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UNIT LDC 17

INSPECT AND PREPARE LAUNDERED AND CLEANED ITEMS FOR DESPATCH

LAUNDRY OPERATOR WORK BOOK

ENTER LAUNDRY NAME HERE

ISSUED TO:

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UNIT LDC 17

INSPECT AND PREPARE LAUNDERED AND CLEANED ITEMS FOR DISPATCH

1. Health and Safety

Packaging and despatch department will not usually use a lot of machinery to carry out their tasks. A packaging machine may be used and all safety features should be in place and operational to help prevent accidents.

The movement of finished goods will probably present the greatest risk in this department. The lifting and carrying of fabric items should be carried out using recommended lifting techniques (Module 1 – Health & Safety) that reduce the risk of muscular injury and the amount carried should never exceed your safe lifting weight. Each individual must learn to recognise the limits of their strength and lifting capacity so as to avoid those situations in which they may be at risk of over-exertion.

Trolleys and trucks should be pushed (not pulled) and not place any undue strain on the body. If the trolley cannot be easily moved or if wheels are not operating correctly it is each individual's responsibility to look for a solution to the problem.

Retail packing and despatch is a term used in some laundries to describe the process of checking and packing washed articles that are to be returned to an individual.

These articles have usually been identified by either a temporary (e.g. Polymark or numbered tags which have been temporarily attached to the article with, say, a stapler.) or, in some cases, a permanent laundry mark and receive more attention and handling in the laundry to produce a finished product that is of high quality.

2. Racking

As articles arrive in the packing department from the laundry production area they should be transferred from the transport barrow or trolley onto an identified racking system as soon as possible.

The racking system will be numbered or coded based on the type of identification marks put on each article that has been processed.

Work-station preparation should include making sure that the racking system is hygienically clean by dusting down and wiping over with a damp cloth, moistened with a proprietary disinfectant, all surfaces that will come into contact with the washed and clean articles.

All shelves should then be dried before any work is placed on them. During this preparation checks should be made for any sharp edges or protrusions that might damage the clean articles or cause cuts to both yourself (whilst placing articles on the racks) or the articles themselves and remedial action carried out or instigated.

This is especially important if wooden racks are used – and regular checks should be made for splinters as these can become embedded in the articles and then stick into the article owner when they go to use the article.

Where possible unpainted and sealed wooden shelves and racks should be avoided.

Any litter or debris should be removed from the packing area, as it is a potential contaminant and disposed of in accordance with hospital policy.

All staff involved in packing clean linen should be aware of their responsibilities to maintain a high standard of personal hygiene. Any recontamination of the washed articles will undermine all the work done by the colleagues in other departments and may put the reputation of the laundry and the health of the patient at further risk. Regular hand washing and use of clean coveralls each day is essential.

Your contribution to COST CONTROL in Packing is through:-

- Correct counting of all items so that you do not send too many items to a customer without charging them which would result in lost income
- The correct administration and paperwork flow/controls to ensure correct invoicing
- Having any damaged or broken trolleys repaired to avoid tearing items that will need replacement.
- Not over-using packing materials to avoid wastage
- Recycling packaging materials where possible to reduce packing materials cost

3. Quality control

As each item arriving in the packing department has to be manually handled, identified and racked, the packer has a responsibility to carry out quality control checks

Articles should not be racked if they are still damp, they should be returned to the finishing department for remedial action.

A general assessment should be made of the overall quality of finish, fold and cleanliness of each item. Items that feel harsh and rough may have been over dried, not rinsed properly or finished on the wrong machine.

Folded articles should have a consistent size and shape to enable them to be stacked neatly and to impress the customer.

Cleanliness can be judged by the overall appearance of the article. Does it appear bright and smell clean and fresh? The inside of the collars on shirts and nurses' dresses can be examined and any indication of staining should be investigated.

The customer's objective of sending soiled articles to the laundry is to receive them back in a clean and presentable state that approaches their appearance when new. A slight delay caused by rewashing to achieve this objective will usually be accepted by the customer, but receiving shoddy work may result in a complaint and an unhappy customer.

Maintaining the finish given to articles by the ironing, pressing and folding department is part of the packer's role. Fabrics have different characteristics, which should be borne in mind when stacking or moving articles. For example polyesters tend to crease easily and nylons do not maintain folds or stack well due to the slippery nature of the fabric.

3.1. Folding

In the modern laundry there are automatic or semi automatic machines capable of folding all classifications of items to a standard size and format. However, due to both the very wide range of sizes for each type of classification in conjunction with the highly sensitive controls on many folding machines the alignment and folds can often go wrong resulting in a very poorly folded or 'crumpled' item that needs to be refolded.

In order to avoid minimal levels of disruption to the flow of work passing through the finishing departments it is often quicker and easier – and certainly more cost effective - to 'refold' correctly any items that may have been poorly folded.

If many items are received in the packing room poorly folded, this could indicate that there is a more serious problem with the folding equipment and the fault should be immediately reported to the supervisor or engineer. (Each laundry will have their own unique method for reporting faults and problems – which should ensure you are familiar with.

Similarly individual customers may have special requirements for the method of folding and each laundry will have their own 'special' way of folding most items. It is important you know and understand what folding methods are used in YOUR laundry for each type of customer.

The following is a brief over-view of the more common folding methods:-

3.2. Sheets – and other large flatwork items:

With most sheets there are two types of fold known as the 'Lateral' and 'Cross' folds. The 'Lateral' folds are those made down the length of the sheet and the 'Cross' folds are those made across the width of the sheet *after* the lateral folds have been made.

There are normally two lateral folds known as the Primary and Secondary lateral folds. When hand-folding large items like sheets, this requires two people as the sheet is often more than 2 metres long and therefore impossible for one person to manage without dragging the sheet on the floor and re-soiling it.

