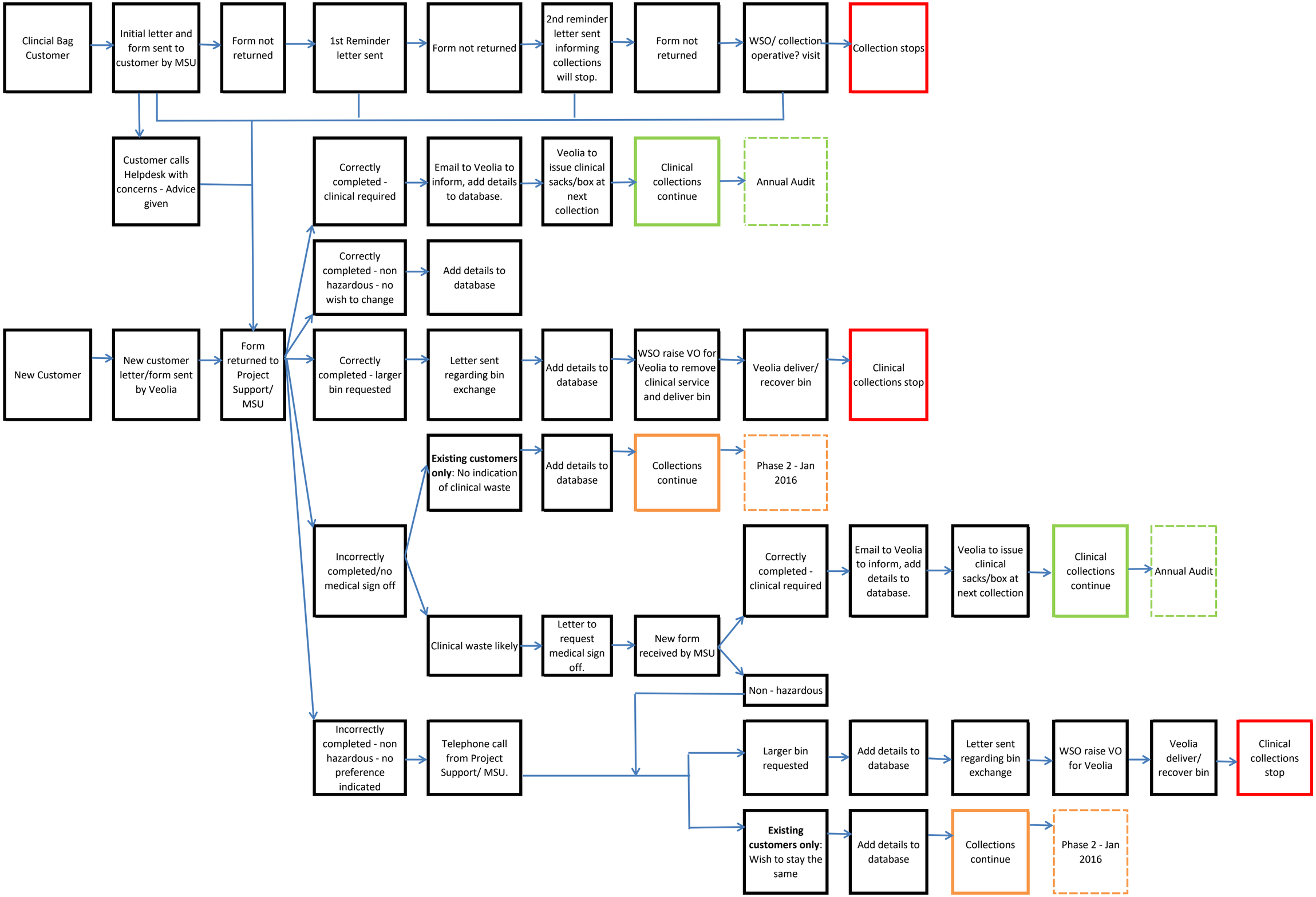
Clincial Bag Customer
Initial letter and form sent to customer by MSU
Form not returned
1st Reminder letter sent
Form not returned
2nd reminder letter sent informing collections will stop.
Form not returned
WSO/ collection operative? visit
Collection stops
Customer calls Helpdesk with concerns - Advice given
Correctly completed - clinical required
Email to Veolia to inform, add details to database.
Veolia to issue clinical sacks/box at next collection
Clinical collections continue
Annual Audit
Correctly completed - non hazardous - no wish to change
Add details to database
New Customer
New customer letter/form sent by Veolia
Form returned to Project Support/ MSU
Correctly completed - larger bin requested
Letter sent regarding bin exchange
Add details to database
WSO raise VO for Veolia to remove clinical service and deliver bin
Veolia deliver/ recover bin
Clinical collections stop
Existing customers only: No indication of clinical waste
Add details to database
Collections continue
Phase 2 - Jan 2016
Incorrectly completed/no medical sign off
Correctly completed - clinical required
Email to Veolia to inform, add details to database.
Veolia to issue clinical sacks/box at next collection
Clinical collections continue
Annual Audit
Clinical waste likely
Letter to request medical sign off.
New form received by MSU
Non - hazardous
Incorrectly completed - non hazardous - no preference indicated
Telephone call from Project Support/ MSU.
Larger bin requested
Add details to database
Letter sent regarding bin exchange
WSO raise VO for Veolia
Veolia deliver/ recover bin
Clinical collections stop
Existing customers only: Wish to stay the same
Add details to database
Collections continue
Phase 2 - Jan 2016