

Success stories

Municipal laundry care for social integration!

CITY OF ZURICH, SOCIAL SERVICES AND ENTERPRISES, LAUNDRY, ZURICH



SCHULTHESS

Experts in laundry care

Swissmade 

Zurich municipal laundry: washing with good intentions!

The municipal laundry run by „Soziale Einrichtungen und Betriebe“ (social services) in Zurich employs jobless welfare recipients and disability benefit claimants, supporting them in their return to working life. The facility offers first-class washing, drying and ironing services. To achieve and maintain the highest possible standards, it relies on its Schulthess machines. The individual and simple operation of the machines and the outstanding customer service by Schulthess reassure the laundry every day that it is working with the right laundry partner.

The laundry of the city of Zurich is an exceptional facility. As an organisation close to the market, it offers around 50 employees the chance to make their way back to the «normal working environment». It operates five days a week in three shifts of four hours each. The team leader attaches special importance to manual skills like ironing by hand, repairing holes or sewing on buttons. As a social service, the laundry aims to train its employees not just in manual skills but also in social skills: these range from arriving on time and dealing with each other objectively to applying for jobs. The laundry works for a number of municipal facilities in Zurich, though the satisfied customers also include private clients such as Spitex and catering establishments. 700 kilograms of laundry are processed each day, making an annual total of 180 tons.

User-friendly machines

Using a sophisticated logistics system, the laundry is sorted on arrival and transported to the appropriate Schulthess washing machines. This procedure is essential so that the right laundry items are returned to the right customer. The Schulthess machines are the perfect solution for the wide variety of fabric types that need to be washed. The individually programmable machines enable the staff to handle the laundry by themselves. Any language barriers among the workers are easily overcome thanks to the stored wash settings on the machines. Because of the optimal spatial planning for the machines in collaboration with the company, the washed laundry can be transported

conveniently and efficiently to the Schulthess dryers, where it is gently and quickly dried. For perfect finishing, the laundry works with Schulthess ironers and ironing systems. Schulthess runs annual courses to give the staff valuable tips on operating the machines in the best way. One particularly pleasing feature is that the waste heat from the dryers heats the water for the washing machines – which is gentle on the budget.

First-class service by Schulthess

Beatrix Jakob, Team Leader at the laundry, is very satisfied with the Schulthess solution: «The machines do come at a price, but what you get in return are reliable and long-lasting machines as well as a first-class service.» She particularly appreciates the fact that Schulthess takes every concern seriously and offers individual, customer-oriented solutions. In her view, the company also deserves praise for its professionalism and friendly dealings with customers. Jakob knows what the Schulthess name means to her: «The company has offered a first-class service for decades. We have never had any problems.»

www.stadt-zuerich.ch/arbeitsintegration

