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# 5S Best Practices in Environment Service and Linen Departments

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## 1. Introduction

5S is a **workplace organisation** method pioneered by **Toyota** and ubiquitously adopted in KTPH.

The **5S**

Sort,  
Set in Order,  
Shine,  
Standardise &  
Sustain

Staff attend the “**5S in Practice**” course early on to learn to apply the principles to **increase productivity** and **eliminate waste**.

## 2. Methodology

Applying some of the principles in the housekeeping and linen areas, we were able to create a more organised environment which eases work and reduces errors.

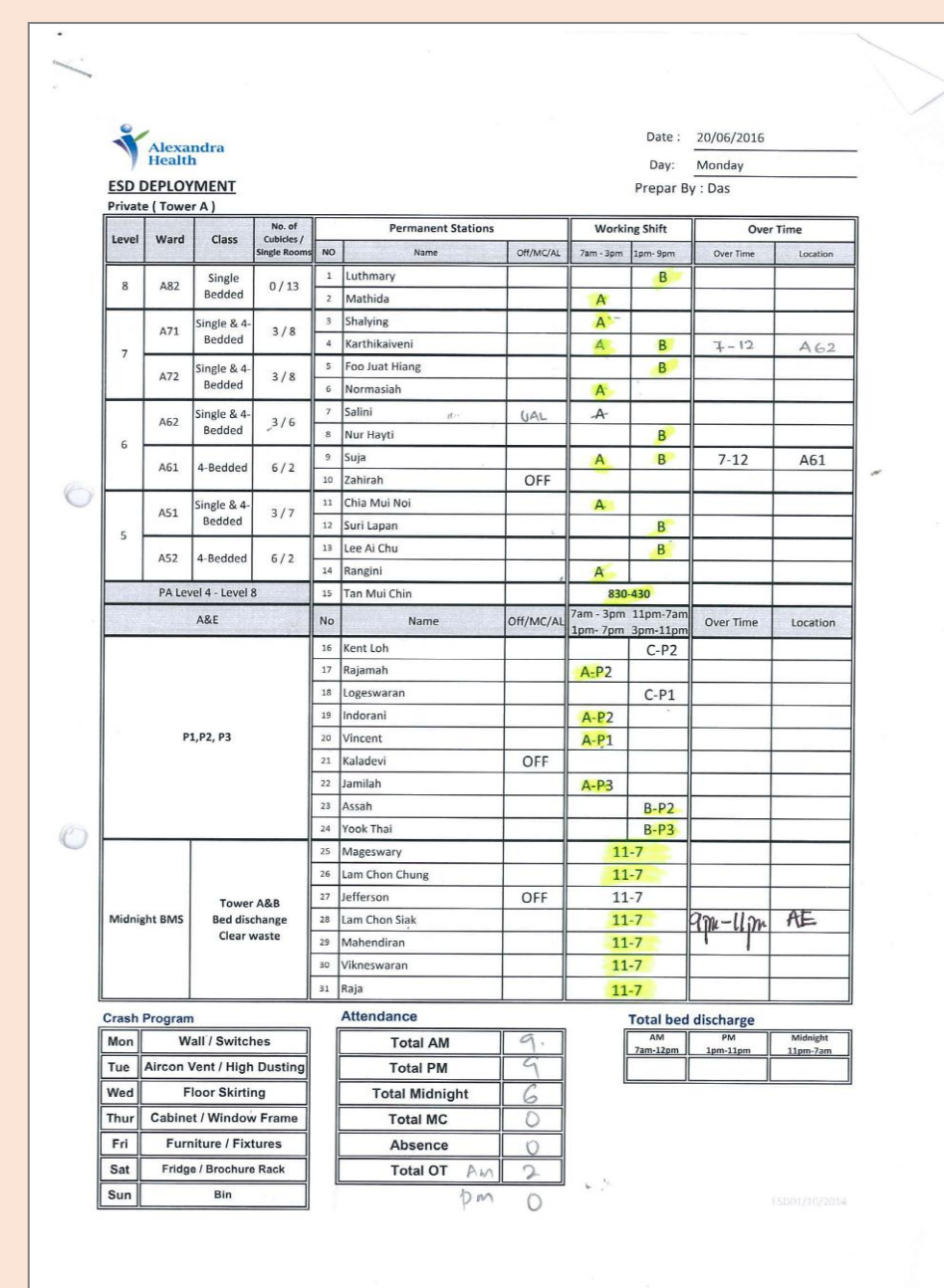
### Set in Order

The linen trollies were organised using a poster which describes the different types and quantities of linen contained within.



