



*You Will Love
The Clean Difference....*

CLEAN Welcomes

APICS

Uniform • Hospitality • Healthcare • Facility



*You Will Love
The Clean Difference....*

Process Improvement Overview and Plant Tour

Uniform • Hospitality • Healthcare • Facility

Family Owned and Operated for 75 Years

- Independent, Family Owned and Operated Since 1938
- In our third generation
- Company motto as stated by our founder and industry pioneer Morris Lazaroff, *“Make the Customer Love You.”*



We Are Never Far Away



The CLEAN Difference:



1. Technology Driven, Guaranteed 100% Delivery
2. Family-Owned Since 1938
3. One Focus: Customized Uniform & Textile Programs
4. Keeping it Green

Who else can say this?



**We encourage you to check our record
on the Better Business Bureau!**

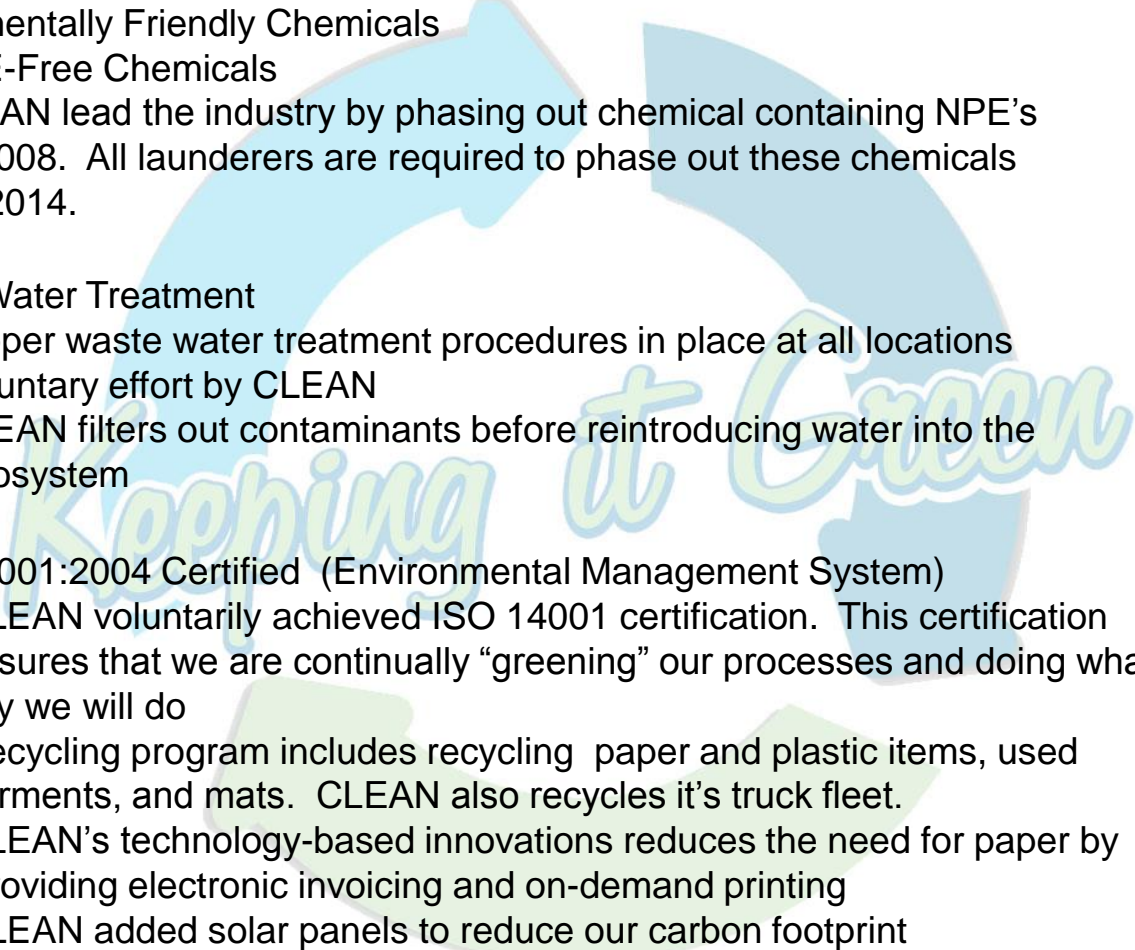


5 ***Of The Most Common Issues***

With National Uniform Rental Programs...

