Projects for Spring 2019

Project #1
Sponsoring Company: Chai Wan Laundry
Topic: Quality Control and Process Improvement

Background and Objective:
Chai Wan Laundry (CWL), being one of the largest public healthcare laundries in Hong Kong, provides linen and laundry services to seven public hospitals and 62 clinics. Managed under the Pamela Youde Nethersole Eastern Hospital of the Hospital Authority, CWL has a workforce of over 120 employees yielding an annual output of 16.5 million pieces of linen and uniform items. Infection control is one of the major task in laundry operation. CWL has developed various control measures to ensure service quality. The proposed project is to review existing quality control system and analyze quality control data to seek opportunities for improvement.

Project #2
Sponsoring Company: Gap Inc.
Topic: Distribution Center Process Reviews and Improvements

Background and Objective:
Gap Inc’s Asia Regional Hub in HK services their own retail stores in Hong Kong and Taiwan as well as some of their franchisees across the globe. While the business requirements keep being updated over time, the DC operations model was designed 5 years ago and some of the process assumptions may no longer be valid. The objectives of this project are to validate the productivity of the current processes and identify improvement opportunities to drive more throughput for the distribution center.