

# Standard Operating Procedure (SOP)

## Laundry Delivery and Customer Feedback Process

This SOP details the **laundry delivery and customer feedback process**, covering the steps for timely and accurate delivery of laundry services, customer communication protocols, feedback collection methods, handling customer complaints, and continuous service improvement. The goal is to enhance customer satisfaction by ensuring efficient delivery operations and addressing customer concerns promptly.

### 1. Purpose

To ensure consistency, accuracy, and efficiency in laundry delivery and customer feedback management, thereby maximizing customer satisfaction and fostering continuous service improvements.

### 2. Scope

This procedure applies to all staff involved in the delivery of laundered items to customers and those responsible for collecting and responding to customer feedback.

### 3. Responsibilities

- **Delivery Staff:** Ensure prompt and accurate delivery of laundry to customers.
- **Customer Service Staff:** Communicate with customers, collect feedback, and manage complaints.
- **Management:** Review feedback reports and ensure process improvements.

### 4. Procedure

#### 4.1 Laundry Delivery

1. Verify all items are cleaned, packed, and labeled according to customer orders.
2. Crosscheck delivery addresses and customer contact details before dispatch.
3. Assign delivery schedule and route to each delivery staff member.
4. Conduct a final inspection of items prior to loading for delivery.
5. Deliver laundry to customers within the promised timeframe.
6. Obtain delivery confirmation via signature, digital photo, or delivery app as applicable.

#### 4.2 Customer Communication Protocol

1. Notify customers via SMS, phone call, or app notification about the expected delivery time.
2. In case of delays, inform the customer promptly and provide a revised estimated time of arrival.
3. Ensure delivery staff are courteous and answer any customer questions at the point of delivery.

#### 4.3 Feedback Collection

1. Invite customers to provide feedback via digital survey link, feedback card, or in-app prompt after delivery.
2. Remind customers to complete the feedback form within 24-48 hours after service delivery.
3. Regularly monitor feedback channels and collate responses for analysis.

#### 4.4 Handling Customer Complaints

1. Acknowledge receipt of complaint within 24 hours.
2. Record complaint details in the customer service log.
3. Investigate the issue by consulting relevant staff, reviewing logs, and contacting the customer if needed.
4. Resolve complaints within 3 business days and communicate the action taken to the customer.
5. If compensation or re-service is required, arrange promptly and update records accordingly.

#### 4.5 Continuous Service Improvement

1. Monthly analysis of customer feedback and complaints to identify common issues and areas for improvement.
2. Implement training or operational changes based on analysis.
3. Communicate improvements and changes to all relevant staff and, where appropriate, to customers.

## 5. Documentation and Records

- Delivery confirmation (signed or digital proof)
- Customer feedback forms and survey results
- Complaint logs and resolution records
- Monthly feedback analysis reports

## 6. Revision and Review

This SOP should be reviewed annually or as required by changes in process or policy.