

ATTACHMENT 6

Verification Questionnaire

Data Respondent:

Name :

Gender : M / F

Instructions:

Fill in according to your answer by marking (√) in the available column.

Explanation:

For answers in your assessment column, about how solutions to waste problems that occur in the laundry service provide answers:

SD : Strongly Disagree

D : Disagree

NAD : Neither Agree or Disagree

A : Agree

SA : Strongly Agree

| Waste | Lean Methodologies | No | Solution | Score | | | | |
|---------------------------------|--------------------|----|---|--------|---|---------|---|--------|
| | | | | S D | D | NA D | A | S A |
| Overproduction and Over Quality | SVSM | 1 | Add new procedure to separate the laundry not just based on the type and color of the laundry but also based on the type of service that customer choose. | | | | | |

| Waste | Lean Methodologies | No | Solution | Score | | | | |
|--|--------------------|----|---|--------|---|---------|---|--------|
| | | | | S D | D | NA D | A | S A |
| | | 2 | Branch the duplication procedures to optimize the use of resources and tools that the laundry already has without adding new tools or resources in the system | | | | | |
| Delay, Unneeded Transport or Movement, Excessive Variation or Lack of Standardization, and Failure Demand or Lack of Customers Focus | 5S | 1 | Implementing Tagging for customers laundry and object or equipment that are not working or used. | | | | | |
| | | 2 | All work areas, cabinet, shelves, inventory and machines were organized and labelled for contents. | | | | | |
| | | 3 | All work areas, cabinet, shelves, inventory, machines were cleaned and a daily cleaning task should be assigned for every employees | | | | | |

| Waste | Lean Methodologies | No | Solution | Score | | | | |
|-------|--------------------|----|---|--------|---|---------|---|--------|
| | | | | S D | D | NA D | A | S A |
| | | 4 | Make a simple SOP and any information related to the laundry process that can be followed by all employee through the service process and make simple daily checklist for the employee that contains information about who is responsible about certain job that concerned. | | | | | |
| | | 5 | Employees education about the benefit from implementation of lean or in this case 5S and empower them to make improvement. | | | | | |
| | | 6 | Making a reward process for well-performing employees and penalties for employees who work poorly or break a rule | | | | | |
| | | 7 | Making survey about | | | | | |

| Waste | Lean Methodologies | No | Solution | Score | | | | |
|--|-------------------------|----|--|--------|---|---------|---|--------|
| | | | | S D | D | NA D | A | S A |
| | | | customer feedback for further improvement | | | | | |
| Underutilized Resources and Manager's Resistance to Change | Dojo and Quality Circle | 1 | Make a group of employee who meet one a week at a regularly scheduled time | | | | | |