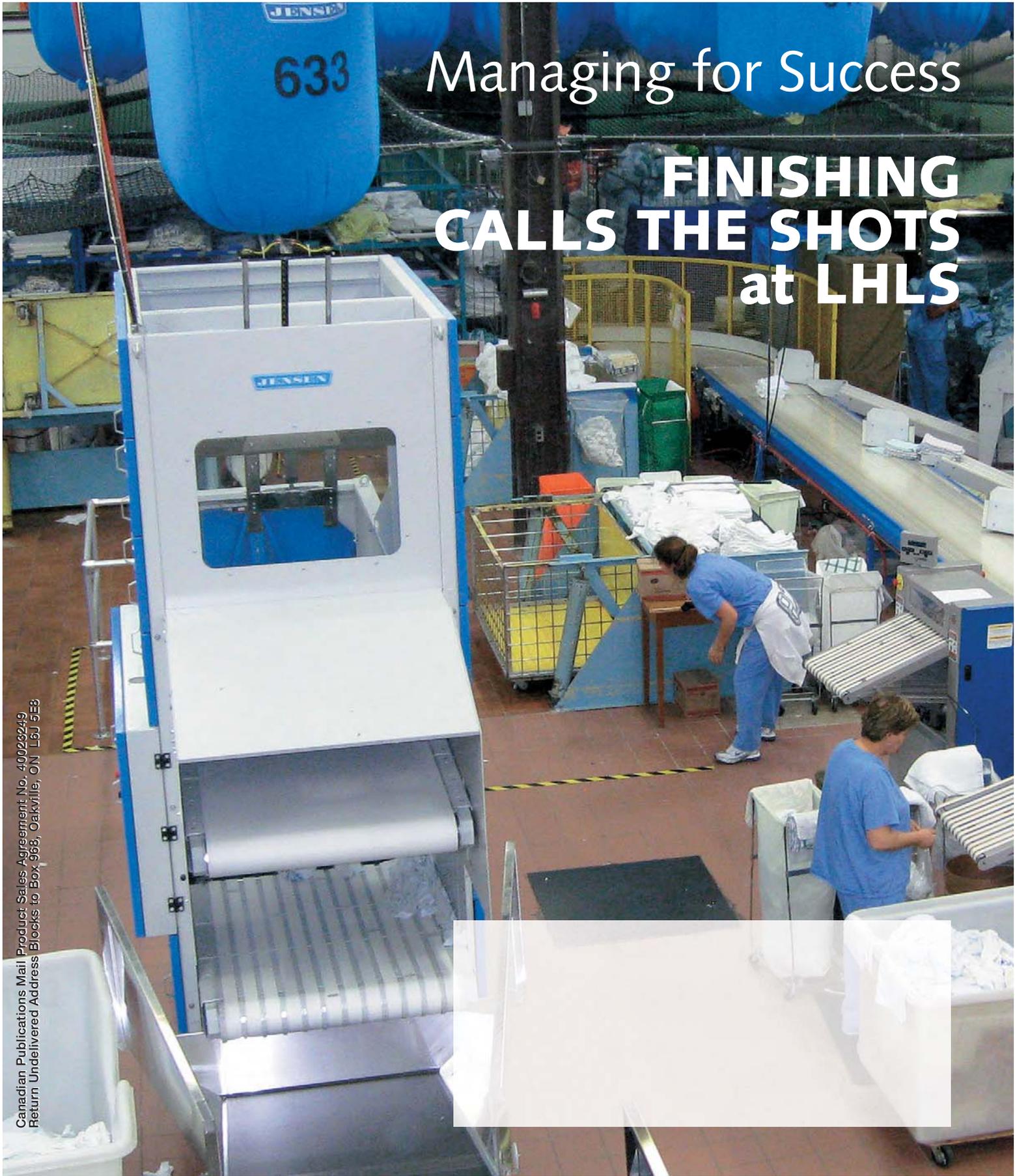


# FabricareCanada

MARCH/APRIL 2010 - VOL. 54, NO. 2

Managing for Success

## FINISHING CALLS THE SHOTS at LHLS





## *Finishing calls the shots at LHLS*

Above: Management team, left to right, George Brock, production manager; Jerry Van Hamme, maintenance manager; Brendan O'Neill, marketing, logistics manager; John Sealey, general manager; and Linda Aitken, HR manager. Missing is Norma Arthurs, customer service manager.

The management team at London Hospital Linen Service Inc. came up with a non-traditional way of looking at the flow of laundry production. They took their ideas to a team of Jensen engineers, headed by project manager Glenn Cantrell, with local representative Carlos Fernandes facilitating. After developing six versions of the idea, an innovative concept was put into motion: the finishing department would control the flow of goods through the laundry, instead of the washing department being in charge.

General manager John Sealey put it this way: "We can now give better customer service because the demands of the finishing area determine the order in which soiled work is processed through our three tunnel washers. That means the finishing department is no longer a bottleneck in production. Instead, it gets the linen it needs, when it needs it. And the customer is served successfully in our Just-In-Time delivery operation."

The immediate result of the new system was an increase in throughput of 17%, eliminating the need to finish linens that did not necessarily arrive in a timely and orderly way. Now when the flatwork ironer feeders need work, it is at their elbows. Similarly the small-piece folder operators do not have to go looking for product. No more moving of carts, and the workstations are more ergonomic and provide safer working conditions.

### **HOW WAS THIS ACCOMPLISHED?**

The first objective was to free up enough floor space to implement the total project. One more efficient ironer replaced two old ironers, providing the floor space for three Jensen 'pickers'. When summoned by software in the picker, a bag delivers linen into an open hopper. From there, the picker device selects one piece of linen at a time and places it on a conveyor belt, which then delivers it to a holding table at elbow height for the three ironer feeders.

