

Ocean's Linen Hire Client Management

FAQ's

What makes us different from the competition?

Key success factors are

- Keeping clients informed - Client Dashboard
- 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

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.

OCEAN'S LINEN HIRE CUSTOMER ISSUES MANAGEMENT SYSTEM								
Issue ID	Issue	Assignment	Date Entered	Client	Comments	Evaluation	Planned Closure	Status
1	Late delivery in the morning	Ironer - Damp	20/11/2015	HOTEL A	20/11/2015 discussed with owner - Agreed to change delivery to evening	Management Assistance	27/11/2015	Closed
2	Wine stain - Napkin	Stains - Wine	20/11/2015	HOTEL A	monitor wash over next 1 week, check again	Washing Time%	02/12/2015	Monitor
3	Thread on some table cloths are missing away	Napkin - stitching	20/11/2015	HOTEL B	identified rejected napkins and replenished with new stock	Supplier Quality Issue	29/11/2015	Fixed



**OCEAN'S
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Quality Linen Hire & Laundry Service For the Catering & Hospitality Industry