

The Clothesline

COMTEX

February 2016

Special Points of Interest:

- How It's Done
- Customer Survey
- Hamper Check
- Quality Control



LEAP YEAR

OUR MISSION:

TO PROVIDE THE HIGHEST QUALITY AND COST EFFECTIVE LAUNDRY AND LINEN SERVICE POSSIBLE TO HEALTHCARE FACILITIES IN OHIO.

WE OPERATE A THRIVING, DYNAMIC AND EFFICIENT LAUNDRY AND LINEN SUPPLY FACILITY.

WE:

- ARE A TEAM
- EXCEED OUR CUSTOMERS' EXPECTATIONS
- INSIST ON QUALITY
- VALUE AND RECOGNIZE OUR TEAM
- MEMBERS AND ALLIANCES
- PROVIDE A CLEAN, SAFE, AND SUPPORTIVE
- WORKPLACE
- ARE COMMITTED TO MINIMIZING OUR CARBON FOOTPRINT

How It's Done

The heat is on – Set to Dry

COMTEX is able to dry all the linen for its customers by means of 12 dryers - these dryers are programmed for specific dry times for each linen item. The dryers utilize computer programs controlled by the wash operator that indicate which textile items are being loaded. They are continually fed textiles via a shuttle that runs every minute the plant is open for operation.



COMTEX Shuttle and Dryers

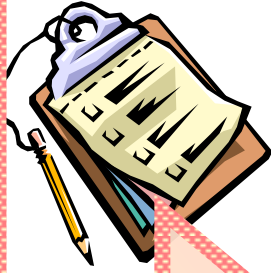
COMTEX

You're Invited

The next Customer/OR Committee Meeting is scheduled for February 5, 2016 at 12:00 at COMTEX. We welcome all of our customers to join us—that means you! Please give us a call or drop us an e-mail and we would be happy to give you directions to the office. We would love to see you for the meeting and give you a tour of the plant.

2025-05-05

Counts



Be on the lookout for the Customer Satisfaction Surveys coming soon.

We would appreciate your time completing the survey.

We do review every concern and comment sent in, so please let us know how we are doing.

Thanks in advance for your participation.



Linen Only Please

There has been an increase in the amount of waste items (trash and biohazardous materials) mixed in with the soiled linen.

Please remember to place only linen into the soiled linen receptacles. The increase in trash and biohazard material increases the safety risk to the employees as well as impacts productivity. We appreciate your assistance with this challenge – Thank You.

Quality Control

Quality Control Standards were developed by the customers - clinical staff, linen distribution - we listened to you all. If an item makes it to the floor and does not meet the standards it is considered "rejected linen" and should be turned in for credit. Discuss with your internal linen staff the procedures for rejected linen items.

This month's Quality Control Standard: **Incontinent Pad**

It is **acceptable** for incontinence pads to have three dime size stains and holes within one inch of the patient side border and light stains on the barrier side of the pad.

It is **unacceptable** for incontinence pads to have holes on the barrier of the pad or any foreign tape or textured items to be attached to the pad.



Incontinent Pad