The normal method for folding sheets is as follows:-

- Each person takes the hem end corners and folds the sheet down the length so that both hem edge corners are placed together.
- Whilst the two hem corners are firmly held together in one hand the centre fold is made by pulling the sheet firmly between both hands to find the centre of the hem.
- Whilst holding the centre hem fold in one hand, release the hem corners together so that the sheet is now hanging from the hem centre fold. It will often be found that the corners will no longer be together. **Note:** Large woven items like sheets are seldom perfectly rectangular and there will often be some distortion caused by the tensions placed on the sheet during the washing as well as during ironing. The purpose of letting the sheet now hang freely is so that the sheet will 'find the centre' and hang flat – this is the 'Primary Lateral fold'
- Whilst holding the centre fold, now grasp the selvages of the sheet and bring these to the folded centre. This has now produced the 'Secondary lateral' fold – and you should now have a long, narrow width sheet which has been folded to give four thickness of fabric.
- With both operators holding their ends firmly, release the edge of the sheet with the selvages so the sheet is now 'hanging', but held firmly in one hand each.
- One operator then remains still, and whilst both are holding the sheet firmly (to avoid the centre of the sheet drooping), the other operator moves towards the other operator – and in one movement, passes their end to the other operator to form the 'Primary Cross-fold', whilst finding the centre of the fold.
- Both operators then pulled the sheet out flat and make the 'Secondary Cross-fold'.
- One operator should then take the folded sheet to then finish it off by either making the final cross fold or, in some laundries,

Your contribution to **HEALTH & SAFETY** in Packing is through:-

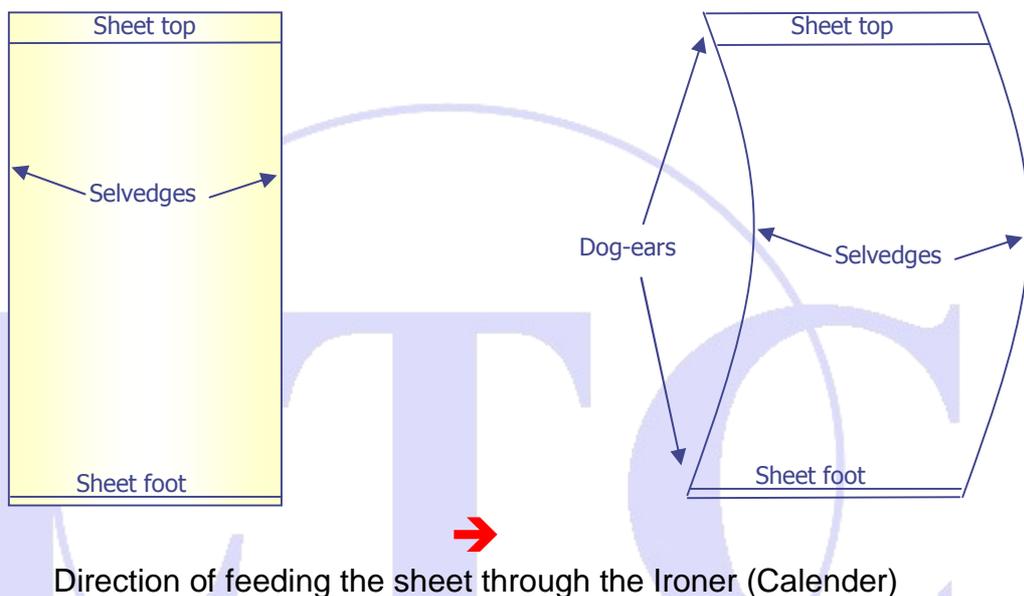
- Keeping the workplace clean and tidy by removing litter promptly to prevent slips, trips and falls
- Keeping all pathways and passages clear of obstructions so that in the event of a fire the building can be evacuated promptly
- Never over-loading trolleys so that they become too heavy which could result in injury, or so that you cannot see clearly when manoeuvring to prevent running over a colleague
- Picking up all loads correctly observing good manual handling practice to prevent back injuries
- Handling and storing all knives, scissors and cutters safely to avoid cuts and stabs.

folding the finished sheet in three – ensuring that the large hem at the top of the sheet is upper-most on the folded item.

The above method can be used on all sizes of sheet as well as large table cloths and other similarly sized large flatwork items.

When folding larger items like sheets, take care to observe if there are long ‘dog-ears’, i.e. lengths of the article which stick-out from the sheet when folded.

Dog-ears are often caused by either calender (Ironer) faults or with untrained machine feeders who pull the corners of large items too hard to cause the straight edges of the article to become oval shaped and produce the ‘dog-eared’ effect.



Left sheet as new and the correct shape if fed correctly through the Ironer (Calender). The left sheet is showing the effect of ‘dragging’ on the hem ends to produce a sheet with the above shape and the ‘dog-ears’. This can be due to either a machine fault or poor feeding.

3.3. Pillow slips, kitchen cloths – and other smaller flatwork items:

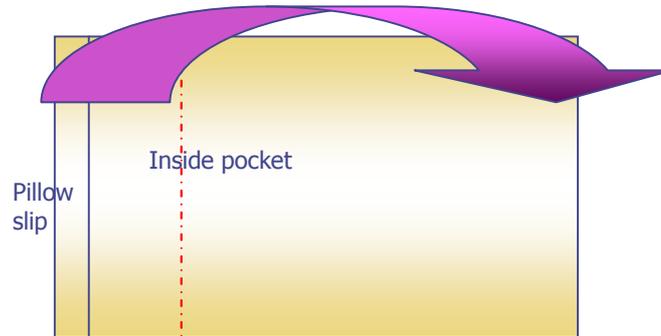
Small items like pillow slips and kitchen cloths etc. can readily be folded by one operator.

These items are normally only given two ‘Cross-folds’ to produce a rectangular item – but some laundries also give a single ‘Lateral fold’ *AFTER* the two cross folds to produce a roughly square pillow slip or kitchen cloth.

If the pillow slip has been fed correctly into the Ironer (Calender) the opening or ‘mouth’ of the pillow slip should be fed first and, for ‘house-wife’ style pillow slips that have an envelope pocket (to stop the pillow sliding out of the pillow slip), the ‘face’ of the pillow slip should be fed ‘face-down’ to the Ironer (Calender) so that the polished finish is produced on the front or face of the pillow slip.

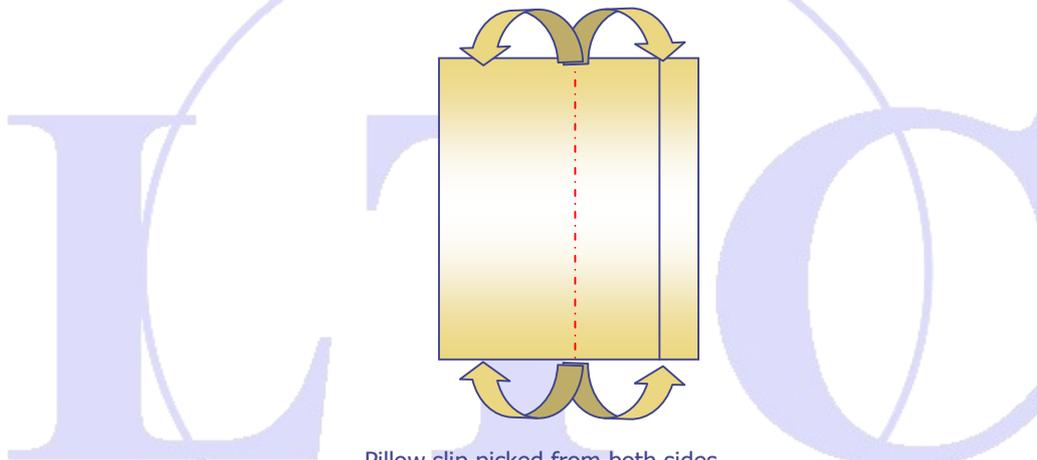
The normal procedure is as follows:-

- With the pillow slip 'face' down, pick up the mouth opening of the pillow slip and fold to the bottom of the pillow slip so that the entire end of the pillow slip is completely covered.



