

A stylish and contemporary hotel chain with all hotels situated in prestigious city centre locations, Apex offer fabulous facilities with excellent service combined to ensure that you get the best whether your hotel stay is for business or leisure.



#### Lean Team

Tracy Lorimer

Head Housekeeper

Fiona McTavish

Guest Services Manager

Joe Clarke

Maintenance

Iwona Pietrzak

Room Attendant

Przemyslaw Szatkowski

Linen Room Supervisor

#### Lean Implementation Project

Their project looked at the way the hotel processes linen, as laundry is one of the hotels largest spends each month.

The team mapped out the end to end cycle involving the linen process demonstrating how each morning Fishers Linen Services deliver clean linen to the hotel and take away the dirty linen to be laundered.

Further analysis highlighted the following:

- The length of time spent moving the delivery of clean laundry into the hotel, checking this against the delivery note and then moving the laundry to the linen room. This resulted in a cost to the hotel of £4,500 per annum

- The cost of checking and restocking of attendant's pantries was calculated at £11,500 per annum
- During the process of delivering / collecting the linen, the delivery van constantly blocks the entrance/exit to the hotel car park resulting in many complaints from hotel customers

In total, the linen room spends nearly 121 hours per week dealing with clean laundry and separating, counting and packing the dirty laundry – **this equates to £41,868.84 per annum.**

Following the above analysis, the Lean Team proposed the following: make Fishers Linen Services responsible for the counting of the stock; change the delivery/collection times; move from bags of linen to cages of linen; use the empty cages each day for the dirty linen.

#### Benefits to Apex Hotels

- Less complaints from customers as the car park will no longer be blocked
- Linen will be delivered the day before, no excess stock to be held in the hotel, therefore quicker stock takes
- Time saved as less paperwork to deal with, and checking invoices will be quicker and easier
- No need to: move separate bags of linen; re-stock pantry levels; separate and count dirty linen
- Reduced lift usage
- Linen staff have more time for other jobs
- Happier staff and tidier trolleys

The team updated the process map to demonstrate how they had taken a complicated and timely process and reduced it to save of 5,728 man hours per annum.

"Apex Hotels will definitely look at other LMT projects we can undertake throughout the business... we were pleasantly surprised by how much we gained financially but more importantly how we can redistribute time saved to improve our quality standards and guest service experience."

Angela Newton, Regional Director