

# UNITECH ORSC SERVICES GROUP “A TRUSTWORTHY PARTNERSHIP”



**MATT SCOTT**

**DOING BUSINESS WITH UNITECH SERVICES GROUP  
OAK RIDGE SERVICE CENTER  
JUNE 6, 2019  
MATT SCOTT**

# HEAVYWEIGHT?



# AGING WORKFORCE?

- **You know you're getting old when...**
- It takes longer to rest than it did to get tired.
- You speed on the highway so you can reach your destination before you forget where you're going.
- When your happy hour is a nap
- The little old gray haired lady you helped across the street is your wife.
- the candles cost more than the cake.
- You look for your glasses for half an hour and they were on your head the whole time.

# BEATS THE ALTERNATIVE

- “If you’re not getting older, you’re dead.” -Tom Petty

# BLUE BOXES!!



## BIG BOXES



## LONG BOXES



# FRAC TANKS



# OLD BOXES







# CUSTOMER PROJECT OVERVIEW

## 2 YEARS OF DATA

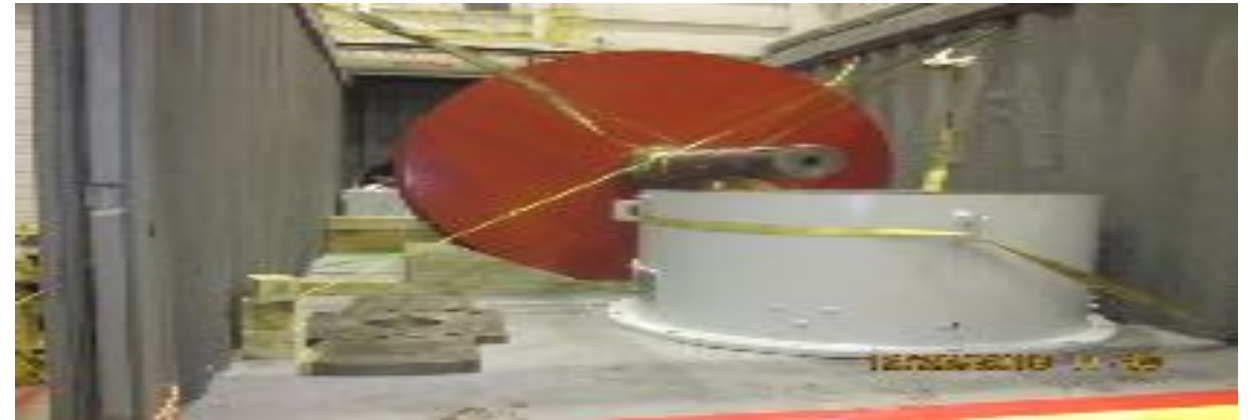
- Obsolete Clean-Up Project – Ongoing (Received Over 735k Pounds)
- Electronic Waste – (Received 17k Pounds (1,104 Ft3))
- General Waste – (Received 486k Pounds)
- “No Touch” BSFR – (Received 262,744 Pounds)



- Innovative Sorting Technique (IST)
- Free Release
- BSFR
- Recycling
- Decontamination
- Universal Waste
- LLRW Disposal
- High Rad Disposal



# NO TOUCH, SIGNIFICANT LABOR SAVINGS



## OBSOLETE MATERIAL PROCESSING & SAVINGS

Every shipment was sorted by dose rate and repackaged and/or resized for disposal, as needed.

<b>Pounds Received</b>	<b>E-Waste Free Release / Recycle</b>	<b>BSFR</b>	<b>LLRW</b>
711,474	30,061	649,463	31,950
% Breakdown	4%	91%	4%

Waste Cost/Per Pound	\$ 1.04
Estimated Savings	1,217,746.50



## GENERAL WASTE PROCESSING & SAVINGS

Pounds Received	BSFR	LLRW	High Rad
485,840	388,143	95,825	1,872
% Breakdown	80%	20%	0%

Waste Cost/Per Pound	\$	1.48
Estimated Savings	\$	738,794.23



## ELECTRONIC WASTE- PROCESSING & SAVINGS

Computers, Monitors, Hard Drives, Modems, Plugs and Play Devices, Printers, Scanners, Copiers, Commercial Telephone Equipment, Fax Machines, Power Back-ups, Power Transformers, Miscellaneous Electronic Business Equipment, Wires and Cables, Circuit Boards, DVD/VCR Players, Microwave Ovens, Small Electronic Appliances, Radiographs, CRT Monitors and CRT Televisions.