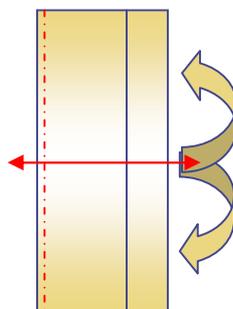
Pillow slip 'face down' – folded over
So the mouth face-side uppermost

- The pick both sides of the pillow slip at the mid-point and lift so that the pillow slip then folds in half.



Pillow slip picked from both sides
centre and folded in half – mouth
face-side upper-most

- Place the pillow slip, with the mouth opening to the top and adjust the fold so that the mouth of the pillow slip shows squarely at the top without any 'dog-ears' showing.



Finished Pillow slip mouth face-side
uppermost – which can be folded in
half.

- With kitchen cloths it is normal to then fold the item again across the width of the item to form a 'square'. This can also be done with pillow slips.

3.4. Serviettes, napkins – and other smaller table-linen items:

Many restaurants and hotels using serviettes now like to fold their serviettes and napkins in a variety of ways and therefore prefer to receive the serviette or napkin back perfectly flat so they can fold it the specific way they prefer to dress the table.

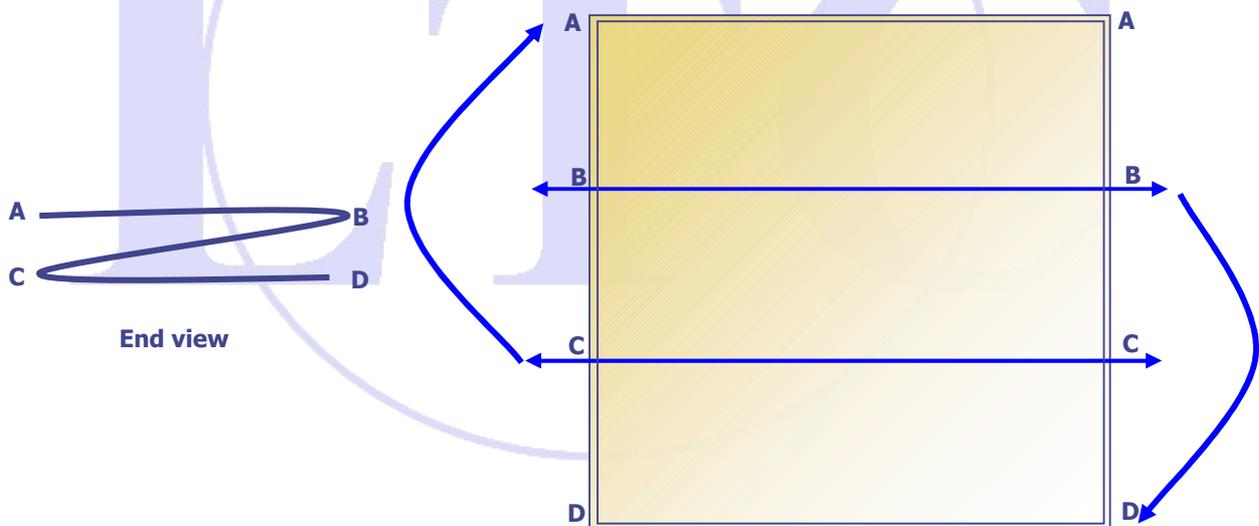
Other catering facilities may prefer to have the serviette or napkin back folded – and the traditional way is for it to be folded 'concertina style' in three in both directions.

This type of folding takes some practice and skill to adjust the two centre folds so that each of the folds are the same – and no 'dog-ears' are allowed to show.

The following is the way in which the first 'concertina' fold is made.

Note:

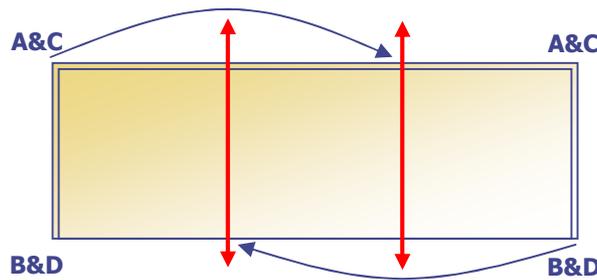
- The serviette, if correctly fed through the Ironer (Calender) should have the 'face' down as it leaves the Ironer (Calender) with the fold and stitching of the hem seams upper-most so that the polish is given to the face of the serviette/napkin.
- The first concertina fold as indicated below should be with the polished face down.
- All arrows in the following drawings represent folds in the material.



The result should now be a serviette or napkin which is now rectangular with the polished side upper-most.



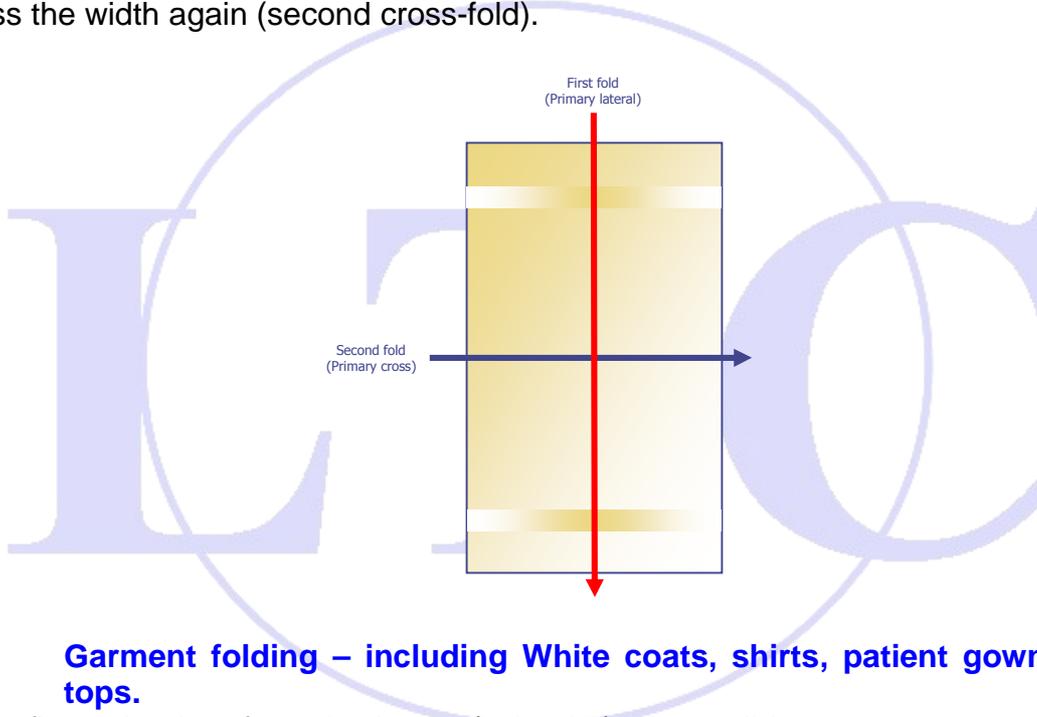
- The identical three-fold concertina now needs to be completed on the rectangular serviette except that the fold should be made so that the finished serviette or napkin has the polished face upper-most and there are no 'dog-ears' showing at the corners.



