

3-DAY TRAINING PROGRAM: LINEN MANAGEMENT SYSTEM

(7th-9th April, 2026)

Training Overview

This training is designed to equip all system users with the knowledge and practical skills required to effectively operate the Linen Management System for real-time tracking, accountability, and efficient linen handling across departments.

The three days indicated will be for serious training and the rest of the days, FS Digital team will be on ground supporting the staff on how best to use the system, attending to individual staff, addressing and supporting their individual needs and difficulties.

DAY 1: SYSTEM INTRODUCTION & CORE NAVIGATION (ALL USERS)

Objective:

Ensure all users understand the system basics, roles, and how to navigate the platform.

Sessions:

1. Introduction to the System

- Purpose of the Linen Management System
- Key problems it solves (loss, tracking, accountability)
- Overview of system workflow

2. User Roles & Responsibilities

- Admins/Supervisors
- Housekeepers
- Laundry Staff
- Role-based access and expectations

3. System Access & Login

- User login process
- Password management
- Security best practices

4. Dashboard Overview

- Understanding the interface
- Key features and navigation
- Notifications and alerts

5. Basic Operations (Hands-On)

- Viewing linen records
- Searching and filtering data
- Understanding linen status (clean, dirty, in-use, lost)

Activity:

- Guided hands-on practice for all users

DAY 2: ROLE-BASED FUNCTIONAL TRAINING

Objective:

Train each group on their specific tasks and workflows within the system.

Session A: Admins & Supervisors

Topics:

- System configuration basics (Entering Real Linen in stock, buildings, beds and users)
- Managing users and roles
- Monitoring linen movement
- Approving and validating records
- Generating and interpreting reports
- Creating & Managing Linen
- Creating & Managing Buildings
- Creating & Managing Users
- Creating & Managing Machines
- Tracking & Managing all linen.

Activity:

- Simulate tracking and resolving missing linen
- Generate sample reports

Session B: Housekeepers

Topics:

- Recording linen issuance to wards/rooms
- Bed making & Bed Stripping
- Sluice Management
- Linen Tracking

Session C: Laundry Staff

Topics:

- Receiving dirty linen
- Washing Dirty Linen
- Drying Clean Linen
- Ironing Clean Linen
- Dispatching linen back to departments

Activity:

- Simulate full laundry cycle in the system. All these activities will be hands on in the laundry department and the Specialist Center (On-ground).

DAY 3: ADVANCED USE, REPORTING & EVALUATION

Objective:

Strengthen user confidence, ensure data accuracy, and prepare for real-world usage.

Sessions:

1. End-to-End Workflow Simulation (All Users)

- Linen issuance → usage → collection → laundry → redistribution
- Multi-user interaction simulation

2. Data Accuracy & Best Practices

- Importance of real-time data entry
- Avoiding common mistakes
- Ensuring accountability

3. Reporting & Decision Making

- Key reports overview
- Using data for management decisions
- Identifying trends (loss, usage, delays)

4. Troubleshooting & Support

- Common system issues and solutions
- When and how to escalate issues

5. Assessment & Feedback

- Practical user assessment
- Q&A session
- Feedback collection

Training Deliverables

- User manuals (per role)
- Quick reference guides
- System access credentials
- Support contact information

Outcome

By the end of the training:

- All users will confidently use the system
- Data will be accurately captured and managed
- Linen tracking and accountability will significantly improve