Pounds Received	Free Release/Recycle
17,680	17,680
% Breakdown	100%

Estimated Savings	\$	80,435.95
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**“NO TOUCH” BSFR PROCESSING & SAVINGS**

**Special Excavation projects were disposed of as “No Touch” BSFR**

<b>Pounds Received</b>	<b>BSFR</b>
262,744	262,744
% Breakdown	100%

<b>Waste Cost/Per Pound</b>	<b>\$ 0.28</b>
<b>Estimated Savings</b>	<b>\$ 148,498.40</b>







**Obsolete Project**                      **1,217,746.50**

**General Waste**                      **\$ 738,794.23**

**No Touch BSFR**                      **\$ 148,498.40**

**E-Waste**                                      **\$ 80,435.95**

**\$ 2,185,475.08**

# COMMUNICATION – CUSTOMER – SALES - OPERATIONS

- During the on-going obsolete project, the materials were repacked at the customer site prior to shipping to Unitech. The customer accidentally shipped a fuel basket that belonged to North Anna. Unitech did not know which sea land it was packaged in. At that time UniTech ORSC was processing about three obsolete shipments a week, along with many other customer shipments.
- UniTech ORSC had already packaged the basket for disposal. After unloading three disposal containers, the basket was found at the bottom of the third disposal container.

Customer Picture




Unitech Picture



# COMMUNICATION – OPERATIONS – SALES – CUSTOMER

- **Email to Customer from UniTech:** This saw was found in your shipment LLWI9-03 container CPWU-208770. The label says “Do not Dispose” so we thought we would check before we actually disposed of it.
- **Email to UniTech from Customer:** Thank you for questioning something like this. This item was however meant to be in the sealand for disposal. In the future, I will ensure any markings like that are removed prior to shipment to avoid confusion.
- **Email to Customer from UniTech :** No problem at all with the markings, we just wanted to check to be sure that it was indeed for disposal. We have had instances where customers inadvertently threw away equipment that they didn't want to, so it is best for us to check. We just set it aside until we hear back.
- **Email from UniTech from Customer:** Thank you all for contacting us, this is absolutely the right thing to do and reinforces why we should be working with you on this project.



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- Unitech's invoices are specialized to meet our specific needs with each shipment – the customer receives one invoice (100% Final).
  - A draft invoice is emailed to the customer for preapproval – prior to sending to UniTech accounting
  - The customer can request specific department identifies, project tracking numbers, etc. to be added to the invoices
  - When requested, Unitech adds charge accounting \_\_\_\_\_ for individual project line items
  - After the draft invoice has been approved, by the customer, UniTech accounting will submit the actual invoice to the customers accounting group.

# PROCESSOR & CUSTOMER RELATIONSHIP OVERVIEW

## Does your processor communicate with you?

Do you receive frequent calls to verify and clarify?

Do they tell you if they can't process a particular shipment cheaper than a competitor?

Do they stop processing and communicate with you if the end result will not be satisfactory to your expectations to prevent surprises on your invoices?

Do they help you manage your budget?

## Does your processor protect you?

Do they have your best interest in mind?

Does your sales staff communicate with operations to ensure your contractual needs and special requests are carried through?

Are they saving you money???????????



# CUSTOMER SERVICE

- Talking about customer service
- My facility uses Unitech not only for Waste Management Services:
- Laundry
- Consumables
- Everyone I've dealt with – Angela Kizer, Kevin Graczyk, Dan Neely, Jeff Wilson have all been professional, friendly and responsive.

# CUSTOMER SERVICE

## ■ **Regular World:**

- good customer service is about maximizing your ability to make the bad things that happen to your customers **go away** really quickly.
- First off, you want to solve every case **as fast as possible**.
- Secondly, you want to **make the experience as enjoyable and professional** as possible.

# CUSTOMER SERVICE

- Nuclear World Definition





## ORSC BENEFITS

- The staff experience and team longevity present a successful outcome for their customers.
- Open lines of communication between UniTech sales, accounting, operations and customer.
- Customer relationships are valued. Services are provided with an emphasis on honesty and integrity.
- One line of contact for customer service needs to ensure all requests are maintained and 100% follow-up is guaranteed.



# QUESTIONS/COMMENTS

**Questions**

**or**

**Comments**

**????**