3.4. Towel folding

Towel folding will again vary somewhat between different laundries – but in general most towels will firstly be folded in half down the length of the towel – equivalent to the Primary lateral fold for the sheets.

It will then be folded in half across the width (first cross-fold) – and for bath towels – across the width again (second cross-fold).



3.5. Garment folding – including White coats, shirts, patient gowns, Pyjama tops.

Unlike flatwork taken from the Ironer (calender) where all items are presented ready for folding flat and with the correct side down – garments are all ‘three-dimensional’ meaning they have length, width and depth (or shape) which flat work does not. Therefore, folding of garments requires more expertise and careful preparation if you are to end up with a garment with the minimum number of extra creases and retaining the smooth finish applied during the finishing processes.

Firstly, unless you have available any specialist aid to folding, it is necessary to have a large unobstructed flat surface on which to lay the garment. The surface should be large enough so that the whole garment can be laid flat without any part of it ‘hanging off the edge’ of the table or work surface.

The next step is to secure the front opening of the garment in much the same way that the wearer would. So, if there are buttons, check that all the buttons are present and in good condition (replace any missing or broken buttons), and secure at least 2 or three down the front of the garment. (It is often not necessary to secure ALL of the buttons – as

this is both time consuming as well as making it more difficult for the wearer when they receive the garment back as they will have to undo all of the buttons before they can put the garment on.

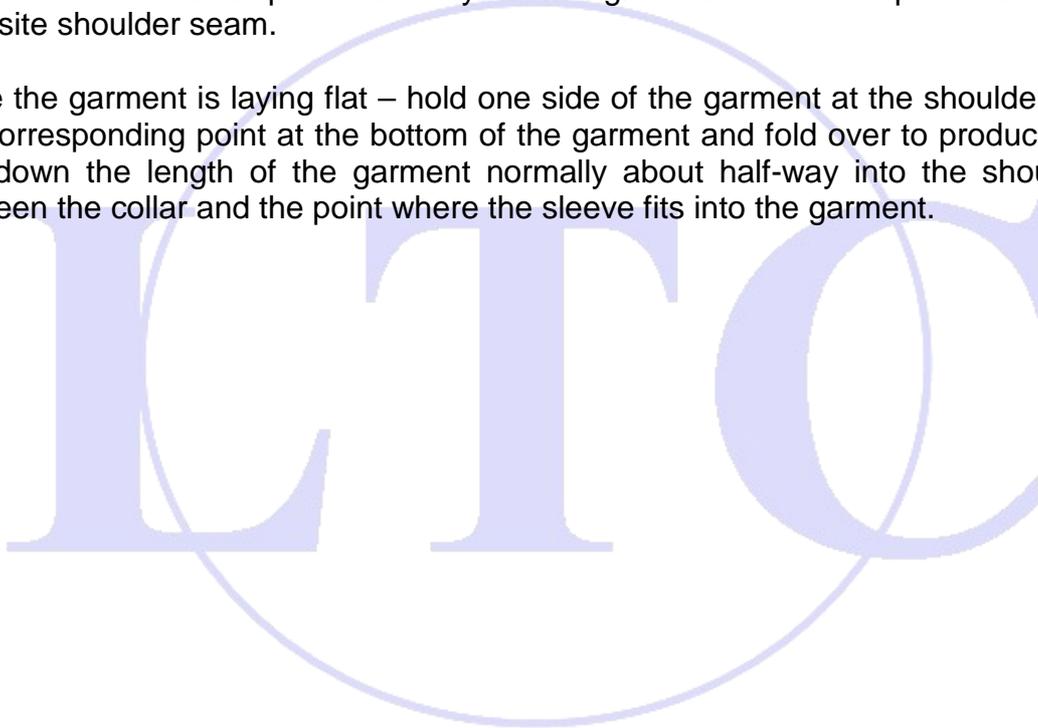
With zips, press studs and other fastening systems – check they are working correctly and secure them.

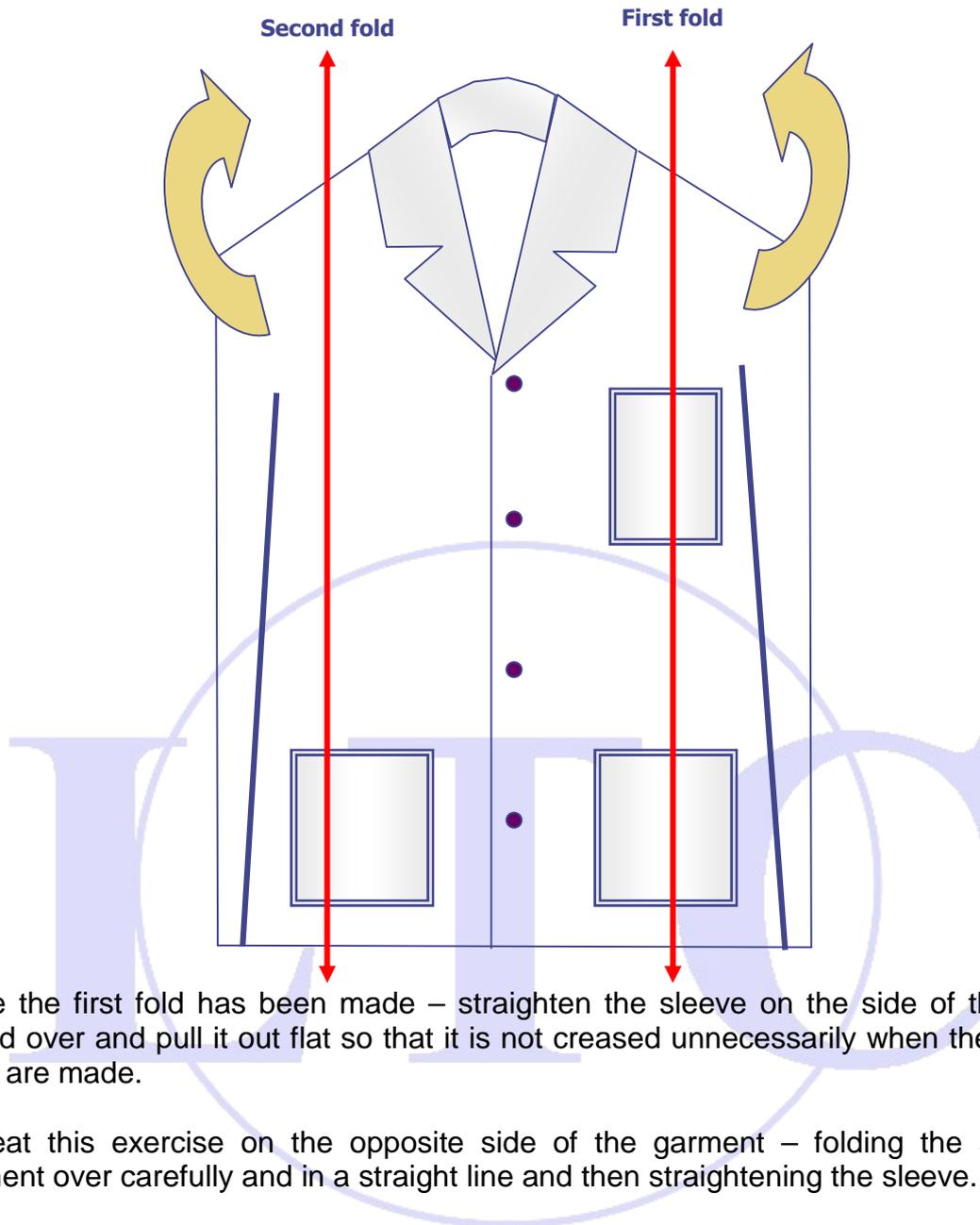
Remember, there is nothing better guaranteed to upset any customer if they go to put on a garment and buttons, zips and press-studs are missing or broken.