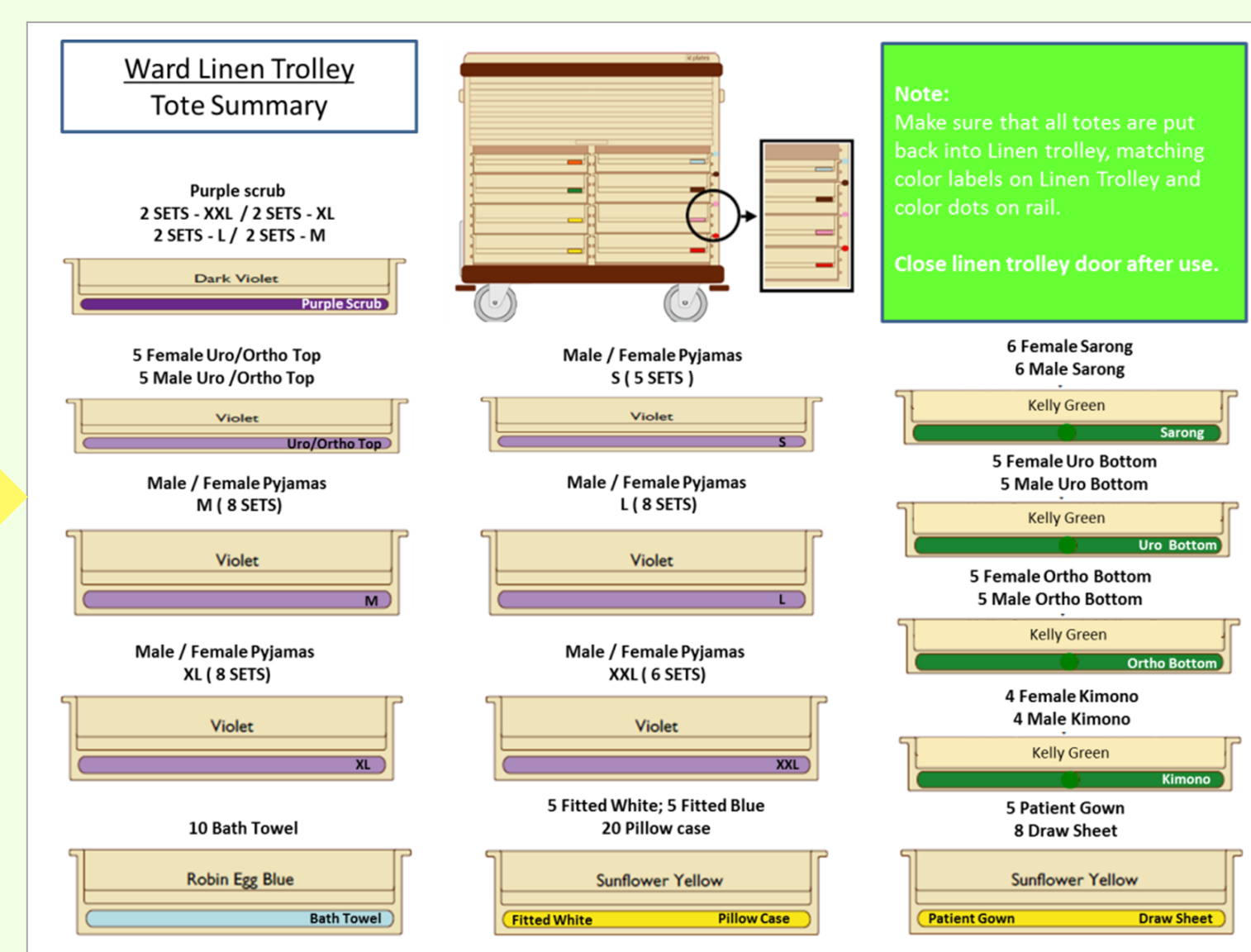
### Create a Visual Workplace

The daily deployment of housekeepers was reformatted from a textual table to a **visual board** carrying their photos mounted on magnets.



## 3. Results

Besides giving us a neat and tidy environment, the practice of 5S also helps ensure smooth operations in the following ways:



- Prevents overstocking
- Helps train new staff
- Assists nurses in retrieving required linen



The visual presentation allows for clarity in **manpower redeployment**.

## 4. Conclusion

5S makes work more organised and accurate by highlighting possible errors.

Time that would have been wasted in correcting such errors can hence be saved.

Overall, there is an improvement in productivity and consistency of work.