- Shortages
- Inconsistent Billing
- Lack of Program Management
- Lack of Repairs and Replacements
- Long Amount of Time to Add New Employees

Our goal is simple, continue to "Green" what we do, however we can do it to reduce our impact on our environment...

- 
- Environmentally Friendly Chemicals
 - NPE-Free Chemicals
 - CLEAN lead the industry by phasing out chemical containing NPE's in 2008. All launderers are required to phase out these chemicals by 2014.
 - Waste Water Treatment
 - Proper waste water treatment procedures in place at all locations
 - Voluntary effort by CLEAN
 - CLEAN filters out contaminants before reintroducing water into the ecosystem
 - ISO 14001:2004 Certified (Environmental Management System)
 - CLEAN voluntarily achieved ISO 14001 certification. This certification ensures that we are continually "greening" our processes and doing what we say we will do
 - Recycling program includes recycling paper and plastic items, used garments, and mats. CLEAN also recycles it's truck fleet.
 - CLEAN's technology-based innovations reduces the need for paper by providing electronic invoicing and on-demand printing
 - CLEAN added solar panels to reduce our carbon footprint
 - CLEAN also converted it's Automotive Fleet to 40 plus MPG Car Models

RFID Chips

- Why RFID?
 - Eliminate Labor Costs
 - Improve Accuracy



RFID Chips

- Future of RFID?
 - Scan On The Spot
 - Enhance Customer Experience



CLEAN's Quality Initiatives

CLEAN goes above and beyond industry standards by incorporating **Lean Process Improvement** and an **ISO Quality-Based System** to ensure a quality rental program.

- Daily Quality Audits – Managers review customer-ready products assuring a high level of quality.
- Quality Scorecards – Incentive Program in place for employees to measure accountability, cleanliness and functionality of all products.
- One and Done – Service will get the delivery done right the first time.
- End User Bill of Rights
 - Accountability – All garment and bulk items are guaranteed to be received.
 - Cleanliness – CLEAN ensures that all garments and bulk items are sent back to the customer clean.
 - Functionality – Repairs are done when needed and all garments and bulk items will serve their designed purpose.

HLAC Accredited

The Healthcare Laundry Accreditation Council (HLAC) is a non-profit organization formed for the purpose of inspecting and accrediting laundries processing healthcare textiles for hospitals, nursing homes, and other healthcare facilities. Becoming accredited is an entirely voluntary process.



HLAC Mission: To accredit laundries processing healthcare textiles based on the highest standards for patient safety and infection prevention.



**ACCREDITED
LAUNDRY**

History of Production Incentives

- Piece rate incentive
- Faster employee completed the unit of measure the higher efficiency %
- Incentive pay based on efficiency %

New Incentive Program

- Updated Standards with new time studies
- Incentive pay for pace and quality
- Piece rate incentive pay was lowered to focus on quality
- Quality performance incentive created
- Integrated technology for production tracking

Make The Customer Love You.



