

DOCUMENTED INFORMATION FOR LAUNDRY DEPARTMENT



<b>AUTHORIZATION:</b> All documented information (Quality Objectives, procedures, opportunities and risk register for Laundry department are issued under the authority of:	
<b>MANAGEMENT REPRESENTATIVE</b>	
Signature:	
Date:	 24 <sup>th</sup> MAY, 2018
<b>PROCESS OWNER/HOD/DIVISIONAL HEAD</b>	
Signature:	
Date:	05/06/18  05/06/18

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**DOCUMENT DETAILS**

1.	Section A: Quality Objectives	
2.	Section B: Procedures	
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		Scope
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		Terminology
		Responsibility
		Input
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		Output
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## SECTION A: QUALITY OBJECTIVES

OBJECTIVE	ACTIVITIES	RESOURCES.	RESPONSIBILITY	TIME FRAME.	KEY PERFORMANCE INDICATORS.
To ensure quality and efficient service delivery of customers articles within three working days for our hotel laundry shop clients and one week for institutional clients respectively	<ul style="list-style-type: none"> <li>• Receiving</li> <li>• Cleaning</li> <li>• Finishing</li> <li>• Tailoring</li> <li>• Issuing</li> </ul>	<ul style="list-style-type: none"> <li>• Machines</li> <li>• Competent manpower</li> <li>• Supplies</li> </ul>	<ul style="list-style-type: none"> <li>• All laundry staff team work</li> <li>• Laundry office</li> <li>• Purchasing</li> </ul>	<ul style="list-style-type: none"> <li>• Continuous /daily</li> <li>• Uniform making as per the yearly set schedule</li> </ul>	<ul style="list-style-type: none"> <li>• Satisfied customers</li> <li>• Timely delivery of service</li> </ul>
To increase the number of our repeat customers from 26 to 40 within 6 months	<ul style="list-style-type: none"> <li>• Advertising</li> </ul>	<ul style="list-style-type: none"> <li>• Customer feedback</li> <li>• Competent staff</li> </ul>	<ul style="list-style-type: none"> <li>• All laundry staff</li> <li>• Marketing &amp; Public relations department</li> </ul>	September 2018	<ul style="list-style-type: none"> <li>• Number of repeat customers</li> <li>• Revenue</li> </ul>

## **SECTION B: PROCEDURES**

### **1. PROCEDURE FOR LAUNDRY OPERATIONS**

#### 2. PURPOSE

To provide guidelines for efficient service delivery in the laundry operations

#### 3. SCOPE

This procedure will cover all laundry operations in K U C.

#### 4. TERMS AND DEFINITIONS

- 4.1 KUC – Kenya Utalii College
- 4.2 SOPs – Standard Operating Procedures
- 4.3. UH - Utalii Hotel

#### 5. REFERENCES

- 5.1 ISO 9001:2015 Quality Management system- Requirements.
- 5.2 KUC Service charter
- 5.3 The laundry SOPs manual
- 5.4 Quality policy
- 5.5 Laundry services quality objectives

#### 6. PRINCIPAL RESPONSIBILITIES

The Head Laundry Operations shall have the overall responsibility for ensuring that this procedure is implemented effectively and efficiently.

#### **7. Inputs**

- Resources ( Supplies, Detergents, Machines and Man power)

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- Duty rosters
- Uniform changing rosters for staff and students
- Laundry vouchers (Room linen, service linen ,uniforms)
- Description books

### **8.0 Method**

#### **8.1 Receiving**

Laundry attendant ensures that items received from the various outlets are tallied physically with the records, inspected, marked, charged and described fully. The items are then classified, sorted, weighed and cleaned in order of priority.

#### **8.2 Cleaning**

The laundry supervisor ensures that there is availability of all machine supplies.

Machine operators and laundry attendants ensures that the items are cleaned as per the following method;

8.2.1 Dry- cleaneable items are recorded, prepared by opening up, sorted, spotted, classified, weighed, and recorded using the record books as follows:-commercial, town shop, room guest laundry, guest laundry (U.H. laundry shop)

8.2.2 Washable items are recorded in the various record books as follows:  
- room linen book, service linen book, college service linen, sports uniforms, college curtains e.t.c.

8.2.3 All dirty uniforms should be received from the linen-room and taken for cleaning.

#### **8.3 Finishing**

This is where drying and ironing of the cleaned items is done;-

8.3.1 Laundry attendants sort the cleaned items following the correct procedure e.g tumble-drying, pressing, calendar ironing, and hand

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ironing.

8.3.2 All standards should be observed. i.e items must be well cleaned ,well dried, stain free, tear free and crease free.

8.3.3 Finally, all finished items are folded, hanged, packed and dispatched to the respective outlets i.e commercial outlets and linen-room

### **8.4. Storage**

8.4.1 The laundry supervisor ensures that all the finished items received from the finishing area must be arranged or dispatched according to the departments.

