**Reply form Textile Service companies**

**CINET Global PTC Best Practice Awards Program 2020**

For professional textile care operations modern services, quality, innovation, hygiene and sustainability are the key issues to meet customer demands. By stimulating the best practice approach CINET contributes to a safe and sustainable textile care sector to offer THE BEST SOLUTION AVAILABLE. Changing customer demand asks for new services and marketing concepts. Quality, sustainability and ease of use are important aspects to meet these changing demands. The Global Best Practice Awards Program stimulates the implementation of Best Practice measures, service aspects, marketing and professional quality. It will provide a benchmark and platform for the new state of the art in textile care. The deadline for the reply form is **March 1st 2020.**.

The award will be presented during the first day of Texcare International Frankfurt (Germany), June 20th 2020. All nominees will be invited and will be special guests of CINET on this event.

**Questionnaire**

**General company information**

|  |  |
| --- | --- |
| Name company |  |
| Contact person |  |
| Address |  |
| Country |  |
| Phone number |  |
| E-mail |  |
| Website |  |
| Nominated by (optional) |  |
| Company type | Industrial laundry / OPL |
| Signature |  |

**Market area**

|  |  |
| --- | --- |
| Market area | Mark when applicable: |
| Industry / trade |  |
| Hospitality |  |
| Health care hospitals |  |
| Health care institutions |  |
| Other |  |

**Customer target group(s)**

|  |
| --- |
| Can you describe the customer segments that you service? |

**Production and products**

|  |  |
| --- | --- |
| Production | Kg/year |
| Main products & services |  |

**Machines**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | Machine | Mark when applicable: | how many: | Year build/Generation: |
| The company uses the following machines: | CBW |  |  |  |
| 200+ kg wash extractor |  |  |  |
| 150-200 kg wash extractor |  |  |  |
| 100-150 kg wash extractor |  |  |  |
| 100-150 kg wash extractor |  |  |  |
| 50-100 kg wash extractor |  |  |  |
| 0-50 kg wash extractor |  |  |  |
| Other: |  |  |  |  |

**NOTE! To get a better understanding please provide a copy of the list of your machines and a factory lay-out if at all possible**

**Remarks:**

1. **Quality**

Skills and knowledge are important to maintain professional cleaning and service quality according to customer expectations. Training & education and labour policy are the basics of quality. Certification, if available can enhance the quality approval of a professional textile cleaning company.

**Staff policy**

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| --- |
| Can you describe the labour policy and size? |

**Quality control**

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| How is the quality controlled and guaranteed in the company? What are your KPI’s to monitor quality? |

## Sustainability

Implementation of best practices is the key for a safe & sustainable laundry operation. Using modern equipment, operation, optimal working methodologies enhances safe and sustainable professional textile cleaning.

**Equipment and installation:** energy consumption can be reduced by using proper equipment, isolation, optimal gas or steam heating, maintenance, etc.

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| **Equipment:** how do you optimize energy efficiency? How much have you improved over the last years? (Measurable KPI’s are preferred) |

**Operation:** Optimal machine operation like washing temperature, steam pressure, proper chemicals, drying times, loading, etc. can improve the efficiency and reduce consumption of energy.

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| **Operation:** What are the operational best practices applied? What (measurable) results did it bring you? |

**Good housekeeping:** shut down equipment, sensor LED lighting, proper storage, proper maintenance, etc. These applied practices do not require large investments but only good practices.

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| **Good Housekeeping:** What are the good housekeeping practices applied? What (measurable) results did it bring you? |

**Recovery and Recycling:** Recovery and recycling of textiles, waste water, etc.

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| **Recovery and Recycling:** How is the recovery or recycling of waste water, heat, textiles, etc. organized? Can you describe this in measurable results? E.g. % of energy/water recycled or % of recycled textiles  Explanation: |

**Logistics:** Transportation is an important factor in optimal textile services. How is are the vehicles and logistics optimized?

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| **Logistics:** How is logistics internally and externally (transport) optimized? What does your distribution model look like? Do you measure and calculate the most efficient routes? What KPI’s are used and can you describe some results?  Explanation: |

1. **Business model & Service concept**

Meeting the customers’ demands is important, and the demands are changing nowadays. A clear business model for textile service companies is required to distinguish. The right services, contributing to the added value for customers in the specific market segment and fitting the business model is therefore important. Marketing is required to communicate the added value and service proposition of textile service.

**Services provided / Value proposition**

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| --- |
| What is the service concept? Why are customers choosing your service and not the service of a competitor? What benefits do you offer the customer? |

**Business model**

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| --- |
| Can you describe your key activities? What do you do to provide your service to the customer? |

|  |
| --- |
| Can you describe your key resources? E.g. human resources, infrastructure, machinery, IT, know-how, etc. |

|  |
| --- |
| Please describe your key (strategic) partners for your business model |

|  |
| --- |
| What does your cost structure look like? Please feel free to use below graphic. |

|  |
| --- |
| How is the business model generating income? Please describe your revenue model; e.g. rental model per piece/kg, one-time transactions, etc. NOTE! It is not necessary to provide sensitive information |

**Marketing and promotions**

|  |
| --- |
| How do you promote your professional textile service business? Which channels do you use to reach the customer? How effective are these channels? (Do you have KPI information?) |

|  |
| --- |
| What kind of customer relationship do you aim for? What can you say about your brand? |

1. **Innovation**

The world is changing, so innovations are important to cope with changing customers’ demands, legislation, and environmental requirements.

**Innovation**

|  |
| --- |
| What are the innovations of your textile service company? Can you describe measurable results from your most successful innovations? (this can be technical or market development innovations) |

1. **Key-note**

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| In what way does your company stand out in other ways mentioned in the questions above? |
| Why should your company win the award? |

**Pictures and photos**

Please provide pictures and photos of the working area’s (sorting, washing, drying, finishing, folding, logistics, etc.) of the textile service company. Pictures, animations, brochures, videos, etc. to explain and clarify the answers are welcomed. Any pictures that justify the award will be taken into account.

Please, send high resolution videos, photos and images (aim for 1 mb minimum / 300 dpi), as a separate file, NOT in this word document. You can also use [www.wetransfer.com](http://www.wetransfer.com) to send photo/video

NOTE! The information and visuals send to CINET will be used for publications in the new World of PTC Book volume 7 as well as digital channels and educational purposes. In case you have shared confidential or copyrighted information please do indicate so and the info shall not be used in publications, merely shown to the international jury (which all have signed NDA’s).

**Finance**

Participation in this awards program is free of charge for laundries. Finalists will get reimbursed for their trip upon a further arrangement with the CINET secretariat. Reimbursements will only be given if the finalist attends the meet & greet (one day prior to the event) as well as the pitch presentations during the event.

**CINET**

CINET, the international committee of Professional Textile Care is the global umbrella association offering national associations, franchise companies, international suppliers and research institutes a global platform. CINET participates and coordinates in international research projects and organizes conferences and workshops to stimulate the exchange of information to accelerate innovation. CINET represents over 90 organizations, 300 liaisons and a global network of over 3000 industry experts.

**Reply**

The reply form can be sent to the CINET secretariat before **March 1st 2020.**

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