

2009

Textile Rental and Laundry Association Australia



Mission & Objects

TRLAA

Mission

Operating Principles

Critical Success Factors

The Way Forward

Laundry services play a vital part in our community life – a newborn baby’s bunny rug, the theatre drapes used in day surgery, the blankets in an aged care home keeping a loved one warm, the elegant table linen at a friend’s wedding, the five star linen used in the lavish hotel where we plan to have a weekend and the uniforms, mats and other textiles we use at work.

The Australian Textile Rental and Laundry Industry provides the daily textile and laundry service needs of the healthcare, hospitality, mining and manufacturing industries. We are critical to their success.

TRLAA

The Textile Care & Rental Association (Australia) Limited was incorporated as a company on the 21st November, 1979.

On the 22nd December, 1982 the company’s name was changed to the Textile Rental and Laundry Association (Australia) Limited.

On Tuesday April 28th, 2009 a new TRLAA executive was elected. At the Board Meeting on that day the following national issues were voted on (prioritised) by each of the directors present at the meeting. Accordingly, the national priorities (No.1 – highest) are as follows:

1. Reduce environmental impact
2. Facilitate continuous improvement
3. Marketing the Australian Laundry Industry
4. Communicate to all stakeholders
5. Address human resource issues
6. Review laundry standards
7. Advance a national training platform
8. Identify R&D to assist the industry.

These priorities will be continuously refined as we seek input from the industry. As the newly elected president I submit the following to you as the way forward to tackle the above national issues and advance the Australian Laundry Industry.

Mission

To advance and promote the Australian Laundry Industry

Operating Principles

Collaboration

To work in together towards common goals

- ❖ To coordinate and support the activities of the State Organisations of the TRLAA
- ❖ To work together on national programs and projects for the common good of all States
- ❖ To establish national working groups, sub-committees and the like to progress various projects and programs
- ❖ To establish and maintain closer relationships between the members of the TRLAA
- ❖ To collaborate with organisations, companies, government departments, researchers, universities and associations to advance projects that cannot be advanced effectively by doing the work ourselves
- ❖ To strategically partner with organisations that will advance and promote the interests of the Australian Laundry Industry
- ❖ To form alliances and strategic working groups with industry stakeholders and organisations such as the healthcare and hospitality industry leaders to examine ways to collaborate for the collective good of our industries
- ❖ To provide a board of review for matters that arise that affect more than one State Organisation
- ❖ To consider, originate and support improvements to laws which seem directly or indirectly conducive to any of the objects and purposes of the TRLAA
- ❖ To enter into any arrangements with any government or other authority which may seem conducive to the interests of members of the TRLAA
- ❖ To engage the services of organisations, companies, internationally-recognised experts and professionals to add value to our members and industry
- ❖ To establish sponsorship and partnerships arrangements with companies and organisations that will add value to our members
- ❖ To promote good will and cooperation with Allied traders and all Australian Laundry Industry stakeholders for the purpose of improving the standard of laundry products and services

Continuous Improvement

To continuously improve the Laundry Supply-Chain common to all Australian Textile Rental and Laundry businesses

Commitment to Improve

- ❖ To constantly identify the national programs and projects that will advance and promote the Australian Laundry Industry for the future

Modern Supply Chain

- ❖ To modernise and continuously improve the Laundry supply chain; Activities such as sorting, washing, production, finishing, despatch, logistic and customer servicing
- ❖ To adopt modern principles of process improvement and management

Environment

- ❖ To use the earth's resources by minimising our impact on the environment. The Australian Laundry Industry will ensure that we will reduce the size of our carbon footprint by reducing the consumption of fuel, water, chemicals, energy per unit in our laundries.
- ❖ To recycle consumable products where practical and aim to reduce the level of waste production where possible

