



FDR Services Corp.

Healthcare Laundry Specialists

QUALITY ASSURANCE PROCEDURES

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I. Overview

I. Purpose:

To provide our customers with the highest quality merchandise through the use of sound production techniques, responsive management commitments, and total team effort of our employees.

II. Responsibility:

It is the responsibility of each employee to ensure that each unit of merchandise has been processed in accordance with our standards. It is the responsibility of the FDR Management Team to train and direct all supervisors, and to monitor the level of quality being produced in the plant. Monitoring of quality is performed through a combination of process reviews, system reporting, random sampling and customer/employee feedback. The FDR Management Team consists of Corporate QA Team, Quality Circle at each plant and each plant's General Manager.

III. Linen \ Uniform Purchasing Programs:

It is the responsibility of the FDR Management Team to make certain that all linen purchased meets the pre-set requirements of the group. Each delivery of linen is sampled and tested for:

1. Size
2. Weight
3. Thread Count
4. Proper Cotton/Polyester mix
5. Manufacturing Quality
6. Durability
7. Standardization

The FDR Management Team is encouraged to seek new sources of supply. However, all linen from new sources must be thoroughly tested and approved by senior management before becoming an approved vendor. These methods are designed to insure a continuity of quality within the individual shipment and the product in general.

The FDR Management Team is to set appropriate delivery quantities of linen items, and is directed to place orders on a regular basis to enable the plant to properly administer its linen injection program.

II. Finished Product Standards

I. Fabric Integrity:

Linen

Each piece of linen is to be free of holes, tears, and open hems.

Uniforms

Each uniform is to have all emblems, buttons and zippers in place and working.

II. Sanitary Standards:

Linen and uniforms must be free of bacterial contamination, and must meet the sanitary standards of our customers, and the State Health Regulatory Agencies.

III. Appearance:

Linen and uniforms must be true to its intended color and should not have any wrinkles, burns, stains, or foreign matter.

OR Linen – Towels are visually inspected for items that require attention, such as loose threads, holes, lint and stains. All foreign debris is removed. No sewing or patching is acceptable

IV. Packaging:

Linen and uniforms are to be machine folded, neatly stacked, counted and wrapped in either shrink wrapping, plastic bags or tie wrapped. The linen should be packed in accordance with our standard packing procedures. Uniforms are to be packed by individual account, by size or individual employee, and either poly-wrapped by bundles or on hangers in plastic.

III. Methods and Procedures

I. Fabric Integrity:

FDR Services Corp. has formal “Linen Replacement” and “Torn & Stained” programs in force. All operators in the ironing, folding, patient clothing and uniform departments must inspect the linen to ensure that these items meet required standards. Every employee who comes in contact with our products is empowered to report and remove items not within our standards.

It is the responsibility of the production supervisors to relay any count discrepancies prior to delivery from soil and clean recap to the General Manager and Account Executive.

Any linen that does not conform in accordance with FDR standards is to be identified and placed in the "designated" area to be sent back for reprocessing. Customer Owned items will be filtered back and properly identified (stained, torn). Cases for rewash are measured and reported for corrective actions.

FDR Services also has a linen injection program, which provides for the regular "freshening" of the inventory. New linen is placed into service on a weekly basis per the Company's Linen Injection Policy, or requisition forms for uniforms. The frequent injection schedule improves the appearance of our products.

All linen placed into circulation is logged into the Injection Report. The Injection Report is reviewed by the General Manager and by senior management to verify that company standards are being maintained.

II. Sanitary Standards:

FDR Services uses computerized chemical injection systems and hot water systems to enable our washers to perform at their maximum efficiency. The computerized washing system is also customized to the type of item and soil content of the product. This system allows FDR to produce a consistent product, which exceeds industry standards.

It is the responsibility of the Washroom Supervisor, in concert with the service technician from the chemical supplier, to monitor the chemical injection system for proper water temperature and chemical mix.



FDR Services Corp. has a policy whereby an independent laboratory tests random samples of linen on a monthly basis. The laboratory produces a monthly report detailing the findings. The chemical reports are to be reviewed by the Plant Manager. Should the report indicate any deficiency, the General Manager is responsible for ensuring that corrective action is taken immediately. The lab reports are to be forwarded to each customer for their internal record keeping.

III. Appearance:

Each operator, packer, and supervisor in the Flat, Fluff, Patient Clothing, Uniform, and Distribution departments are responsible for observing if there is a lack of whiteness, brightness, texture, odor or overall packaging that does not meet FDR standards.

Should a piece of linen, or a pack of linen, not meet these criteria, the linen is to be taken out of circulation for re-wash and the supervisor and General Manager of the department are notified of the problem.

The department supervisor is to speak to the Washroom Supervisor to notify him of the problem. The washroom supervisor is to investigate the cause and develop a plan of action to eliminate the problem. The Washroom Supervisor is also instructed to notify the Plant Manager and the chemical supplier if the problem persists.

It is the responsibility of all the supervisors to constantly communicate with the General Manger. If there is a problem where linen is torn or stained, the General Manager is to be notified immediately.

IV. Packaging:

It is the responsibility of each receiver and packer to ensure that each pack of linen is folded properly, and adheres to FDR standards. Any linen that has wrinkles, stains, foreign matter or burn marks are to be taken out of circulation before packaging. The Packing Supervisor is responsible for reviewing the rejected linen, investigating the cause, and interacting with the other plant supervisors to create a plan of action.

Each piece of linen is to be packed in accordance with our company standard packing procedures. Each pack of linen is to be either plastic



shrink-wrapped or bagged in the preset quantities per our standard operating procedures.

All clean linen is to be weighed, and logged as a control to ensure that the items listed on the packing slip are being shipped. Each weigh-out person is to visually inspect the bin to ensure that the items listed on the packing slip are in the bin. Each weigh-out person is also responsible for determining if there are any discrepancies in the weight of the bin and the items being shipped.

Uniforms are packaged either on hangers in plastic bags or folded and in shrink-wrapped plastic. All clean uniforms are placed in account and numerical order. The uniform supervisor inspects all garments and crosschecks the clean counts with the soil pick-up counts. If there is a discrepancy, the General Manager is notified and the appropriate action is taken. When the counts match, a delivery ticket is processed.

IV. Confirmation Process

The key to the confirmation process is our sampling program. The sampling is to be carried out as per the following instructions:

- 1)** A Quality Control Circle will be formed consisting of a Coordinator and four members. The sales service office and production operators will have equal representation on the committee and the members will be rotated every six months. The Corporate Quality Control Group, along with each General Manager will select a Quality Control Manager to lead the committee. The Quality Control Manager will select the coordinator and committee members. (Individual Plants will have their own committee.)
- 2)** The committee will select random samples of finished packaged items twice per day. The committee will choose a variety of items in proportion to the volume being served.
- 3)** The committee will certify that the company finished product standards are being met.
- 4)** The committee will inspect the sampled items and will log their findings in the Quality Assurance Log. The Quality Control Survey is to be filled out on a daily basis and placed in the Quality Assurance log. A monthly report will be put together and submitted to the Corporate Quality Control Group for review.
- 5)** The committee together with the Corporate Quality Control Group, General Manager and Plant Manager will meet to review the results of the testing. The committee will plan and develop appropriate actions to remedy any shortcomings in the finished product being produced. The results of the testing and solutions will be forwarded to senior management for their review.