

# OUTSOURCED LAUNDRY: YOUR COMPREHENSIVE CHECKLIST

## CHECK YOUR LINEN

Before you allow laundry to be collected, check your linen and terry towel numbers and do the same on your return. Stained linen must be separated and detailed, as stains can often originate from outsourced facilities and linen shouldn't be written off due to poor laundry care.

---

## TIME IS MONEY

Always consider the time required to collect, process and return laundry. It's important to negotiate a fixed timeline with your supplier – with penalties if the deadline is missed – in order to avoid a situation where linens aren't ready for the public when needed.

---

## BE CLEAR ABOUT THE REQUIRED PROCESS...

When speaking to your supplier, detail the steps required to effectively process your laundry (according to care labels) and ask for validation. If your supplier doesn't meet the Australian standards for disinfection and rinse-out chemistry effectively, you risk your linen greying overtime.

---

## ...AND BE SPECIFIC ABOUT CHEMISTRY

Detail the type of chemical your supplier should use, as aggressive chemistry may quicken the processing time but can damage high-value linen and terry towels. Chlorine bleach, for example, can mask poor laundry processes by making linen "appear" white but lead to severely damaged fibres when used excessively.

---

## CONSIDER YOUR PAR STOCK

Par stock is a system used to determine the supplies needed by a facility on a daily basis and the minimum amount needed to fill these demands – for example, par 3 = 1 stock of linen on the bed, 1 in the laundry and 1 in the store. Depending on the timeline negotiated with your laundry supplier, you may need a higher par stock number in order to ensure smooth operations in the case of slow turnaround times or a delay.

---

## DON'T FORGET DAMAGES

Considering linen and terry towels are high-value, it's important to add a clause in the outsource contract that any damages that are the fault of the laundry will be their responsibility.

---

## CONSIDER A LEASE

For many facilities managers it's often better to lease linen and terry towels from the outsourced provider – specifying the quality, thread-count, colour and quality required. This means it's in the laundry's best interest to ensure correct processes are adhered to, in order to maximise fabric life.