

GLOBAL INSTITUTE OF
LAUNDRY MANAGEMENT

COURSE 2

LAUNDRY OPERATIONS MASTERY

Measure • Control • Improve

Turn operational chaos into a stable, measurable and increasingly profitable garment-care business.

Online • Self-paced • Intermediate

Course Overview

Purpose: Build the operating systems required to control cost, throughput, quality, people, turnaround and management information in an existing Professional Live Garment-Care Studio.

What learners will achieve: Diagnose the main operational constraint, reduce preventable loss, improve capacity and workflow, protect contribution, manage staff and quality, reduce owner dependence and execute a focused 30–60-day transformation.

Who it is for: Owners and managers of operating garment-care businesses facing weak margins, delays, staff inconsistency, rewash, complaints, cost leakage or excessive owner involvement.

Readiness requirement: An operating store with at least 30 days of usable order, production, cost and quality information. Course 1 completion is recommended where the store was not launched through a structured setup process.

Not for: Beginners who have not started operations, or learners looking only for marketing tactics or technical cleaning formulas.

Course boundary: Store setup belongs to Course 1. Customer acquisition, CRM and revenue-growth systems belong to Course 3. Hands-on spotting, washing and finishing methods belong to practical training. Course 2 focuses on management-level operations and profit control.

Delivery Standard

Component	Final specification
Start Here	Four orientation videos before Module 1
Core curriculum	14 sequential modules across four operating stages
Video lessons	Approximately 40–45 core lessons, plus four Start Here videos
Typical lesson length	6–10 minutes
Total learning time	Approximately 6–8 hours
Learning method	Watch → Understand → Measure → Apply → Review
Practical work	One action task in every module
Resources	Nine essential downloads placed in relevant modules and the central Resource Vault
Assessment	One final assessment of 25 multiple-choice questions
Pass standard	60%
Credential	<i>GILM Certified Laundry Operations Specialist</i>

Start Here — Course Orientation

Purpose: Prepare the learner to collect usable store information and apply the course tools correctly before Module 1.

- SH-1 — Welcome to Course 2 and the operating-system approach
- SH-2 — Understand the course boundary and operational readiness requirement
- SH-3 — How to complete lessons, action tasks and use the Resource Vault
- SH-4 — Prepare 30 days of store data and understand certification

The Start Here section appears once, before the course. Every module begins with a short module introduction and ends with a practical action task.

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STAGE 1 — DIAGNOSE & PROTECT PROFIT

Module 1 — Store Performance Diagnosis & Bottleneck Mapping

Objective: Establish an accurate operational baseline before choosing solutions.

Outcome: Identify the primary constraint affecting profit, capacity, quality, turnaround or people performance.

Topics covered

- Operations data readiness: orders, revenue, kg/pieces, service mix, costs and quality
- Store health-check framework
- Revenue and contribution breakdown
- Capacity, turnaround, quality, staff and cost bottlenecks
- Constraint-versus-symptom diagnosis
- Impact-versus-effort prioritization

Action task: Complete the Store Health & Bottleneck Diagnostic and select one primary operating constraint.

Module 2 — Cost Leakage, Consumption & Profit Protection

Objective: Identify and quantify recurring operational losses.

Outcome: Calculate the monthly value of major leakages and implement controls in priority order.

Topics covered

- Chemical consumption variance and overuse
- Electricity and water cost per kg
- Labour cost per kg and paid idle time
- Packaging, pickup and delivery leakage
- Rewash, refund, discount and claim costs
- Consumable inventory variance and reorder control
- Machine underutilization cost
- Monthly profit-leak priority register

Action task: Run the Profit-Leak & Cost-Control Calculator and approve a 30-day corrective plan.

STAGE 2 — CONTROL FLOW, CAPACITY & CONTRIBUTION

Module 3 — Capacity Utilization & Throughput Optimization

Objective: Increase practical output using existing machines, people and working hours.

Outcome: Measure capacity correctly, locate the throughput constraint and improve output before adding equipment.

Topics covered

- Theoretical, practical and actual capacity
- Machine loading and completed-output measurement
- Cycle-time measurement and batch planning
- Peak-load, off-peak and cut-off management
- Work-in-progress limits
- Machine, operator and finishing-bottleneck comparison
- Shift, staff or equipment trigger
- Kg/day and pieces/day improvement

Action task: Complete the Capacity Utilization & Production Planner and define one bottleneck improvement.