Production Tracking

- Implemented thin clients and touch screens at most work stations
- Automated input from RFID tags, photo eyes, and sensors
- Improved tracking of employee's production
- Improved tracking of product flow

Time Studies

A		B		C	D	E	F	G	H	I	J	K	L	M	N	
				Average		total	Per Unit	red	yellow	n						
						842.5	24.0	10.7	0.0	13.3						
Date:				12/20/2012												
Time Study #:				13		Technician				BO						
Product Family:				PF 1		Operation Description				Receiving 7th Street UPS						
						Units per load:				32 bags and boxes						
Team Names:				Dorth & D' Bobs												
TIS #:				Run time		Run Time	Secs per Seq	Min per Seq	red	yellow	green					
AI #	Activity/Step Description			Min	sec	Sec	Seq	Seq	red	yellow	green	Comments				
12	arrives at receiving (conveyor belt)				17	17	17	0.3			17					
13	presorts boxes and moves to WO print area				25	25	8	0.1			8					
14	moves more boxes to WO print area				45	45	20	0.3			20					
15	moves more boxes to WO print area			1	5	65	20	0.3			20					
16	grabs dolly and delivers 5 boxes to hanging station			2	33	153	88	1.5			88					
17	returns to receiving			2	54	174	21	0.4			21					
18	#23.2	carries 3 boxes to WO print area		4	26	266	92	1.5	92							
19	brings 3 boxes to conveyor			4	43	283	17	0.3			17					
20	back at receiving			4	51	291	8	0.1			8					
21	puts 1 box at WO print area			4	55	295	4	0.1	4							
22	tosses box at WO print area			5	5	305	10	0.2	10			Opens all boxes but some he has to pull packing slip out of				
23	tosses box at WO print area			5	23	323	18	0.3	18							
24	tosses box at WO print area			5	37	337	14	0.2	14							
25	tosses box at WO print area			5	51	351	14	0.2	14							
26	tosses box at WO print area			6	3	363	12	0.2	12							
27	carries box to WO print area			6	25	385	22	0.4	22							
28	organizes boxes at WO print area to easily read labels			6	33	393	8	0.1	8							
29	tosses box at WO print area			6	44	404	11	0.2	11							
30	Sorting boxes and tosses bag at WO print area			8	1	481	77	1.3	77							
31	tosses bag at WO print area			8	2	482	1	0.0	1							

New Quality Focus

Quality Scorecard

Clean - St. Louis

Scoring Item	Below 0%	Expected 50%	Exceed 100%	Weight	Prior Week	5-Week Rolling	Score %
Garment Accountability	99.94	<---->	99.99	35.00 %	100.00	100.00	Full: 100%
Merchandise Item Shortages	99.70	<---->	99.90	20.00 %	99.60	99.80	Half: 50%
Internal Quality Audit	96.00	<---->	99.00	30.00 %	99.00	99.00	Full: 100%
Customer Quality Survey	4.00	<---->	4.60	15.00 %	5.00	4.10	Half: 50%

Stockroom Layout Project

- Stockroom Layout Project
 - Process flow mapping
 - Scorecard
 - 5s
 - Spaghetti Diagram
 - Pareto Charts (80/40)