Once you have checked the buttons/zip and secured them adequately – turn the garment over so that the face of the garment is towards the folding table and the back section is uppermost.

Now carefully pull the garment out as flat as possible to minimise the risk of creasing. This is often best done by holding the shoulder seam on one side and then gently pulling both the front and back panels so they are straight and flat. Then repeat the same on the opposite shoulder seam.

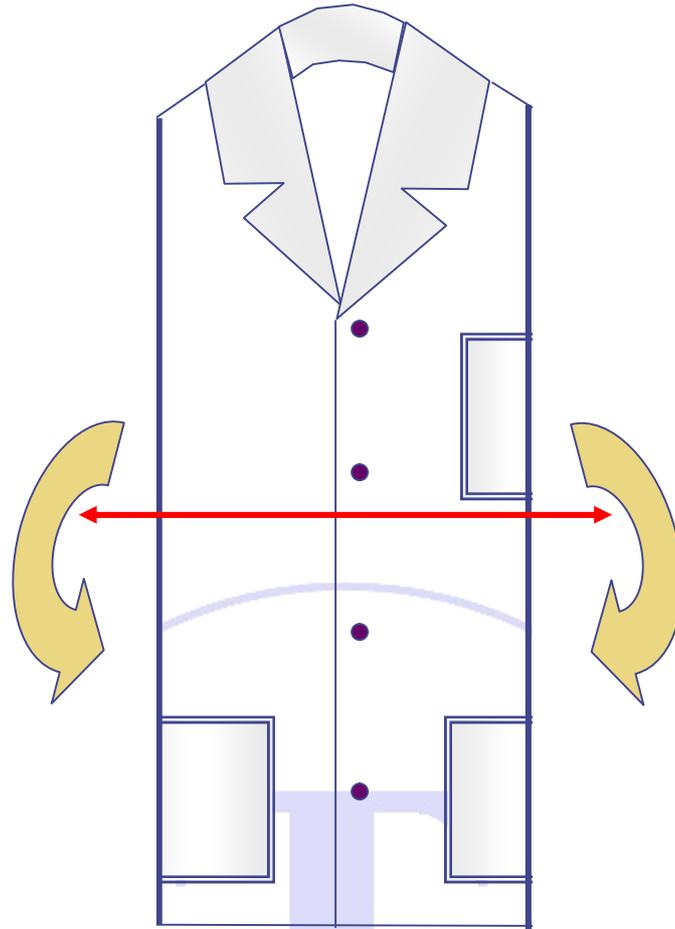
Once the garment is laying flat – hold one side of the garment at the shoulder seam and the corresponding point at the bottom of the garment and fold over to produce a straight fold down the length of the garment normally about half-way into the shoulder seam between the collar and the point where the sleeve fits into the garment.





Once the first fold has been made – straighten the sleeve on the side of the garment folded over and pull it out flat so that it is not creased unnecessarily when the remaining folds are made.

Repeat this exercise on the opposite side of the garment – folding the side of the garment over carefully and in a straight line and then straightening the sleeve.



The garment should now look similar to the above illustration – with a roughly rectangular shape which can now be folded so that the bottom half of the garment is to the rear and the garment.

4. Identification

As items arrive in the packing department they should be matched by their identification number on the marking system and stored together on the numbered racking system.

The quantity on the rack should be checked against the documentation supplied by the owner or the order form generated by the administration department or from the sorting room when the items were first received in the laundry - with the original consignment of articles when sent in for laundering and once all items have been accounted for packing can commence.

The collection of articles that numerically appear to tally with the documentation should be removed from the racking system and each item's identification tag checked against the tag on the documentation.

When every item has been checked-off the temporary identification tags (if this type is used) can be removed and the articles packaged for return to the customer.

Exercise 1

What action would you take if one shirt from a customer's order of ten shirts was ready for packing but had a badly soiled collar?

.....

Exercise 2

If a customer's order was complete except for a missing handkerchief what action would you take?

.....

5. Packaging

Laundries use many different types of packaging to protect the clean laundry work during transportation whilst it is returned to the customer.

Fabric bags, plastic hampers, boxes, plastic bags and wrapping in polythene or paper are all quite common methods of packaging. Disposable packaging is the most common, particularly types that can be cut to size.

Machines are available that allow clean laundry work to be shrink-wrapped in polythene when folded or poly-robed if despatched on coat hangers – but these are only likely to be used in larger laundries where several hundreds of customers may be processed daily.

Special packaging is sometimes used by laundries providing a shirt washing service. Each shirt is individually packaged and even cardboard stiffeners used to maintain the finish on the collars. Duvet washing is a growth market and special large plastic carrier bags are available to provide custom made packaging.

It is strongly advised that all the articles belonging to a specific end-user are packaged together in one (or more) clearly identified 'bundles', say a clear polythene/plastic bag – which not only helps to keep all of the articles belonging to the owner together (and prevent them being accidentally mixed with someone else's articles) but also keeps them clean should the bundle be dropped or left laying around for several hours before being delivered.

