

A strong PM program requires close attention to:

- Selecting the right computerization (maintenance-management software)—a TRSA webinar topic
- Ensuring proper staffing
- Facilitating cooperation between maintenance and production staffs
- Readily accessing tools, parts and supplies

**JULY 2017**

**Identify inventory**

A webinar and session at the Healthcare Conference are the most recent examples of TRSA's dedication to information-sharing on this subject in professional development programs. These have met members' demand for the latest technical and economic developments in radio frequency identification (RFID) technology. While the programs haven't advocated that launderers place these chips in every item in their circulating inventory, or barcode-label everything,

there's been much encouragement of automated ID.

Webinar participants were challenged to assess the importance to them of precise data in the following functions to determine the extent to which RFID could benefit them:

- Query scan data for analysis
- Verify route loads 100%
- Assess workstation productivity
- Know available inventory
- Produce inventory aging report
- Input cost reporting
- Know scan history of all items

Especially through RF, but to some degree by barcoding inventory, TRSA programs have demonstrated that an operation yields these benefits from automated ID:

- Reduced merchandise cost
- Reduced productive labor
- Reduced or little or no additional labor for soil and clean counts

- Floor space recovery

**AUGUST 2017**

**Evaluate employee performance**

With the emergence of more digital tools and Internet-connected means to monitor and evaluate performance, TRSA has guided members in more effectively communicating with employees about their personal impacts on productivity. Annual performance reviews, as indicated in a recent webinar, are still vital.

Giving employees feedback on their progress toward meeting goals in real time has become commonplace, particularly in hanging garments and feeding linen. But it's just the start. Between long-term retrospective evaluations and on-the-spot assessments lie further opportunities to build staff awareness in achieving objectives. TRSA programs such as the Executive Management Institute and Production Management Institute have pointed the way to fulfilling such opportunities.



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