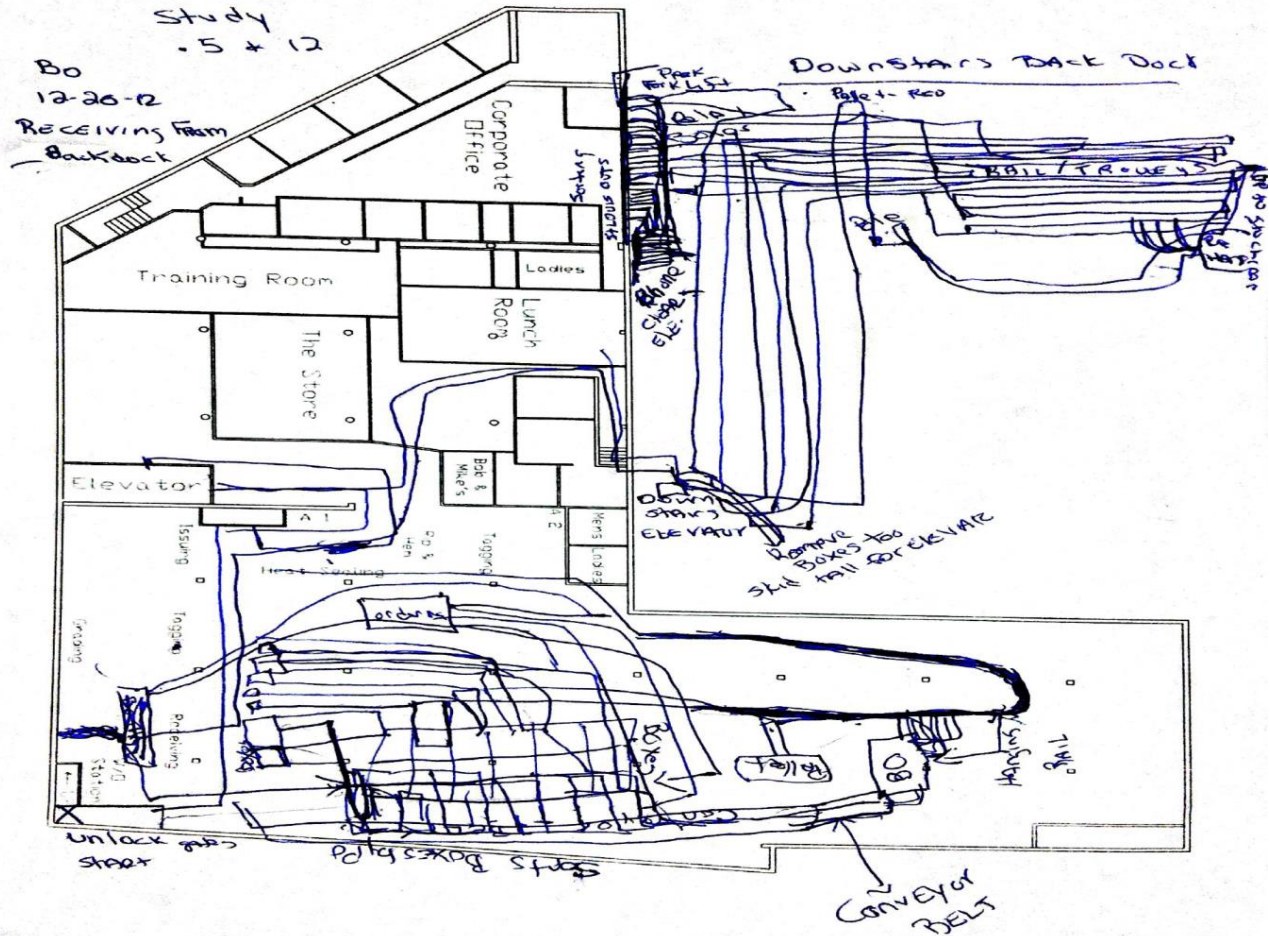
Uniform · Hospitality · Healthcare · Facility

