hauler bills are accurate with your store logs?

☐

Yes

☐

No

Is your waste pickup scheduled or on demand?

☐

Scheduled

☐

On demand

Do you have a certified destroy process?

☐

Yes

☐

No

Do you have a recall procedure?

☐

Yes

☐

No

Do you have a return to vendor process?

☐

Yes

☐

No

Do you know your waste generator status for each store?

Yes

☐

No

If yes, does it impact how you manage your stores?

☐

Yes

What is your biggest store operations challenge? What do you wish you could do that you can't do today?

From a store operations perspective, 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?