



Department of Health
SAN LAZARO HOSPITAL



**CITIZEN'S CHARTER
 MANUAL**

DOCUMENT CODE:
 CC – GSD-LLU – 001
 (CC-DEPARTMENT-
 SERIES NO.)
 REVISION NO.
 0
 DATE EFFECTIVE
 June 1, 2019

DEPARTMENT: GSD-LINEN AND LAUNDRY UNIT

PROCESS 1: NEW LINEN MANUFACTURING

Schedule of Services:

Monday to Friday : 8:00am – 4:00pm

Services Provided to:

Offices

Requirements Needed:

Assessment tool

RIS

Duration:

3 to 5 days

Step	Activities	Forms	Fees	Response Time	Person Responsible
1	Determine and Identify priority linen	QR-HOPSS-GSD-LLU-049	N/A	30 mins.	Master Tailor/Seamstress
2	Prepare the raw materials	N/A	N/A	30 mins.	Master Tailor/Seamstress
3	Cut and Sew	QR-HOPSS-GSD-LLU-036	N/A	3 days	Master Tailor/Seamstress
4	Check the quality of finished linen	QR-HOPSS-GSD-LLU-034	N/A	30 mins.	Master Tailor
5	Issue to End-user	QR-HOPSS-GSD-LLU-039	N/A	30 mins	Master Tailor/Seamstress
END OF TRANSACTION					