

Picture Process Maps (PPM)

WEIGHT TEST FOR TRAILERS

PURPOSE

This Picture Process Map (PPM) is a guide for the Weight Test. The purpose of a weight test is to measure the average weight of donations we receive accurately. This data helps ensure that reported figures are accurate and reflect local donation trends. By improving measurement methods, Goodwill can better assess its environmental impact and support sustainability goals.

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In this guide, you will find instructions for measuring donation weight using trailers. This Weight Test includes Phase 1 and Phase 2. **Phase 1** involves weighing *only* the Cloth, Linen, Miscel, Shoes, Books, and Electrical donations. Phase 1 *does not* include furniture items. **Phase 2** consists of weighing donations, *including furniture*.

Full cardboard Gaylords and pallets are placed in a trailer and then weighed at a weigh station. The trailers must first be weighed with the same number of empty cardboard Gaylords and pallets. A total of 40 Gaylords will be used for trailers. In this Weight Test, the Retail and Transportation departments must work together to ensure accurate results.

Staffing, Equipment, and Resource Requirements:

- ☐ Trailer
- ☐ In-house transportation department/Retail team members
- ☐ Material handling equipment- Cardboard Gaylords and pallets
- ☐ Ability to weigh transport; access to nearby scales/weighing facility
- ☐ Ability to supplement product

Transportation will deliver a trailer with 40 empty cardboard Gaylords and pallets. Please weigh only the Cloth, Linen, Miscel, Shoes, Books, and Electrical donations. *Do not include furniture items.*

1. Take all of the empty cardboard Gaylords and pallets off the trailer. Separate these Gaylords for the purpose of the Weight Test only.
2. Load appropriate donations into the 40 empty Gaylords. Once you have filled your 40 Gaylords, please take note of the total donor count and the time it was filled. Once the trailer is loaded, notify Transportation. Please be sure to include the donor count at the time all 40 Gaylords were full, as well as the time.
3. Email Transportation the trailer number, time filled, and the number of donors whose donations have filled the trailer. Donations are counted as one vehicle. District Managers (DM) must use CCTV to audit donor counts for accuracy. Transportation will then pick up the trailer to be weighed.

NOTE: Transportation will pick up the trailer at night or the next morning.

IMPORTANT:

If Gaylords are not filled by the end of the day, add them back to the trailer. If you fill up your trailer before the end of the day, it is important that you email Transportation immediately, let them know it is full, and include your total donation count and time filled. Any other donations received after the trailer is filled can be treated as standard donations and will not be included in the weight test count.

PHASE 2 FOR RETAIL TEAM MEMBERS

Trailer Weight Test

Transportation will deliver a trailer with 40 empty cardboard Gaylords and pallets. In this phase, you will weigh the Cloth, Linen, Miscel, Shoes, Books, and Electrical donations. *You may include furniture items.*

1. Remove all of the empty cardboard Gaylords and pallets from the trailer. Separate these Gaylords for the purpose of the Weight Test only.
2. Load appropriate donations into the 40 empty Gaylords. Once you have filled your 40 Gaylords, please take note of the total donor count and the time it was filled. Once the trailer is loaded, notify Transportation. Please be sure to include the donor count at the time all 40 Gaylords were full, as well as the time.
3. Email Transportation the trailer number, time filled, and the number of donors whose donations have filled the trailer. Donations are counted as one vehicle. District Managers (DM) must use CCTV to audit donor counts for accuracy. Transportation will then pick up the trailer to be weighed.

NOTE: Transportation will pick up the trailer at night or the next morning.

IMPORTANT:

If Gaylords are not filled by the end of the day, add them back to the trailer. If you fill up your trailer before the end of the day, it is important that you email Transportation immediately, let them know it is full, and include your total donation count and time filled. Any other donations received after the trailer is filled can be treated as standard donations and will not be included in the weight test count.

PHASE 2 FOR TRANSPORTATION

Trailer Weight Test

The following are the instructions for the Transportation drivers:

Work closely with the Retail store and department throughout the Weight Test to ensure smooth operations.

1. Ensure that the trailer with empty cardboard Gaylords and pallets is **weighed first** before picking up the full trailer later.
Do not skip this step.
2. Weigh the trailer with the full Gaylords and pallets.
3. Subtract the weight of the trailer of empty Gaylords and pallets from the weight of the trailer of full Gaylords and pallets.
4. Divide the number of pounds of donations by the number of donors in the trailer.

Example: After subtracting the weight of the trailer with empty Gaylords, you'll note that 4,800 pounds of donations divided by 84 donors = 57.14 lbs. per donor on average.

4. Record the results.
5. Send the tally and weight to the Transportation department.
6. Return the product if the store will prefer it.

To ensure the **best results from this method, do the following:**

1. Maintain the standard cutoff time for each study date.
2. Select study sites that reflect the market rather than those that are easy to access.
3. Ensure that the trailer with empty cardboard Gaylords and pallets is weighed first before the full trailer is picked up later.
4. The trailer **should not** detour to get gas. The route should be the operations center, weight station, store, weight station, and back to the operations center.