Recognition and Awards

- ❖ To formally recognise individuals and organisations that help advance and promote the Australian Laundry Industry
- ❖ To use process improvement methodology, benchmarking, research projects, information exchange , recognition programs and the like to advance industry standards
- ❖ To support, recognise and develop the future leadership within our industry

Innovation

- ❖ To promote and reward good ideas, free thinking, innovation and radical solutions to our current challenges
- ❖ To promote product, process and organisational innovation in Australian Laundries

Research and Development

- ❖ To identify and seek government or industry funding for research projects that will advance the interests of the Australian Textile Rental and Laundry Industry
- ❖ To keep abreast of new technologies and their application to our industry

Good Laundry Practices

- ❖ To develop a national training platform that will significantly enhance the skills of our employees
- ❖ To establish, review and recognise good laundry practices for Australian Laundries
- ❖ To develop good human resource policy and practice in Australian laundries that address issues such as safety, awards, pay scales, turnover, absenteeism, training, workers compensation, redundancy etc.
- ❖ To improve the quality standards of laundry practice and service
- ❖ To provide national accreditation programs for laundries to recognised good laundry practice standards
- ❖ To assist in the benchmarking of KPI and production cost efficiencies

Communication

To effectively communicate information

- ❖ To establish meetings that provide exchange of ideas and information that will advance and promote our industry
- ❖ To pass on advances
- ❖ To routinely promote the image of the Australian Textile Rental and Laundry Industry and its activities through the appropriate media channels
- ❖ To routinely inform members of the activities of the TRLAA through newsletters and information sheets
- ❖ To seek feedback from all laundries on the best way the TRLAA can advance and promote itself
- ❖ To prepare technical papers and circulars for our members and the Australian Textile Rental and Laundry Industry
- ❖ To lobby government for grants and subsidies wherever applicable
- ❖ To promote the employment opportunities and skills development programs of the Australian Laundry Industry wherever possible
- ❖ To develop trademarks and brands that promote good laundry practice

Customer-Focussed

To constantly seek out our customer's perspective on products and services

- ❖ To identify the customers of the Australian Textile Rental and Laundry Industry
- ❖ To motivate all suppliers in the laundry supply chain to identify who their customers are and seek their customer's feedback about their supply
- ❖ To identify the future needs of the customers of the Australian Textile Rental and Laundry Industry
- ❖ To formally recognise good suppliers in our supply chain through awards
- ❖ To routinely seek out the customer's view regarding the standards of the products and services supplied by the Laundry Industry to the healthcare and hospitality industry sectors to identify the opportunities for improvement
- ❖ To maintain quality standards that satisfy the daily requirements of our customers

Community

To be a good corporate citizen

- ❖ To build a good corporate image through positive promotion and by helping out good causes and charities in our local communities, e.g. blankets for the homeless
- ❖ To establish good hygiene standards in all Australian laundries
- ❖ To prevent the spread of human infections through good laundry practices being adopted in Australian Laundries
- ❖ To offer employment to the local community

- ❖ To develop innovative ways to promote the Australian Textile Rental and Laundry Industry to schools, education centres, associated industries, government and our local communities
- ❖ To promote laundry practices that provide a safe working environment for our employees, contractors, customers and the community
- ❖ To promote laundry practices that are environmentally friendly

Critical Success Factors

The following is a summary of the above operating principles and highlights the factors that are critical to our success

- ❖ To collaborate with TRLAA state bodies and external organisations on national projects and programs
- ❖ To engage the contribution of talented members of our industry to be part of working groups and committees that will advance our industry
- ❖ To embrace communication technologies such as teleconferences to improve communication between the state organisations
- ❖ To encourage and reward good ideas that advance our industry
- ❖ To formally recognise good work
- ❖ To look at what we do through our customer's eyes'
- ❖ To relentlessly improve our industry
- ❖ To communicate directly with laundries through newsletters and information sheets and seek their input
- ❖ To engage the full support of industry suppliers, stakeholders and customers to achieve our mission
- ❖ To regularly promote our industry to our local communities through the media