Journey map 1

Customer:
Garment Supplier with textile waste of fashion or interior offcuts, who doesn't want to pay for landfill and is thinking about their business progression into environmental protection, resource sharing for education, integrating a system of ethical practices for their entire supply chain and post production stages.

Stage 1:

Garment supplier contacts textile waste company, lets call it "HeyTextiles"

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Textile supplier tells us info about textiles via the phone or an online form e.g.: type of textiles (fashion or interiors), size of waste (scraps, offcuts, strips, rolls), weight if they have it, number of bags...

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We also ask for information about time and date.
Are they dropping it off and covering the carbon footprint? or would they like the collection service?

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The customer receives an email receipt of their payment, contributions and confirmation details of delivery or collection information.

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The company pays a small fee for the disposal of its textile waste, but a saving is calculated for the company in terms of their would be landfill bill versus bill for HeyTextiles services, as well as the carbon and resources saved.

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A points system of number of donations/ collections made which can be displayed by companies to show they are being ethical. Potentially it could be verified by an organisation like WRAP, GOTS, Fairtrade, EFF...

Stage 2:

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Collection or delivery takes place and receipt is given to customer.

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Details like weight, size, number are double checked on receipt of the textiles waste.
A log is made of these details on the system.

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A visual record is begun or added to which would include photos, which are taken for reference and filed with the original pickup info, payment receipts… all stored in the file for that client.

The waste is then taken to the sorting studio. It is organised into type of fibre and size, or uses if it is that way.

← Information about the textiles received is also logged from the start so that during and once it is sorted, it can be checked and referenced and then made available as information online.

← Access to the account of the customer is accessible by the company as well as the customer.

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Stage 3

A visual record is taken after sorting and then loaded onto an online platform which can be viewed. The textiles is moved from the sorting studio to a larger stock studio.

→ This Informations is for two product areas of HeyTextiles:
1) waste textile to buy
2) waste textile which can be requested by educational organisations at a reduced cost or as a donation depending on size.

→ A standard of textile waste would be set i.e. what is acceptable and what is unacceptable. This would be clearly written out with visual examples to match and also notes as to where this kind of waste textiles could be taken alternatively.

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With this knowledge they can push sales for products at both ends of the supply chain spectrum.

← This will allow them to track their full supply chain so that they can manage what they are supplying, what they are wasting and what happens to it after to really analyse their supply chain.

← Textile suppliers if they choose can view what they have donated online and for a special service be kept up to date with what is most popular.

Variations on Journey Map 1 - other companies & individuals with textile waste

Customers 2 & 3:

- Textile suppliers with textile sample books/ archives/ hanger-swatches in same situation of not wanting to throw the waste into landfill as is.
- Design houses with large reference libraries similar to the Textile Suppliers

This kind of textile waste usually has the fibre composition labelled or noted and it will indicate the kind of material it is. →	This makes the textiles easier to identify and therefore reuse or recycle, but certainly sort into the correct fields and locations with in the store or stockroom. →	It also means that on the books/folders/hangers which are separately made of paper, card and and plastic waste, can be individually recycled, rather than the whole lot going to landfill.

Following on from Journey map 1

Customer 4:   A textile student who needs textiles

An individual degree student may contact HeyTextiles when looking for a particular textile waste. →	A section of the industry textile waste received will be more suited to sampling and testing things, so this kind of system will allow an individual student to visit and take a set amount of waste home for free eg. one basket or bag per student is free. →	The cost of this could be subsided with a govening partner like a local council, as the rubbish collections would have been reduced.

Customer 5:   An Educational body who needs textiles

A school, community college or university may contact HeyTextiles to request waste textiles for their students projects. →	Based on the size of the organisation, a small payment or donation would be accepted in advance, in order to host a small group of students. Students would have access to specific areas of waste textiles on a set date and time which would be pre agreed. →	Again, a section of the industry textile waste received will be more suited to sampling and testing things, so this kind of system will allow students supervised by an educational body, to visit in small groups in order to take of the textile.

Customer 6:   Company looking to develop products with small amounts of textiles

The textiles available to the company would be the majority of the sections. $\longrightarrow$ Much like Customers 1-3, as they are within the professional industry, Companies seeking waste Fabrics would contact HeyTextiles with an initial request. $\longrightarrow$ Once a visit is set, a company would pay in advance for an onsite consultation

$\downarrow$

It would also be for companies to buy stock advertised online for one off occasions. $\longleftarrow$ With larger deals, a commission fee con connecting suppliers of waste textiles and those who are seeking it could be arranged for more long term partnerships. $\longleftarrow$ A request in advance for a specific fibre or fabric compositions could be pre organised for a visit.