8.4.2 Items for packing e.g. commercial linen and uniforms must be packed in the appropriate bags according to the companies' standards. The laundry attendants ensures that the customer's name, number of items and the actual items correspond with what's in the record. Quality is checked for the packed and stored items.

### **8.5 Issuing**

8.5.1 The linen keepers ensures items are issued on a dirty for clean basis according to the issuing schedule. The guest laundry attendant issues and delivers the guest articles using the guest laundry delivery record book.

8.5.2 Issuing records are to be clearly marked according to the department and all columns entered correctly.

8.5.3 All walk-in commercial customers must make a payment upon receiving their items. Commercial customers who have a contract for the laundry services are issued with an invoice which they will refer to during payment and after payment are further given a receipt.

8.5.4 The laundry shop attendants ensures that summaries for the day's transactions are done and forwards the appropriate copies to the cashier.

### **9.0 Output**

Well Cleaned and presentable uniforms, guest articles and linen.

### **10. Records**

- Receipts

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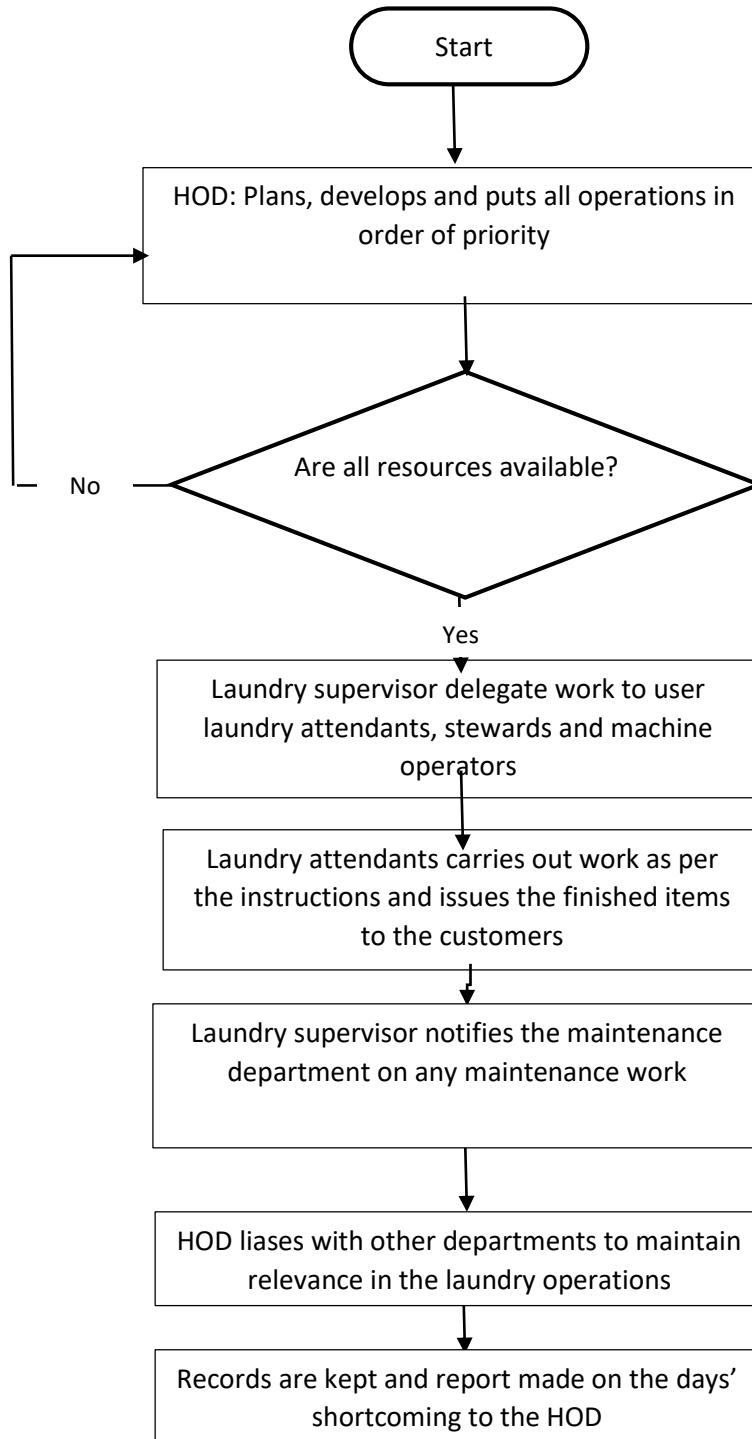
- Invoices
  - Laundry summary sheet
  - Laundry guest laundry voucher
  - Delivery book
  - Supervisors handing over book
  - New uniforms record books for staff and students

