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TECHNICAL REFERENCE

Guidelines for RFID systems for laundry and linen management



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management**

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	Ms Tan Yen Nee	<i>Singapore Tourism Board</i>
	Ms Rose Tong	<i>Singapore Retailers Association</i>

SvSC sets up the Technical Committee on Hotel Services to oversee the preparation of this standard. The Technical Committee consists of the following members:

	Name	Representation
Chairman	: Ms Margaret Heng	<i>Singapore Hotel Association</i>
Secretary	: Ms Christina Choong	<i>Enterprise Singapore</i>
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	Mr Clyric Ng	Grand Hyatt Singapore
	Ms Ong Eng Hwee	Shangri-La Hotels Group
	Mr Jake Tan	Singapore Tourism Board
	Ms Adeline Teo	Association of Rooms Division Executives

The Technical Committee sets up the Working Group on RFID Systems to prepare this standard. The Working Group consists of the following experts who contribute in their *individual capacity*:

	Name
Co-Convenors	Dr John Gan Oon Peen
	Ms Ng Sie Yen
Members	Mr TP Chan
	Mr Goi Sio Peng
	Mr Yogesh Juneja
	Mr Andy Lee
	Ms Jolyn Lin
	Mr Low Chan Fai
	Mr Harry Toh

The organisations in which the experts of the Working Group are involved are:

Far East Hospitality Management (S) Pte. Ltd.

Four Seasons Hotel & Resorts

Invengo Technology Pte. Ltd.

Laundry Network Pte Ltd

Orchid Laundry

Park Hotel Alexandra

*SIMTech A*STAR*

Singapore Hotel Association

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Foreword

This Technical Reference (TR) was prepared by the Working Group on RFID Systems set up by the Technical Committee on Hotel Services under the purview of SvSC.

The hospitality industry is facing manpower shortage, particularly in operations which are traditionally labour-intensive. Linen management is one such example where organisations traditionally relied on manual stocktaking to keep track of linen movements, which plays an important role in service standards in the hospitality industry. The practice of manual stocktaking is not only labour-intensive and time consuming, but also presents problems in count accuracy, as workers may be prone to fatigue. To address these issues, there is a need for organisations to adopt innovative technological solutions to enhance productivity while reducing reliance on manpower. Radio-Frequency Identification (RFID) technology has been identified as a viable solution in the area of linen management, which would augment digital capabilities across the industry and allow workers the opportunities to upskill.

This standard is developed as a set of guidelines for end-users and RFID system vendors to consider the aspect of interoperability and best practices for high system accuracy. It is expected to be used by but not limited to hospitality service providers and RFID system vendors.

This TR is a provisional standard made available for application over a period of three years. The aim is to use the experience gained to update the TR so that it can be adopted as a Singapore Standard. Users of this TR are invited to provide feedback on its technical content, clarity and ease of use. Feedback can be submitted using the form provided in this TR. At the end of the three years, the TR will be reviewed, taking into account any feedback or other considerations, to further its development into a Singapore Standard if found suitable.

Attention is drawn to the possibility that some of the elements of this TR may be the subject of patent rights. Enterprise Singapore shall not be held responsible for identifying any or all of such patent rights.

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Guidelines for RFID systems for laundry and linen management

0 Introduction

This standard aims to address the interoperability of RFID systems for use in hotel laundry and linen management and recommend best practices to improve system accuracy. Shortage of labour and the practice of manual sorting and counting of linen have resulted in the hospitality industry and laundry service providers to seek a more efficient industrywide solution to improve the housekeeping productivity. It is important that such solution is applicable across the industry to address interoperability and accuracy consistency concerns. The hoteliers provided feedback that they had faced the dilemma of selecting a suitable RFID system and ensuring its interoperability with the laundry service providers, as there were no common guidelines to standardise the interoperability. This could result in non-scalable and inextensible systems, ultimately leading to wasted investment.

1 Scope

This standard provides guidance on interoperability to facilitate seamless information exchange through standardised information fields across RFID systems and recommendations on best practices for achieving count accuracy based on the current state of development in RFID technology.

In this standard, different aspects of interoperability and accuracy are covered in various clauses:

- a) Frequency and standards of RFID technology, encoding scheme and article association;
- b) Inventory management software;
- c) Count accuracy;
- d) Software interoperability between RFID systems;
- e) Laundry and linen management workflows.

2 Normative references

There are no normative references in this standard.