Exercise 3

There are several types of creasing that can occur – especially to polyester cotton blended items. List the 3 types below?

- 1.....
- 2.....
- 3.....

Exercise 4

How can you tell the difference between 100% cotton and polyester cotton blended materials?

.....

.....

.....

.....

.....

Exercise 7

If a customer sent in 53 towels – what is the quickest way of making up the load?

.....

.....

.....

.....

Your contribution to **IMPROVED PRODUCTIVITY** in Packing is through:-

- Completing each order before starting on the next one to optimise your time management
- Assembling all work in one place ready for packing to reduce unnecessary delays when completing the order
- Having all documentation readily accessible and in correct sequence to ensure distribution schedules are met.
- Preparing sufficient stocks of packing consumables at start-up to avoid delays in replenishing stocks
- Using packing machinery correctly to avoid time losses to re-pack.

7. Communication

There are a variety of ways that the packer must communicate – both in writing and verbally.

7.1. Writing:

Customer lists must be ‘checked-off’ to ensure that the correct number of items were received (sorting room) and they have all now been assembled ready for return (packer).

Sometimes, however, articles are delayed (e.g. re-wash, repair) or ‘lost’ (accidentally sent to someone else) and in order to avoid any delay in returning all items to the owner, a clear, legible note is required on the laundry list to advise which articles are to follow-on and a note/record made for the supervisor to follow-through and get the missing item(s) back to the owner as soon as possible.

Record keeping and clear, legible hand-writing are essential if confusion is to be avoided and the people who use the laundry service are to be kept happy.

7.2. Verbal:

The packer will have to possess good communication skills as completing a customers order may involve speaking to all the other departments in the laundry to locate missing items.

The quality checks that are a necessary part of the job may well involve returning items for re-finishing or re-washing and the co-operation of other departments must be sought with tact and an appreciation of their workload.

Some customers’ complaints or queries about their washing may have to be handled directly by the packing room staff. Concern over a piece of personal property can lead to the customer becoming quite emotional and the laundry’s representative must show a level of sympathy and give assurance that everything possible will be done to sort out the problem.

As with all other departments in the laundry, internal communication between you and your workmates must include communicating problems and information that will enable the laundry service to operate efficiently from shift to shift. Messages left at the end of a shift should be left in a manner that will not lead to confusion but will help to maintain an effective packing and despatch service.

Exercise 8

List six tasks that you could carry out at the end of your shift in the packing department that would assist your replacement in doing their job safely and efficiently.

- 1.....
- 2.....
- 3.....
- 4.....
- 5.....
- 6.....

BULK PACKING AND DESPATCH

Bulk packing involves bringing together many like articles for despatch as one consignment to a central delivery point. This can involve washed boiler-suits for the engineering department or Nurses' dresses sent to the Nurses' residences, bed-linen for ward or central linen cupboards/stores and dry-fold items like towels and patient gowns or night apparel sent to any customer in large quantities.

1. Health and safety

Transporting items between the packing department and the despatch area may involve the use of conveyor belts or overhead coat hanger conveyors. This equipment should be maintained to the manufacturer's recommendations and all guards kept in place. No breakdown repair should be attempted unless the conveyor has been isolated and measures taken to prevent accidental start-up.

Manual handling of heavy loads can lead to serious muscular injury if precautions are not taken. Always use the equipment provided to help move heavy objects and if something is too heavy seek assistance or reduce the weight.

Linen bags should only be filled to achieve an acceptable weight limit; they should not be filled to capacity irrespective of weight.

Trolleys should be checked before use for sharp protrusions or jammed wheels and faults rectified before they are used. The weight of articles stacked in trolleys must not exceed the recommendations for safe movement. To obtain full trolleys without exceeding safe weight limits or risking toppling might necessitate mixing different classifications, e.g. ironed flat work, say sheets, with lighter dry-fold classifications, say Towels.

Protective clothing should be available to all staff to protect them from their working environment and to prevent contamination of the clean linen from packer's personal clothing. Any floor spillages should be cleaned up as soon as they occur.

2. Packing

Laundries are increasingly being developed with production lines for specific classifications of washing. In this way mechanisation of the different stages of processing can increase productivity and reduce costs.

Often these different production lines will all supply finished goods to the bulk packing and despatch area. The role of the packing department will vary according to the type of articles being processed and the individual laundries organisational procedures to satisfy their customer's requirements.

Laundries that process and despatch garments whilst still on hangers will need large storage areas from which garments are often directed automatically from the tunnel finisher. Hygiene conscious customers such as healthcare industry may insist on all garments being 'polyrobed' prior to despatch and this will form part of the flow line for the work.

When operating the polyrobe exercise caution when sealing the polythene bag as the hot wires used to seal and melt the polythene can burn both the operator and the items being sealed. Also ensure that the polythene covering is long enough to adequately cover the garments – but not so long that it can drag on the floor and risk people tripping or slipping on it.



Polythene packing machine

Also, with the increased awareness for hygiene, more laundries are now wrapping bundles of sheets, pillow slips, towels and all other items in polythene.

This can be done either via a 'covertex' polythene sealing machine or heat-seal shrink-wrapping or vacuum packing.

Whatever the system used, it is essential that all items are fully dry before packing – because even the smallest amount of moisture remaining on the items packed can cause 'sweating' inside of the polythene packaging leading to condensation forming on the inside of the packaging – and if this is left for too long, this can lead to the formation of mildew growing on the textiles.

Boiler-suits on hangers for engineering or low risk users will generally be stored and delivered unpackaged, but the loading facility for getting the clean articles from the

storage area to the delivery system should be planned and constructed to reduce any risk of contamination.

Folded garments, like patient gowns and engineers' overalls will usually be racked or packed directly into nylon bags. This packing should be carried out using special bag trolleys that hold the bag open at a good loading height or on tables. Trying to pack a hamper bag on the floor is putting un-necessary strain on the packers' joints and muscles and is likely to result in contamination of the clean articles being packed.



Some large accounts may have articles delivered in covered trolleys. This method enables racking and packing to be carried out in one operation.

Exercise 9

List five possible sources of contamination of clean but uncovered garments stored on coat hangers.

- 1.....
- 2.....
- 3.....
- 4.....
- 5.....

Flatwork processed on calenders can be bulk packed directly from the folder into delivery cages. To assist the packing department with counting this linen it is often stacked in layers or bundles of, say, 10 articles in each layer/bundle.

The delivery cages should be fitted with a liner to protect the fabric from contamination.

However, whenever packing trolleys or cages, they should NEVER be packed higher than the top rail otherwise bundles can fall off and cause injury as well as possibly damage and re-soil the items (especially if dropped onto a wet muddy floor).