### **11. Key Performance Indicators**

- Efficient operations
- Timely delivery of services

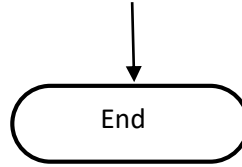
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**12. Appendix**  
12.1 Flow chart  
**Laundry Operations Procedure**





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12.3 Description Book

Date	Guest name	Receipt no.	Count	Item description	Received by	Recorded by	Packed by	Issued by	Remarks	

12.4 Handing Over Book

Date	Shift	Description	Remarks

12.5 Delivery Book

Date	Guest name	Count	Items	Receipt no.	Packed by	Received by	Remarks	

12.6 New Uniform Record Book

Date of issue	Staff/student name	Staff/student number	Items issued	Sign	Remarks

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KENYA UTALI C

KUC/ADM/R/184

S/N

ROOM LINEN DATE

ITEM DESCRIPTION	DELIVERY CONTROL		DISPATCH CONTROL		RATES		TOTAL	REMARKS
	Custo. Count	Laund. Count	No. Issued	No. Pand.	Kshs.	Kshs.		
BED COVER (DOUBLE)								
BED COVER (SINGLE)								
BLANKET DOUBLE								
BLANKET SINGLE								
BATH TOWELS								
BATH MATS								
HAND TOWELS								
FACE TOWELS								
BATH ROPES								
HAND TOWELS								
BED SHEETS SINGLE								
PILLOW CASES								
SHOWER CURTAINS								
CUSHION COVERS								
CURTAINS (Kg)								
B SHEETS DOUBLE								
CUSHION								
PILLOW								
FLOOR MATS								
<b>TOTAL CHARGES</b>								

Delivered by: ..... Sign: .....

Received by: ..... Sign: .....

Issued by: ..... Sign: .....

Collected by: ..... Sign: .....

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KENYA UTALII

KUC/ADM/R/185

SNO. 5900

UNIFORMS

DATE: \_\_\_\_\_

ITEM DESCRIPTION	DELIVERY CONTROL		DISPATCH CONTROL		DRY-CLNG	LAUN-DRY	TOTAL	Remarks
	Custs. Count	Laund. Count	No. Issued	No. Pend.	Kshs.	Kshs.	Kshs.	
2PC SUIT								
JACKET/COAT								
TROUSER								
TIE								
SKIRTS								
BLOUSE								
DRESS								
WAIST COAT								
PLEATED SKIRT								
SWEATER/CARDIGAN								
OVER COAT								
SAFARI SUIT								
COOKS JACKET								
SHIRTS								
OVERALL								
DUST COAT								
SHORT								
HAT								
NECK TIE								
BLUMMERS								
BIBS								
TOTALS CHARGES								

Delivered by: \_\_\_\_\_ Sign: \_\_\_\_\_  
Collected by: \_\_\_\_\_ Sign: \_\_\_\_\_  
Received by: \_\_\_\_\_ Sign: \_\_\_\_\_  
Issued by: \_\_\_\_\_ Sign: \_\_\_\_\_

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**SECTION C: OPPORTUNITIES**

OPPORTUNITY	ACTIONS	RESOURCES	RESPONSIBILITY	TIMELINES	KPI
Laundry System	Installation of a laundry system	Approved budget  Internet connectivity  Qualified personnel	Head of laundry	By April 2018	Continuous /uninterrupted work flow

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SECTION D: RISKS

N o.	DESCRIPTION OF RISK	TYPE OF RISK	PROBABILITY OF OCCURANCE			SEVERITY HIGH - 3 MEDIUM - 2 LOW - 1	IMPACT	MITIGATION	RESPONSIBILITY	KPI
			HIGH	MEDIUM	LOW					
			HIGH	MEDIUM	LOW					
1.	Articles damages(shrinkages ,tears, stains, colour running, discolouration)	Operational			1	2	-Loss of revenue  -Loss of trust from customers	Classify before cleaning.	Laundry supervisor	-Customer feedback.  -Number of Compensation claims.
2.	Loss of customers articles	Financial			1	3	-Loss of revenue through compensation  -Poor image creation	-Proper recording, identification ,packaging and issuing  -Proper daily stock taking	-Laundry supervisor  -Laundry shop attendants  -Security	-Customers claims -Up to date Record book
3.	Lack of modern machines and equipment	Financial		2		1	-Poor quality standards  -Delay of timely service delivery	Purchase two modern machines and equipment by June 2018	Laundry manager	Number of machines purchased.
4.	Inadequate/Interrupted supplies (water,electricity ,steam,compressed air )	operational		2		2	-Delay of services	- Prepare a routine preventive maintenance Schedule by March 2018.  -Install a laundry water tanks by June 2018.  -Ensure adequate supply of utilities	Maintenance department	-Customer feedback  - Maintenance schedule. -Laundry tanks installed.