

BEST PLANTS OF THE YEAR AWARD APPLICATION

OVERVIEW

The TRSA Best Plants of the Year Award honors linen, uniform and facility services laundry operators for taking advantage of local resources to meet global challenges and deploy industrywide best practices. Through statistical results and brief descriptions attesting to breakthroughs in operating performance and customer satisfaction, winners' applications for the award demonstrate how these laundries' leaders and teams seized challenges to become more competitive.

The award application calls for evidence of robust:

- Customer-focused activity
- Employment practices
- Environmental stewardship
- Flexibility
- Inventory management
- Maintenance
- Performance indicators
- Quality achievements
- Safety precautions
- Supply chain relationships
- Technology adoption

Winners' facilities' staffs, managers and employees view excellence as an everyday occurrence, alive and functioning (as opposed to a goal) often due to:

- Employee involvement and empowerment programs that drive continuous process improvement and superior customer relationships
- Appropriate use of technology, as required by changing business needs
- Agile systems and practices that respond quickly to shifting customer needs and other market conditions
- Shortened production time, productivity improvements or inventory reductions

All questions must be answered. Unless otherwise indicated, provide current values, not averages for past time period. All information provided is confidential.

BEST PLANTS OF THE YEAR AWARD APPLICATION

NOMINEE INFORMATION

1. COMPANY / PLANT NAME		
2. ADDRESS	3. CITY	4. STATE
5. PROVINCE / TERRITORY / COUNTRY	6. ZIP	
7. PHONE		
8. CUSTOMER MARKETS SERVED (SELECT ALL THAT APPLY)		
<input type="checkbox"/> F&B (restaurants, other food service) <input type="checkbox"/> Hospitality (hotels)		
<input type="checkbox"/> Healthcare (hospitals, outpatient) <input type="checkbox"/> Industrial (all other)		
9. YEAR OPENED		
10. MOST RECENT MAJOR RENOVATION (DESCRIBE, INCLUDE YEAR OF WORK)		
11. TOTAL FLOOR SPACE (SQUARE FEET)	12. NUMBER OF FULL-TIME EMPLOYEES / EQUIVALENT	13. POUNDS OF LAUNDRY PRODUCED DAILY
14. NUMBER OF ROUTES SERVED (INCLUDE ROUTES TO DEPOTS AND ROUTES SERVED FROM DEPOTS)		

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MANAGEMENT PRACTICES

15. WHAT IS MANAGEMENT'S NO. 1 INDICATOR OF PLANT PERFORMANCE?		
16. HOW IS THIS INDICATOR CALCULATED?		
17. AMOUNT / VALUE OF INDICATOR IN PAST YEAR	18. PERCENT INCREASE IN THIS AMOUNT / VALUE IN PAST 3 YEARS	19. PERCENT DECREASE IN THIS AMOUNT / VALUE IN PAST 3 YEARS

QUALITY ACHIEVEMENTS

20. CERTIFICATIONS EARNED (CHECK ALL THAT APPLY)	
<input type="checkbox"/> Healthcare Laundry Accreditation Council <input type="checkbox"/> Hygienically Clean Food Safety <input type="checkbox"/> Hygienically Clean Food Service <input type="checkbox"/> Hygienically Clean Healthcare <input type="checkbox"/> Hygienically Clean Hospitality	<input type="checkbox"/> ISO <input type="checkbox"/> OSHA Voluntary Protection Program <input type="checkbox"/> Six Sigma <input type="checkbox"/> Other <input type="checkbox"/> N/A
IF ISO WAS SELECTED, PLEASE INDICATE ISO STANDARD NUMBER	IF OTHER WAS SELECTED, PLEASE EXPLAIN

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EMPLOYMENT PRACTICES

21. PAST YEAR, ANNUAL LABOR TURNOVER (ALL VOLUNTARY / INVOLUNTARY SEPARATION) (LIST IN PERCENT)	
22. PAST YEAR, PER PRODUCTION EMPLOYEE, CLASSROOM / ONLINE TRAINING (AVERAGE HOURS)	23. PAST YEAR, PER PRODUCTION EMPLOYEE, ON-THE-JOB TRAINING (AVERAGE HOURS)
24. AVERAGE WAGE, PRODUCTION EMPLOYEES (NOT INCLUDING OVERTIME) (DOLLARS PER HOUR)	25. AVERAGE WAGE OF EQUIVALENT PRODUCTION EMPLOYEES IN ALL INDUSTRIES IN REGION (NOT INCLUDING OVERTIME) (DOLLARS PER HOUR)

