Ocean's Linen Hire Client Management

FAQ's

What makes us different from the competition?

Key success factors are



- Reaction time to issues resolution
- Award winning issues management process
- Quality of linen supply
- Operating throughout the year to meet your needs
- Eco friendly automated machines



What is the Issues Management Process?

Each and every concern a client raises is addressed objectively and resolved in a controlled environment. The Management Team is able to react quickly to issues. It is an award winning process which has been implemented for product and service launch.

- Raise issue on the Issues Management Tracker
- Root cause analysis & Plan resolution
- Verification & Validation of solution
- Application & Implementation
- Prevent Recurrence & Feedback to client

Sum of Issue ID 3.5 Issues Status 3 2.5 2.5 2.5 3 Closed Status Closed

Assurance of Continuous Service

We have 2 plants operating round the clock, supported by an experienced management team. Should there be any downtime we



are able to continue with supply so you can continue without any delay.

How do we manage our client laundry service issues?

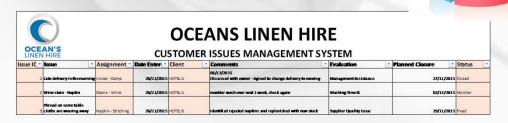
Close relationship with our clients, always ready to react to any issues arising. Using an award winning process which was developed for the automotive industry and recognised across several vehicle product launches.

How can I track usage?

The Linen Usage Dashboard will show how much linen is used. We can then provide the full year usage so you can see the trend and make objective decisions based on the usage e.g expansion projects

Will I get a client relationship manager?

Yes, there will be a dedicated person who will manage your laundry service and requirements. The Relationship Manager will track any issues via the issues management issues tracker.





Tel: 0121 777 4196 Mob: 07961 444 247 info@oceanslinenhire.co.uk