Process Flow Mapping



- 95 Steps
- Eliminated 26

Spaghetti Maps



Pareto of Garment Velocity

	A	B	E	F	G	H	I	J	K
1	LotNo	Dim1	Description and Dim 1	% of Total	Cumulative %	Rank	Qty IS	QOH	
2	G155WH		APRON,BIB,NO POCKET,28X34,WHT	6.44%	6.44%	1	45,403	1014	
3	G155BK		APRON,BIB,NO POCKET,28X34,BLK	2.83%	9.27%	2	19,941	415	
4	G155RD		APRON,BIB,NO POCKET,28X34,RED	1.47%	10.73%	3	10,354	257	
5	G155NV		APRON,BIB,NO POCKET,28X34,NAVY	1.13%	11.86%	4	7,950	83	
6	KS64WH	XL	FROCK,SNP,1 INS/2 OUT PKT. WHXL	1.00%	12.86%	5	7,059	332	
7	SP24NV	L	SHIRT POP INDUSTRIAL NAVY SSL	0.70%	13.56%	6	4,926	312	
8	SP20EX	L	SHIRT INDUS.BLUE/CHAR.CHECK SSL	0.63%	14.19%	7	4,416	301	
9	PT20NV	34	PANT,INDUS,DACRON,NAVY34	0.60%	14.79%	8	4,228	42	
10	PT20NV	36	PANT,INDUS,DACRON,NAVY36	0.60%	15.38%	9	4,212	92	
11	SP24NV	XL	SHIRT POP INDUSTRIAL NAVY SSXL	0.57%	15.96%	10	4,048	249	
12	KS64WH	L	FROCK,SNP,1 INS/2 OUT PKT. WHL	0.55%	16.51%	11	3,913	234	
13	SP20EX	XL	SHIRT INDUS.BLUE/CHAR.CHECK SSXL	0.53%	17.05%	12	3,758	61	
14	PT20NV	38	PANT,INDUS,DACRON,NAVY38	0.47%	17.52%	13	3,310	187	
15	PT20NV	36	PANT,INDUS,DACRON,NAVY36	0.45%	17.96%	14	3,145	92	
16	PD60PW	34	BB INDIGO DEN JEANS 100%COTTON34	0.44%	18.40%	15	3,086	221	
17	SC30DN	L	SHIRT,COT,DUR,PRS,DARK NAVY LSL	0.43%	18.83%	16	3,040	177	
18	SC30DN	XL	SHIRT,COT,DUR,PRS,DARK NAVY LSXL	0.42%	19.25%	17	2,978	233	
19	PT20NV	34	PANT,INDUS,DACRON,NAVY34	0.40%	19.65%	18	2,819	42	
20	PD60PW	36	BB INDIGO DEN JEANS 100%COTTON36	0.40%	20.05%	19	2,796	121	
21	PT20NV	32	PANT,INDUS,DACRON,NAVY32	0.38%	20.43%	20	2,696	114	
22	KS64WH	XXL	FROCK,SNP,1 INS/2 OUT PKT. WHXXL	0.37%	20.80%	21	2,617	181	
23	PT20NV	38	PANT,INDUS,DACRON,NAVY38	0.34%	21.14%	22	2,382	187	
24	SP24GB	L	SHIRT,POP,MCR/CHK,GREY/BL SSL	0.33%	21.47%	23	2,359	222	
25	PT20CH	34	PANT,INDUS,DACRON,CHARCOAL34	0.32%	21.80%	24	2,279	34	
26	PD60PW	38	BB INDIGO DEN JEANS 100%COTTON38	0.32%	22.12%	25	2,261	228	
27	LU200B	36	JEAN,CRPNTR,WASHD,INDIGO DENIM36	0.31%	22.43%	26	2,198	278	
28	LU200B	34	JEAN,CRPNTR,WASHD,INDIGO DENIM34	0.31%	22.74%	27	2,194	228	
29	SP14NV	L	SHIRT POP INDUSTRIAL NAVY LSL	0.30%	23.04%	28	2,125	128	

1090 out of 7005 = 80% of quantity in-service

5S - Before



5S - During



5S - After



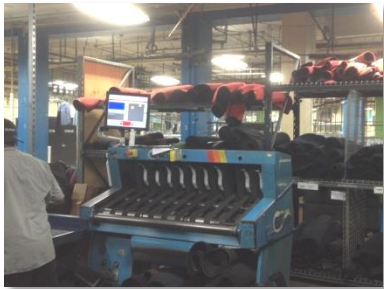
Lean Champion Education

- Commitment to make Lean part of the culture
- 20 Clean employees trained to spread the knowledge
- Team focused projects
- Making Clean Lean in 2013

Notes



Mass Garment Scan Station: _____



Mat Rolling Station: _____

Notes



Complete Wearer: _____



Sheet Iron & Fold Station: _____