SAFETY

26. MOST RECENT FULL CALENDAR YEAR, TOTAL REPORTED INCIDENT RATE (TRIR) (LIST IN PERCENT)	
27. PERCENT INCREASE IN PAST 3 YEARS, TRIR	28. PERCENT DECREASE IN PAST 3 YEARS, TRIR
29. MOST RECENT FULL CALENDAR YEAR, DAYS AWAY FROM WORK, JOB RESTRICTION OR TRANSFER (DART) (LIST IN PERCENT)	
30. PERCENT INCREASE IN PAST 3 YEARS, DART	31. PERCENT DECREASE IN PAST 3 YEARS, DART

CUSTOMER FOCUS

32. DESCRIPTION OF FORMAL CUSTOMER SATISFACTION PROGRAM

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SUPPLY CHAIN LOGISTICS

33. RELATIONSHIP WITH SUPPLIERS (SELECT ONLY ONE)

- | | |
|--|---|
| <input type="checkbox"/> Focused on price | <input type="checkbox"/> Focused on quality |
| <input type="checkbox"/> Focused on total cost | <input type="checkbox"/> Other |
| <input type="checkbox"/> Focused on delivery | <input type="checkbox"/> N/A |
| <input type="checkbox"/> Focused on capabilities | |

IF YOU SELECTED OTHER, PLEASE EXPLAIN

TECHNOLOGY

34. PAST 3 YEARS, LARGEST INVESTMENT IN INFORMATION TECHNOLOGY (TYPE AND COST)

35. PAST 3 YEARS, LARGEST INVESTMENT IN PRODUCTION EQUIPMENT (TYPE AND COST)

36. DESCRIBE HOW INVESTMENT(S) HAVE IMPROVED COMPETITIVENESS

FLEXIBILITY

37. INCREASE CHANGE, PAST 3 YEARS, PER WEEK, CHANGE IN POUNDS (LIST IN PERCENT)

38. DECREASE CHANGE, PAST 3 YEARS, PER WEEK, CHANGE IN POUNDS (LIST IN PERCENT)

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MAINTENANCE

39. PERCENT OF ALL MAINTENANCE HOURS, PAST YEAR, REACTIVE (NOT PREDICTIVE / PREVENTIVE)

INVENTORY MANAGEMENT

40. NUMBER OF SKUS CURRENTLY AVAILABLE TO CUSTOMERS

41. INCREASE CHANGE, PAST 3 YEARS, SKUS AVAILABLE TO CUSTOMERS (LIST IN PERCENT)

42. DECREASE CHANGE, PAST 3 YEARS, SKUS AVAILABLE TO CUSTOMERS (LIST IN PERCENT)

43. NUMBER OF PIECES, NEW TEXTILE ITEMS IN STORAGE / STOCKROOM (ALL SKUS COMBINED)

44. INCREASE CHANGE IN PIECES, PAST 3 YEARS, NEW TEXTILE ITEMS IN STORAGE / STOCKROOM (ALL SKUS COMBINED)

45. DECREASE CHANGE IN PIECES, PAST 3 YEARS, NEW TEXTILE ITEMS IN STORAGE / STOCKROOM (ALL SKUS COMBINED)

46. WHY DID THIS CHANGE OCCUR?

ENVIRONMENTAL STEWARDSHIP

47. GALLONS USED, PER LAUNDRY POUND, WATER (NOT INCLUDING RECYCLED / REUSED)

48. BTUS USED, PER LAUNDRY POUND, ENERGY (ELECTRICITY, FUEL)

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RESULTS

49. POUNDS PRODUCED, PER OPERATOR HOUR (PPOH, PLANT-WIDE)	
50. INCREASE CHANGE, PAST 3 YEARS, PPOH (LIST IN PERCENT)	51. DECREASE CHANGE, PAST 3 YEARS, PPOH (LIST IN PERCENT)
52. WHY DID THIS CHANGE OCCUR?	
53. INCREASE CHANGE, PAST YEAR, PLANT REVENUE (LIST IN PERCENT)	54. DECREASE CHANGE, PAST YEAR, PLANT REVENUE (LIST IN PERCENT)
55. CUSTOMER RETENTION (LIST IN PERCENT)	56. PLANT CURRENTLY PROFITABLE (SELECT ONE) <input type="checkbox"/> Yes <input type="checkbox"/> No

NOMINATOR INFORMATION

57. NAME		58. COMPANY	
59. ADDRESS	60. CITY		61. STATE
62. PROVINCE / TERRITORY / COUNTRY		63. ZIP	
64. PHONE		65. EMAIL	