Module 4 — Advanced Workflow, Turnaround & Order Control

Objective: Create visible control across every order from receipt to delivery.

Outcome: Reduce delays, errors, garment loss and pending-order accumulation.

Topics covered

- Current-state and future-state workflow mapping
- Tagging and garment traceability
- Order-aging and due-date control
- Work-in-progress visibility and limits
- Priority, express and exception-order rules
- Process checkpoints and release gates
- Shift handover
- Pending-order reconciliation and end-of-day review

Action task: Implement the Order-Aging & Turnaround Control Board and a daily pending-order review.

STAGE 2 — CONTINUED

Module 5 — Service Mix Optimization — Cost & Contribution Lens

Objective: Identify which existing services create or destroy operational profit.

Outcome: Shift capacity toward stronger contribution without entering marketing strategy.

Topics covered

- Service-wise revenue, direct cost and contribution
- High-volume versus high-contribution services
- Capacity consumption by service
- Rewash and complexity cost
- Profitable, strategic and discontinue classifications
- Outsource-versus-in-house review
- Monthly service-mix review

Action task: Use the Service Contribution & Price-Correction Calculator to issue Keep / Correct / Outsource / Stop decisions.

Module 6 — Actual-Cost Pricing Correction & Margin Protection

Objective: Correct existing prices using real operating data.

Outcome: Establish minimum viable prices, correction triggers and margin safeguards.

Topics covered

- Actual cost per kg, piece and service
- Contribution margin and minimum viable price
- Detecting underpricing from live data
- Price-correction trigger matrix
- Phased price-increase strategy
- Existing-customer communication
- Discount authorization limits
- Post-change volume and margin monitoring

Action task: Complete the price-correction section of the calculator and prepare a controlled change plan.

STAGE 3 — CONTROL PEOPLE, QUALITY & RELIABILITY

Module 7 — Staff Productivity, Accountability & Performance System

Objective: Improve output and reliability without sacrificing quality.

Outcome: Manage performance through role clarity, balanced scorecards, coaching and accountability.

Topics covered

- Role-wise output benchmarks
- Attendance, idle-time and time leakage
- Output plus quality scorecards
- Error, rework and delay ownership
- Daily huddle and shift targets
- Coaching and corrective action
- Incentives with quality safeguards
- Cross-training and absence backup
- Weekly performance review

Action task: Use the Staff Productivity & Accountability Scorecard for a four-week review cycle.

Module 8 — Quality Control & Rewash Reduction Systems

Objective: Make quality measurable and consistent without teaching technical cleaning methods.

Outcome: Reduce rewash, complaints and release errors through management-level controls.

Topics covered

- QC stages: intake, in-process, finishing and final release
- Defect classification and first-pass quality
- Rewash definition, authorization and recording
- Root-cause categories: process, people, material, machine and communication
- Rewash cost and repeat-defect analysis
- Final inspection and release standards
- Operator feedback and weekly quality review

Action task: Implement the quality-control and rewash sections of the Quality, Rewash, Complaint & Claims Control Pack.

STAGE 3 — CONTINUED

Module 9 — Complaint Resolution, Claims & Service Recovery

Objective: Resolve service failures fairly while protecting trust and controlling risk.

Outcome: Handle complaints consistently through documented authority, escalation and closure.

Topics covered

- Complaint categories and root-cause capture
- Listen–acknowledge–investigate–resolve–close method
- Rewash, refund, credit and claim decision rules
- Authorization limits and escalation
- Garment-loss and damage documentation
- Customer communication and closure confirmation
- Corrective-action link and repeat prevention

Action task: Apply the service-recovery pack to three scenarios and create a complaint closure register.

Module 10 — Turnaround Reliability & Service Consistency

Objective: Build repeatable customer experience through operational reliability.

Outcome: Improve promise accuracy and on-time delivery without entering CRM campaigns.

Topics covered

- On-time delivery and promise-date accuracy
- Order-aging and escalation
- Turnaround standards by service
- Cut-off times and capacity-based promise rules
- Packaging and release consistency
- Proactive delay communication
- Service-failure pattern review
- Consistency loop: standard → measure → correct → verify

Action task: Configure turnaround standards in the Order-Aging & Turnaround Control Board and review four weeks of performance.