Trolleys should also be checked to ensure there are:-

- No broken or loose wire mesh portions that could damage passers-by or tear the items in the load;
- All of the trolley wheels are there and turning freely. If wheels are missing or jammed up with string the trolley may tip over or damage flooring or the person pushing the trolley could injure themselves or those around.

For smaller users or due to a user's preference, nylon hamper bags can be used for packing. These bags are not waterproof and attention should be given to where they are packed and stored to prevent contamination of the clean articles inside.

Where laundries operate a clean-for-soiled exchange service from a transport vehicle, packing often involves using shrink-wrap polythene bundles of a set number of items in each bundle, say, 10 sheets or 25 pillow slips.

Dry fold items such as towels, bath mats, blankets, duvets, etc are usually accommodated in the same packing method used for flatwork.

Your contribution to **QUALITY in Packing is through:-**

- Never 'squeezing' finished work onto trolleys or into containers which will crease finished items
- Ensuring all packed work is correctly covered to prevent re-soiling of items
- Counting all items correctly to ensure the customer list is correct
- Find missing consignment items before despatch to avoid customer complaints
- Making sure all labels are correct and legible to avoid incorrect deliveries

3. Documentation

The counting of bulk packed and delivered items is still carried out manually in some laundries - but many modern plants have introduced electronic counting systems. The use of bar codes, transponders and scanning equipment has improved the speed and accuracy of this task, which has an obvious link to the laundries income.

The information provided by using bar codes or transponders provides the laundry with additional information on the number of times each item is washed which helps to control stock levels and ensure stock rotation.

Exercise 10

Give three reasons why sheets should not be packed into a hamper bag on the floor.

- 1.....
- 2.....
- 3.....
- 4.....
- 5.....

4. Quality control

The large number of items passing through a bulk packing room, particularly if these items are folded makes quality inspection difficult.

Packing room staff must rely on the finishing department to identify and withdraw items that are stained, damaged, or of poor overall quality. But the packer has a responsibility to be aware of the general colour, feel, and odour and moisture retention of items passing through the department and must identify and withdraw items below the required standard.

The quality of the finished goods can be damaged by poor handling in the packing department. Folded items should be handled with care to retain a good finish and tight fold. The appearance of items when a bag is opened or trolley uncovered by the customer will give an instant impression of the laundry's standards, so neatness in the packing department is very important.

Workwear garments stored and despatched on hangers can have their finish and appearance ruined by crushing too many garments onto a rail. This pressure creasing is particularly noticeable on polyester cotton items like nurses' dresses and scrub suits.

As with all clean linen handling, high personal hygiene standards should be maintained to prevent recontamination.

The packing and despatch areas within the laundry are usually towards the outside of the building and preventing re-contaminating clean linen with air-born dust, lint and debris should include restrictive opening of doors and windows. If windows have to be opened for ventilation they should be covered with gauze screens to restrict dust, lint, birds and insects from entering the area.

A good cleaning routine is very important to maintain high standards of hygiene. The end of each shift should see the whole area cleared of dust, debris and litter, preferably by vacuum cleaner, as brushing will result in greatly increased airborne contamination.

If the same trolleys or bags are used for clean and soiled articles they must be chemically or thermally disinfected between trips to prevent cross contamination with bacteria.

Exercise 11

Give three reasons why items could be rejected for Quality

- 1.....
- 2.....
- 3.....

Exercise 12

List five preventative measures that can be taken to prevent washed and finished work getting contaminated with dust and lint in the packing department?

- 1.....
- 2.....
- 3.....
- 4.....
- 5.....

Exercise 13

What methods could be used for communicating information between shifts in the packing department?

- 1.....
- 2.....
- 3.....
- 4.....
- 5.....

Exercise 14

A new employee has just started in your department and you have been assigned to train them on how to operate the machinery in your department.

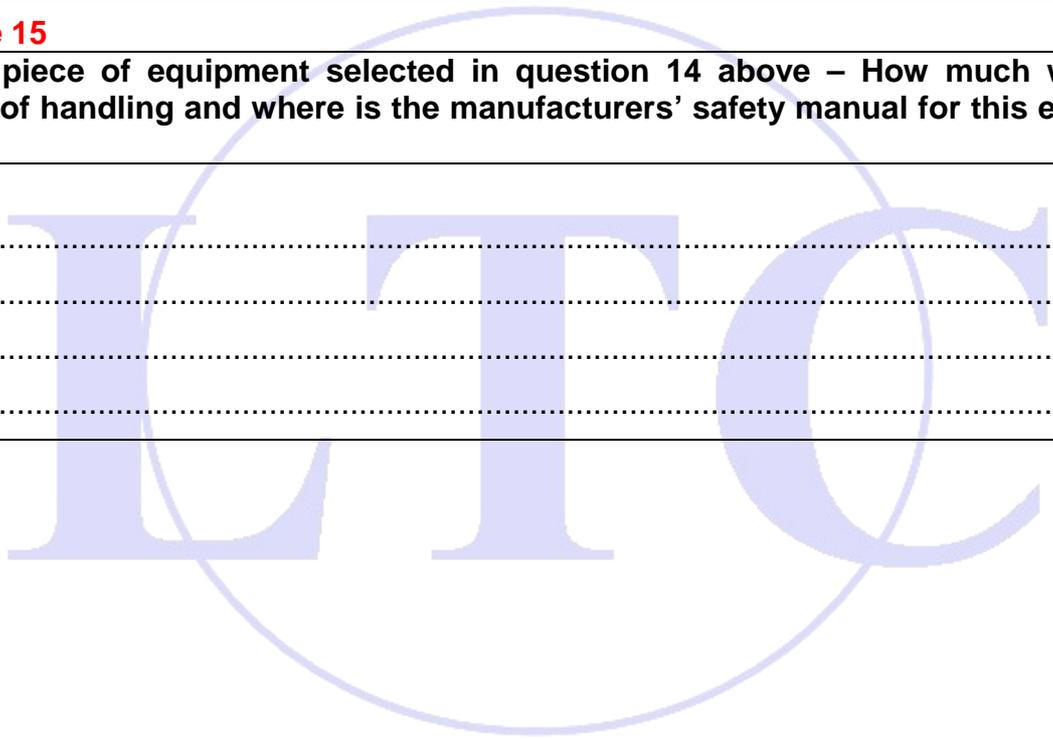
Choose one item of equipment in you department and list the 3 most important things you would tell them to ensure they understood the correct use or operation of it.

- 1.....
.....
- 2.....
.....
- 3.....
.....

Exercise 15

For the piece of equipment selected in question 14 above – How much work is it capable of handling and where is the manufacturers’ safety manual for this equipment kept?

.....
.....
.....
.....