## Cover story by Marcia Todd

As they remove the work, more is fed into the box; the conveyor is controlled by the actions of the feeders. This means there is never an intimidating amount of work on the table. When the operators take a break, the picker pauses until they resume removing linen for feeding.

According to production manager George Brock, this has turned the job of feeding

tion, from Saturday night until the Sunday morning shift started, for the most challenging parts of the installation to be completed.

In the previous system, the bags were lowered to 6 feet from the floor before being dumped into carts. Because the hopper opening of the picker unit is 6 feet high, the bags can now be opened at monorail height.

**Operators are in control and constantly have a comfortable presentation of the work.**

the ironer from a stressful and tiring job into one of the most desired workstations in the laundry. The operators are in control and constantly have a comfortable presentation of the work.

### **MORE SPACE GAINED**

One of the most difficult and time-consuming upgrades was installing a new Jensen/Futurail system, which provided 17 storage lines, replacing the existing 6 lines. This provided optimum space to store a variety of categories of work for instant availability to the finishers and folders.

The new monorail system required specialized engineering and was manufactured in the Jensen facility in Panama City, Fla. Before work started, scaffolding was placed under the entire ceiling area where the intricate work of fitting each rail section took place. All rail lengths and turns were pre-cut at the factory according to the finalized drawings, which greatly reduced the installation time. Very little cutting was required on-site.

The plant continued to operate its usual two shifts, totalling 100 hours per week. The old monorail system was still operating. The Jensen technicians had only a short period when the other monorail system was out of opera-

Another addition was an enormous conveyor belt, which travels in a constant circle, taking finished work to the linen storage area where the carts are made up for LHLS customers. If an operator is not able to process a stack of linen the first time it comes to the storage area, it just travels around the circle and comes back again.

Planning was the key to success. Following months of preparation, the entire project was carried out from July to September in 2009. It followed a very detailed schedule, prepared by the Jensen technical staff, covering all aspects of the job. John Sealey commented, "We believe in Jensen and have worked with them before. We have a comfort level with this company, which let us entrust this entire job to their engineers and technicians."



Chart showing Jensen's delivery and work schedule.

An automatic bag-maintenance system is incorporated into the design, which enables maintenance manager Jerry



1. Bag drops linen into hopper of picker.
2. Linen emerges from picker, a piece at a time.
3. Linen is delivered by conveyor to feeders.
4. Conveyor belt eliminates carrying finished work to storage area.

# Original No1, Sankosha



**LP-185U**  
Double Buck  
Shirt Press



**LP-370UV2**  
Quadruple  
Collar Cuff Press  
(Tension Type)



**LP-570U**  
Single Buck  
Shirt Press



**LP-690UV2**  
Single Collar  
Cuff Press  
(Tension Type)

## Sankosha – Do you think an imitation can beat the original?

In the dry cleaning industry, there are numerous companies imitating us that say they are the best. However, a copied machine is just that, a copy. Imitations can try to copy the appearance but they cannot replicate the machine's original quality of operation, high quality finishing, productivity and reliability. No other company guarantees better profit over the investment. This is what Sankosha can deliver to you and why we can be copied but never duplicated.

### Official Dealers:

**Calmek Equipment**  
6155 Trans-Canada Hwy  
St. Laurent Quebec H4T 1S3  
Canada

Contact: Alain Belanger/  
Claude Lambert  
Phone: 514-744-0078  
abelanger@coinamatic.com  
claudelambert@videotron.ca

**Sankocanada Equipment**  
7360 Halifax St. 402A  
Burnaby BC V5A1M4  
Canada

Contact: Joseph Hwang  
Phone: 604-916-2785  
sankocanada@hotmail.com

**Five Star Ltd.**  
21 4307 130th Ave. SE  
Calgary AB T2Z 3V8  
Canada

Contact: James Kim  
Phone: 403-978-8921  
fivestartjameskim@gmail.com

*Lasting Impressions.*

Sankosha machine sales by nation wide dealers

[www.sankosha-inc.com](http://www.sankosha-inc.com)



**sankosha**  
PRESS AND PROGRESS

Van Hamme to ensure all bags are operating at optimum performance. Parameters have been set that time the bags' travel from point to point. If travel time is longer than the parameter, it is an indication the trolleys require lubrication. When the discrepancy is noted, the bag is automatically sent to the maintenance storage line.

Soon an automatic rail cleaner, the first-ever in Canada, will arrive for testing. This unit will be installed on the rail and will replace the current manual cleaning done by maintenance staff.

Human Resources manager Linda Aitken and Occupational Safety specialist Susan Sunday were in charge of employee safety during the installation. Parts of the plant became hardhat areas, and it was their responsibility to see that all employees were trained in safe practices.

### ABOUT LONDON HOSPITAL LINEN SERVICES INC.

A seven-man board of directors, headed by president Manning MacRae, governs this not-for-profit organization. John Sealey, general manager, and his team provide their hospital and nursing home customers with services including computer links for ordering linen, instrument rescue and return, education programs, linen fairs, and a Canadian Sterile Repack program, which includes autoclaving of 1,500 OR packs per week.

There are 250 people in the organization, including full- and part-time. They produce more than 30 million pounds of laundry a year. A major program (Eco-Care) is ongoing, to control emissions and reduce energy. With an energy reduction of 31% since 2000, staff continues to work to reduce energy and the plant's carbon footprint. The 2009 Environmental Leadership Award, presented by the London Chamber of Commerce, recognized the company's success to date. ■



Scaffolding covered much of the plant during renovations.