STAGE 4 — MANAGE, STABILIZE & TRANSFORM

Module 11 — Delegation, Reporting & Owner-Dependency Reduction

Objective: Reduce unnecessary owner involvement while retaining control of critical decisions.

Outcome: Delegate routine execution through clear authority, reporting and escalation rules.

Topics covered

- Owner-as-bottleneck diagnosis
- Decision versus execution mapping
- Delegation and responsibility matrix
- Approval limits and decision rights
- Exception and escalation rules
- Opening, closing and cash accountability
- Manager daily report
- Owner weekly review
- Absence test and backup responsibility

Action task: Set up the manager-report and delegation sections of the Operations Dashboard resource.

Module 12 — Operations Dashboard, Cost Control & Review Rhythm

Objective: Run the store using a focused set of operating and financial indicators.

Outcome: Use daily and weekly information to identify deviations and assign corrective actions.

Topics covered

- Orders, kg/pieces, revenue and service mix
- Capacity utilization and staff productivity
- On-time delivery and pending-order aging
- First-pass quality, rewash and complaint rates
- Chemical, utility and labour cost per kg
- Contribution and simplified monthly P&L
- Payment reconciliation, downtime and stock status
- Daily dashboard, weekly review and corrective-action log

Action task: Build the Operations Dashboard and conduct one documented weekly review.

STAGE 4 — CONTINUED

Module 13 — Operational Stability & Expansion Readiness

Objective: Determine whether the current store is stable enough to support growth.

Outcome: Make a disciplined Hold / Prepare / Expand decision based on evidence.

Topics covered

- When not to expand
- Minimum stability period and trend consistency
- Revenue and contribution stability
- Capacity headroom and bottleneck status
- Quality, turnaround and complaint stability
- SOP and reporting maturity
- Team, delegation and backup readiness
- Maintenance, vendor support and utility resilience
- Expansion decision thresholds

Action task: Record an evidence-based Hold / Prepare / Expand recommendation in the transformation workbook.

Module 14 — 30 To 60 Days Store Transformation Blueprint

Objective: Combine every operating system into one prioritized improvement programme.

Outcome: Execute and document measurable improvement instead of chasing isolated fixes.

Topics covered

- Baseline versus target operating profile
- Constraint-led transformation sequence
- Days 1–10: measure and stop critical leakage
- Days 11–25: stabilize workflow, quality and staff controls
- Days 26–40: improve capacity, margin and reporting
- Days 41–60: verify stability and reduce owner dependence
- Operating benchmarks and weekly governance
- Final Start / Stop / Continue review

Action task: Execute the 30–60 Day Store Transformation Workbook and document verified results.

Final Resource Vault — 9 Essential Downloads

Each resource appears inside its relevant module and in one central Resource Vault. No additional compulsory downloads are required.

No.	Resource	Module placement	Primary job
1	Store Health & Bottleneck Diagnostic	Module 1	Find the primary operational constraint.
2	Profit-Leak & Cost-Control Calculator	Module 2	Quantify recurring loss and prioritize controls.
3	Capacity Utilization & Production Planner	Module 3	Measure practical capacity and production bottlenecks.
4	Order-Aging & Turnaround Control Board	Modules 4 and 10	Control pending orders, due dates and exceptions.
5	Service Contribution & Price-Correction Calculator	Modules 5 and 6	Protect contribution and correct weak prices.
6	Staff Productivity & Accountability Scorecard	Module 7	Balance output, quality, attendance and coaching.
7	Quality, Rewash, Complaint & Claims Control Pack	Modules 8 and 9	Standardize quality and service recovery.
8	Operations Dashboard, Manager Report & Delegation	Modules 11 and 12	Reduce owner dependence while retaining control.
9	30–60 Day Store Transformation Workbook	Modules 13 and 14	Execute and verify prioritized improvement.

Certification

- Complete the required course lessons.
- Complete the module action tasks for implementation practice.
- Attempt one final assessment containing 25 multiple-choice questions.
- Achieve a minimum score of 60%.
- Receive the “GILM Certified Laundry Operations Specialist” credential after passing.

Assessment questions will be based only on concepts and applications taught in the course. Business results depend on the learner’s data quality, operating conditions and execution.

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