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Decommissioning Flow Chart: Internal Sales Facing

Sustainable Decommissioning Need Brought by Client

Sales conducts a scoping call with the dealer and client to understand needs of request.

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Open a "Sustainability" Salesforce Case

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Meet with Sustainability team to discuss options

The sales lead will discuss the regional scope of the project and the potential for remanufacturing. Depending on the client, you will take three different routes.

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Determine which decommissioning option is right

Determine which of the two options below will be responsible for conducting the needs assessment, onsite evaluation, and performing the work of the sustainable decommission using the following question.

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Does the dealer partner have sustainable decommissioning capabilities?

No → **Steelcase Workplace Services** (Steelcase)

Steelcase Workplace Services (SWS) team will lead your sustainable decommissioning bidding and manage the experience.

Yes ↓

Dealer Capability (Steelcase Authorized Dealer)

For clients that work through a dealer, some dealers already possess the capabilities to decommission in-house. →

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Needs Assessment

Align on customer goals to determine what should be remade, redeployed, resold, donated, recycled, and landfilled.

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Conduct Onsite Evaluation with Decommissioning Partner Options

A third-party provider will be selected to execute the decommissioning work with oversight by SWS.

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Plan → **Bid** → **Execute** → **Disposition**

Furniture is either reused, resold, donated, remade, and/or recycled.

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Create Report

SWS team will create and share a metrics report for the project.

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Share Report with Clients

Green boxes denote Steelcase Sales Account Manager or Dealer Account Manager engaged activities

Tan boxes denote activities led by other stakeholders
(Dealer Partners, Steelcase Workplace Services, or Third-Party Decommissioning Providers)