



FDR Services Corp.

Healthcare Laundry Specialists

REJECT LINEN PROGRAM

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I. Reject Linen Program Overview

Processed linen is inspected at every step of production, from just out of the washer, to folding and packing to ensure that each piece is free of defects and meets sanitary standards.

For unacceptable items that may inadvertently pass through, FDR Services Corp. has developed a Quality Assurance procedure, which will enable the customer to identify all reject linens being returned to FDR.

1. We will provide green mesh bags for each facility upon request.
2. On each mesh bag, there will be a poly cotton flag (4 x 6). A 3 1/4" x 1" label will be heat-sealed to this flag; this label will contain the name of the facility. (*Sample Label and Mesh Bag on following page*) These bags should be placed on the outside of each linen cart that are in each unit within the facility.
3. The mesh bags are closed by pinning the top of the mesh bag all across to prevent any articles from falling out. Please be careful and pin the mesh bags so that there are no open gaps at the top.
4. If the facility accumulates any reject linen, the bags should be given to the Account Manager, to be reviewed so that necessary corrections can be made to our processes to ensure the cause of the problem is corrected. The facility must complete the attached *Returned Goods* form and have the Account Manager sign the form. The facility should retain the customer copy of this form for their records. The signature copy should be given to the Account Manager and the Office Copy should be placed in the mesh bag with the reject linen.

It is the Account Managers responsibility to review with each plant's Quality Assurance Team any rejects and implement a corrective action plan. Once the review is done a credit will be issued to the facility for all linen returned as rejects.

II. Reject Linen Mesh Bag



III. Returned Goods Form

