

# UHF CHECKLIST

## STRATEGIC QUESTIONS

□ **What is my strategic market niche? Which services do I want to provide in general?**

- Which type of customers? (Healthcare, hospitality, industry, ...)
- Size of customers?
- Which services?
- Batch or pool? COG or rental?
- High flexibility to customer demands or high standardization of item list?

Write down the offer on ONE sheet of paper.

Take another sheet of paper to define what you want to discontinue over the following months or 1-2 years.

□ **What customer benefits do I want to provide with UHF technology?**

- There is a state-of-the-art online shop with complete transparency about order state and fulfillment. They can quickly adjust stock levels and order new items.
- Much improved deliver reliability and quality of delivery notes.
- More transparent billing
- No effort in taking inventories and placing orders
- Improvements in quality with full control of the live cycle and the ability to reject bad deliveries of suppliers that are in circulation
- Flexibility to order some items only for the short-term (like for a special event)
- Commissioning to the department / ward / linen room / floor.
- Using Smart Rooms or Smart Lockers for Uniforms
- other

- Is there a **danger that the competition will implement UHF technology** and force my hand? What are other colleagues doing that provide similar services?
- **Can I tap into new segments of customers?** (like small customers that would collect the linen themselves from "smart rooms")
- **Can we develop a "Mafia Offer"?** (An irresistible offer)
- **Is it vital for us as a company** to develop this technology's capability to gain additional strengths in 6-12 months?
- **What does an MVA "Minimal Viable Offer" look like?**
  - What customer benefit?
  - Is about the complete conversion of a few customers or the introduction of the service for a specific set of items?
  - What shall be the contract terms for this service?
  - Can it be implemented in 3-6 months?
  - Is the offer sustainable for itself?

- **Specific objectives are formulated (SMART)**
- **NON-Objectives are formulated**
- **Milestones**
  - **STRATEGY:** The strategy has been formulated
  - **DESIGN:** The first stage of the implementation has been defined
  - **ORDER:** The layout is defined, and the hardware and software has been ordered.
  - **INSTALLATION:** The first installation has been completed and is operational.
  - **FIRST CUSTOMER:** The first customer has been converted to UHF technology
  - **PROOF OF CONCEPT:** The first five customers have been converted. Proof of concept.
  - **GO TO MARKET:** The implementation for new and potential customers has been defined.
- **Resources**
  - Finances
  - Project management, Project Team
  - Staff for retrofit
  - IT
  - Installation
  - Customer Service
- **Communication**

## PROCESS IMPLEMENTATION

- The process of **encoding new textiles**.
- The process of **retrofitting existing textiles** with UHF tags
- The process of **onboarding new customers**
  - How to market the technology to new customers?
- The process for **converting existing customers**
  - How to sell the technology the existing customers?
- The process **starting with the order of the customer, check-in of soiled textiles, washing, delivery, and billing of the service.**
- What is the **minimum viable solution** for the first step?
- **Is my process stable enough** to implement such a technology, or do I need to stabilize it before (HR, maintenance, flow, simplification)

- **Check-in on the Soiled Side**
  - The reach of the scan is deliberate and does not scan textiles too early and does not scan wrong items (like new linen, washed linen, ...)
  - All textiles are scanned regardless of the type of washing process
  - The cumulative reading rate is above 99%
  - The installation is hands-free and fully automated.
- **Where do we identify not labeled or not encoded items in the process?**
  - What is the effort to do so?
  - Is this process defined for each different type of textile?
- **Check-out on Clean Side**
  - Are the ergonomics as good or better as the current process?
  - Can we guarantee a 99,9% correct delivery note?
- **How to take inventory at the plant and at the customer?**
- **What software is used for UHF?**
  - Is the software already used for UHF in many installations?
  - Does this software provide additional benefits for the customer?
  - Is the process of administration of the daily orders fully automated?
  - Is the software built for UHF technology or does it treat UHF tags just as a substitute to HF tags or barcodes?
  - Does this software provide full transparency?
  - What is the cost for the installation and maintenance?

## WORKSTATIONS

- Is the installation solid?
- Is the internet or LAN connection stable?
- Is the workplace clean and tidy?
- Is the installation simple?
- Is the new process well defined?
- Is the right reading rate implemented?
- Is the process at least as efficient as without UHF? Is there a possibility to improve productivity?
- Is 5S implemented?

- **Is the labeling for each item precisely defined?**
  - Are there detailed instructions for each item?
  - Do the labels not impact the use of the textiles or the design?
  - Is it easy to see visually whether an item is tagged or not?
  - How to prevent two tags on one item?
  - How to prevent tagging the items in a fold?
  
- **Is the purchasing organized?**
  - Which supplier shall apply the labels and which items will be tagged at the plant?
  - Has the supplier experience with UHF tags?
  - Is the supplier instructed on how to apply the labels?
  - How is the logistics of the tags organized?
  
- **Is the retrofit process organized?**
  - Who is responsible?
  - Is there an ergonomic workstation for the retrofit process?
  - Are all requirements for the retrofit met? (Right device, heat, pressure, ...)
  - Is there a testing procedure for the application of the tags?
  - Do we have enough resources for the retrofit?

## TAGS

- Is the reading quality OK with the tags?
- Do the tags support reading only one specific item or stack of items?
- What are the references of the supplier?
- Can the supplier of the tags administrate the shipment to the textile manufacturer?
- Can the supplier deliver the right amount of tags on time?
- Does the supplier support encoding the tags with GTIN?
- Have you set up a testing procedure for the tags?
- Cost of the tags.