


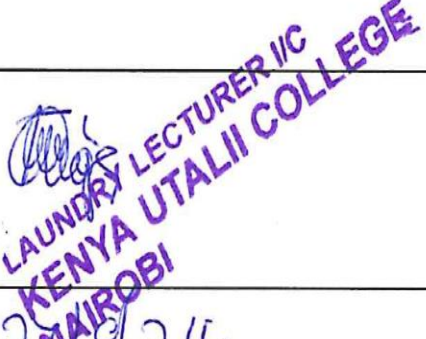




KENYA UTALII COLLEGE. NAIROBI

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|---|--|
| AUTHORIZATION: Procedures for Laundry operations are issued under the authority of: | |
| ISO (QMS)MANAGEMENT REPRESENTATIVE | |
| SIGNATURE |   |
| DATE | 23/08/2024 |
| PROCESS OWNER: HOD HOUSEKEEPING & LAUNDRY | |
| SIGNATURE: |   |
| DATE: | 21/8/24 |



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KUC/ACAD/R/007

PROCEDURES FOR LAUNDRY OPERATIONS DEPARTMENT (KUC/QMS/R/032)

RECORD OF CHANGES

| NO. | DATE | CLAUSE | REASON FOR REVIEW | PAGE | PROCESS OWNER |
|------------|-------------|--|---|------------------------------|----------------------------|
| 1. | 01/08/2024 | All/many clauses affected in the procedure | Procedure overhaul and rebuilding due to new organizational structure | All /numerous pages affected | HOD Housekeeping & Laundry |



PROCEDURES FOR LAUNDRY OPERATIONS DEPARTMENT (KUC/QMS/R/032)

DOCUMENT DETAILS

| | | |
|----|-------------------------------|-----------------------|
| 1. | Section A: Quality Objectives | |
| 2. | Section B: Procedures | |
| | | <i>Title</i> |
| | | <i>Purpose</i> |
| | | <i>Scope</i> |
| | | <i>Reference</i> |
| | | <i>Terminology</i> |
| | | <i>Responsibility</i> |
| | | <i>Input</i> |
| | | <i>Methods</i> |
| | | <i>Output</i> |
| | | <i>Records</i> |



PROCEDURES FOR LAUNDRY OPERATIONS DEPARTMENT (KUC/QMS/R/032)

SECTION A: QUALITY OBJECTIVES

| OBJECTIVE | ACTIVITIES | RESOURCES | RESPONSIBILITY | TIME FRAME | KEY PERFORMANCE INDICATORS |
|---|--|---|-----------------------|-------------------|-----------------------------------|
| 1. To clean customers articles within three working days for hotel customers | Receiving Cleaning Finishing Tailoring Issuing | Machines Competent Manpower Cleaning Supplies | laundry staff | Continuous /daily | Timely delivery of service |
| 2. To clean customers articles within five working days for Corporate customers | Receiving Cleaning Finishing Tailoring Issuing | Machines Competent Manpower Cleaning Supplies | laundry staff | Continuous /daily | Timely delivery of service |



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SECTION B: PROCEDURES

1. PROCEDURE FOR LAUNDRY OPERATIONS

2. PURPOSE

To provide efficient service delivery in the laundry operations

3. SCOPE

This procedure will cover all laundry operations from receiving to dispatch of all customer articles.

4. TERMS AND DEFINITIONS

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

5. REFERENCES

ISO 9001:2015 Quality Management System- Requirements.
The laundry SOPs manual
Quality policy

6. PRINCIPAL RESPONSIBILITIES

The Head of housekeeping and Laundry will be responsible for Laundry operations.

7. INPUTS

- Resources (Supplies, Detergents, Machines and Man Power).
- Duty rosters

- Uniform changing rosters for staff and students



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- Laundry vouchers (Room linen, service linen, uniforms)
- Description books

8.0 METHOD

8.1 LAUNDRY PROCEDURE

- 8.1.1 The articles shall be received, recorded and marked
- 8.1.2 The articles shall be cleaned as per care labels
- 8.1.3 The articles shall be finished as per the care labels
- 8.1.4 Articles shall be stored appropriately
- 8.1.5 Finished articles shall be packed and dispatched to the respective outlets
- 8.1.6 Issuing records shall be retained
- 8.1.7 The day summary of cleaned articles shall be prepared for billing

9.0 OUTPUT

Well Cleaned and presentable uniforms, guest articles and linen.

10. RECORDS

- Receipts
- Laundry summary sheet
- Laundry receiving book
- Delivery book



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