LDC17

Inspect and prepare laundered and cleaned items for dispatch

At level 2, this unit is for those who fold items and make up orders for dispatch.

The job role will involve:

1. Folding items and inspecting for quality
2. Making up orders and dispatching items

The competent person must:	The key areas of knowledge and understanding
<ol style="list-style-type: none"> 1. Inspect items 2. Remove and redirect any that are substandard; 3. Fold items; 4. Pass them to packing and dispatch; 5. Make up and label orders; 6. Store them in the correct location; 7. Transfer them to the dispatch point; 8. Maintain the finish and condition of items. 	<ol style="list-style-type: none"> 1. How to identify customer specifications and requirements 2. How to fold items using manual methods, automatic or semi-automatic machinery. 3. The importance of accurate labelling 4. Care labels 5. Understanding fibres and fabrics 6. Acceptable quality levels 7. What are the characteristics of different fabrics in relation to creasing and preservation of finish 8. What materials to use when making up and labelling orders.
The skills and techniques	
<ol style="list-style-type: none"> 1. Checking that machinery and equipment is safe and ready 2. Inspecting and folding items and removing and redirecting any which are substandard 3. Passing items on for packing and dispatch 4. Making up orders to specification 5. Making up and labelling parcels 6. Storing items prior to dispatch 7. Checking against documentation and transfer to dispatch 	
Regulations, rules and guidelines	
<ol style="list-style-type: none"> 1. The organisation's rules, codes, guidelines and standards 2. Equipment operating procedures 3. Machine and equipment capabilities 4. Relevant responsibilities under the Health & Safety at Work Act and COSHH (Control of Substances Hazardous to Health) 5. Manufacturers instructions 	
Workplace skills	
<ol style="list-style-type: none"> 1. Communicate effectively with colleagues and customers 2. Comply with written instructions 3. Complete forms, reports and other documentation 4. Keep accurate records 	

BY FOLLOWING THE NVQ **PACKING AREAS** MODULE

Your contribution to **COST CONTROL** in Packing is through:-

- Correct counting of all items so that you do not send too many items to a customer without charging them which would result in lost income
- The correct administration and paperwork flow/controls to ensure correct invoicing
- Having any damaged or broken trolleys repaired to avoid tearing items that will need replacement.
- Not over-using packing materials to avoid wastage
- Recycling packaging materials where possible to reduce packing materials cost

Your contribution to **HEALTH & SAFETY** in Packing is through:-

- Keeping the workplace clean and tidy by removing litter promptly to prevent slips, trips and falls
- Keeping all pathways and passages clear of obstructions so that in the event of a fire the building can be evacuated promptly
- Never over-loading trolleys so that they become too heavy which could result in injury, or so that you cannot see clearly when manoeuvring to prevent running over a colleague
- Picking up all loads correctly observing good manual handling practice to prevent back injuries
- Handling and storing all knives, scissors and cutters safely to avoid cuts and stabs.

Your contribution to **IMPROVED PRODUCTIVITY** in Packing is through:-

- Completing each order before starting on the next one to optimise your time management
- Assembling all work in one place ready for packing to reduce unnecessary delays when completing the order
- Having all documentation readily accessible and in correct sequence to ensure distribution schedules are met.
- Preparing sufficient stocks of packing consumables at start-up to avoid delays in replenishing stocks
- Using packing machinery correctly to avoid time losses to re-pack.

Your contribution to **QUALITY** in Packing is through:-

- Never 'squeezing' finished work onto trolleys or into containers which will crease finished items
- Ensuring all packed work is correctly covered to prevent re-soiling of items
- Counting all items correctly to ensure the customer list is correct
- Find missing consignment items before despatch to avoid customer complaints
- Making sure all labels are correct and legible to avoid incorrect deliveries

The following is a list of the key words and phrases used in this module.

<hr/>		Disposable packaging ----- 16	
A		disposed----- 5	
article ----- 4, 5, 6, 8		distortion----- 7	
<hr/>		documentation ----- 15, 27	
B		dog----- 8, 9, 10	
bacteria ----- 25		dresses ----- 6, 20, 24	
bar ----- 24		dust ----- 24, 25	
bar codes----- 24		Duvet----- 16	
bed----- 20		<hr/>	
blankets----- 23		E	
boiler ----- 20		efficiently ----- 17, 19	
boxes----- 16		environment ----- 20	
bright ----- 6		<hr/>	
Bulk packing----- 3, 20		F	
buttons ----- 11, 12		fabric ----- 4, 6, 7, 22	
<hr/>		Fabric bags ----- 16	
C		feeders----- 8	
cage ----- 17		feel----- 6, 24	
checking and packing ----- 4		fibres ----- 27	
classification ----- 6, 17		finish----- 6, 7, 8, 11, 16, 24, 27	
clean----- 5, 6, 16, 17, 20, 21, 22, 23, 24, 25		finishing process ----- 11	
cleaning routine----- 24		fold----- 6, 7, 8, 9, 10, 11, 12, 13, 20, 23, 24, 27	
cleanliness ----- 6		folding----- 6, 7, 8, 10, 11, 12, 13, 27	
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coats----- 11		<hr/>	
collars ----- 6, 16		G	
colleagues----- 5, 27		garment----- 11, 12, 13, 14	
colour----- 24		gauze screens ----- 24	
condensation ----- 21		<hr/>	
consistent size ----- 6		H	
contaminant----- 5		hand washing ----- 5	
contaminated----- 25		hanger ----- 20	
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customers ----- 6, 16, 17, 19, 21, 27		<hr/>	
<hr/>		J	
D		jammed ----- 20, 23	
damage ----- 5, 17, 23		<hr/>	
damaged ----- 24			
damp ----- 5, 6			
debris----- 5, 24			
depth ----- 11			
despatch----- 4, 17, 19, 20, 21, 24			
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K

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L

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 laundry ----- 4, 5, 6, 15, 16, 17, 19, 24
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 linen ----- 5, 10, 20, 22, 24
 Linen ----- 20
 Linen bags ----- 20
 lint ----- 24, 25
 litter ----- 5, 24

M

machine ----- 4, 6, 8, 21, 22
 machinery ----- 4, 26, 27
 machines ----- 6
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 melt ----- 21
 mildew ----- 21
 moisture ----- 21, 24
 moisture retention ----- 24
 muscular injury ----- 4, 20

N

narrow width ----- 7
 numbered ----- 4, 5, 15
 numbered tags ----- 4
 nylon ----- 22, 23

O

odour ----- 24
 overall ----- 6, 24
 over-exertion ----- 4

P

packaging ----- 4, 16, 17, 21
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 personal hygiene ----- 5, 24
 pillow slips ----- 8, 10, 21, 23
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 pulling ----- 7, 12

Q

quality control ----- 6

R

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