



FDR Services Corp.

Healthcare Laundry Specialists

SERVICE PROCEDURES

Corporate Office:

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I. Service Manual Overview

The following outline demonstrates the service steps, which all account managers should follow during each and every visit to an existing account. The purpose of this material is for new accounts to have an understanding of the standards and philosophy of FDR Services Corp. This material also explains the appropriate documentation and forms to accompany your visits.

The information listed below is to be brought by the account managers on visits to each account. This information will assist our field representatives in focusing on the right issues that will better assist them in servicing the customer.

1. Soil factor reports for the most recent periods and comparatives figure for the account's average.
2. Current Account Receivable figures.
3. A summary of the last visits and any follow-up work that stems from them.
4. The most recent linen utilization reports.
5. A list of agreed upon usage goals and methods of achieving them.
6. The most recent packing slips (Patient Clothing Only).
7. The most recent Bar-Code Garment Tracking Delivery Reports (Uniform Only).
8. Conduct complete facility stock level survey two times yearly.

II. Service Checklist

Observe everything you can when you visit each account. Using the following checklist will help establish a standard approach to service.

1. Assess the condition/access of the linen storage rooms. This pertains to both soil and clean.
2. Properly identify yourself while at the account.
3. Count the bins in all areas and look for issues.
4. Check for posted Inventory Levels Sheets. Look for issues of miss use.
5. Prepare an inventory of the clean linen room(s).
6. Interact with the Linen Manager.
7. Visit 25% of the user areas for information
 - * Solicit user feedback of products and service.
 - * Observe product mix in use.
 - * Count the user storage levels.
8. Meet with Account Receivable and review the current aging to ensure the billing is being routed correctly within the facility.
9. Before leaving discuss your observations, feedback and follow-up plan and return date with Linen Room Manager, Housekeeping or Materials Management.
10. Close your visit back at the plant, by completing the Healthcare Service Report form for each account visit and meet with operational team to review.

III. Service Visit Procedures

1. Assess the condition/accessibility of the Linen Rooms.
2. All FDR representatives must identify themselves by wearing a name badge and checking in at the reception desk.
3. Count the used and unused bins in all areas in order to eliminate excessive bin quantities and shortages at each facility. Having the accurate number of bins at the facilities will increase cost efficiency and avoid possible disruptions to the plant production process. Each bin count is to be recorded on the Linen Inventory Sheet.
4. Check for a posted Inventory Levels Sheet. The posted levels for each item are to be used in the re-order process. These sheets must be reviewed and updated as usage changes are identified or par levels are revised in conjunction with cooperation from the Linen Room Manager, Housekeeping or Materials Management.
5. Prepare a count of the clean linen room and Emergency Reserve to ensure that the amount of on-hand linen be no less than a ½ day's usage and no more than a 1 par delivery. All inventory count sheets should be used to determine proper inventory levels and any needed adjustments.
6. Interact with the Linen Manager, Housekeeping, and Materials Management to ensure that the customers needs, expectations and concerns are being met. This information is to be recorded on the Healthcare Service Report along with any plans of action.



- 7.** Interaction with the Units/Departments to explain and promote FDR's services to the customer. Perform In-services to solicit feedback from the staff members and to make them more aware FDR's processes and procedures.
- 8.** Meet with the Account Payables contact to Request payment if needed, Schedule next payment pickup, Discuss changes to the balance.
- 9.** Review with the Linen Manager, Housekeeping and Materials Management any observations, feedback and plan of action. Provide them with copies of all forms and documents for them to keep on file at the facility.
- 10.** Closing of the visit takes place at the plant with a review of your findings, developing a follow-up strategy for the next visit and forwarding all documentation to the appropriate departments.



IV. Fax Order Form

The Fax Order Form is utilized by all of the customers to fax over their daily delivery requirements. A form is set up for each customer by the Account Managers. On this form the Account Managers will work with the customers to establish the Par Levels. Once established the form will be given to the customer to fill out and send in the day before their scheduled delivery.



FDR Services Corp.

FAX ORDER FORM

ACCOUNT: _____ ORDER DATE: _____
 PHONE #: _____ DELIVERY DATE: _____
 FAX #: _____ PO #: _____
 CONTACT: _____

FDR Paterson Fax # 973-977-9300
**Please Fax Delivery Requirements to the Plant by 10:00 AM the Day Before the Scheduled Delivery*


Delivery Days: Sunday Monday Tuesday Wednesday Thursday Friday Saturday

Item ID	Item Description	Par Level	Actual Inventory on Hand	Adjustments (+ or -)	Delivery Quantity
I0001	Sheets, Flat				
I0010	Sheets, Knitted Fitted				
I0030	Sheets, Draw				
I0020	Pillowcases				
I0101	Gown, Patient				
I0106	Gown, IV				
I0111	Gown, Magna				
I0201	Blanket, Thermal				
I0204	Blanket, Bath				
I0301	Towel, Bath				
I0311	Washcloth				
I0501	Towel, OR (Jade)				
I0419	Blanket, Baby				
I0424	Shirt, Baby				
I0429	Diaper, Baby				
I0615	Underpads				

Has Today's Exchange Cart Been Filled? YES NO
 Has Today's FDR Delivery Been Made? YES NO

V. Stock Level Survey

The Stock Level Survey is prepared for every customer bi-yearly. A physical inventory of the entire facility is performed and the below form is filled out by the Account Managers. The form is distributed to the customer and saved electronically in the customer file.



FDR Services Corp.
Stock Level Survey

Account: _____

Date: _____

PAR Level	Turns Linen Room	Turns Floor	Turns Hosp.	Item Description	Total Circulating Inventory	Linen Room Count	Clean Delivery Count	Soiled At Plant In Process	Soiled Pick-Up Count	Total User Area Count
				Sheet	0					0
				Knitted Sheet	0					0
				Pillowcase	0					0
				Draw Sheet	0					0
				Gown, Patient	0					0
				Gowns, IV	0					0
				Gowns, X-Ray	0					0
				Gown Obese Tie	0					0
				Gown Obese IV	0					0
				Gown other	0					0
				Robe	0					0
				PJ Pant	0					0
				PJ Top	0					0
				Blankets, Bath	0					0
				Blankets Thermal	0					0
				Towels, Bath	0					0
				Wash Cloth	0					0
				Bed Pad	0					0
				Baby Blanket	0					0
				Baby Shirt	0					0
				Pedi Gown	0					0
				Diaper	0					0
				Baby Pad	0					0
				OR Sheet	0					0
				OR Draw	0					0
				OR Towel	0					0
				OR Fitted	0					0
				Wrapper sm	0					0
				Wrapper med	0					0
				p Ig	0					0
				Circ	0					0
				Eye	0					0
				Mayo	0					0
				Lap	0					0

Notes: _____

