# ONE BEST WAY (1BW) - WORKING INSTRUCTION FORM

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| **Process Name:** | CareShield Curtain Ordering & ID Tape Creation | **Department/Area:** | Production / Plant Operations |
| **Line/Zone/ Equipment:** | ABS Cloud / Stockroom / Garment Department | **Shift(s):** | ☒ All |
| **Effective Date:** | 7/27/2026 | **Review Frequency:** | ☐ 30 Days ☐ Quarterly ☐ Semi-Annual ☒ Annual |
| **Created By:** | Nixon Medical | **Approved By:** | Production |
| **Document Status:** | Final | **Program:** | CareShield Privacy Curtain Program |
| **Primary System:** | ABS Cloud | **Key Partners:** | Stockroom Lead / Operations Coordinator / Garment Department |

## PURPOSE (What this 1BW is for)

To define the standard Production process for receiving an approved CareShield mesh & curtain requirement from the Sales/Service New Account Form, creating and processing the ABS Cloud work order, coordinating purchasing and receipt, generating one unique ID tape for each mesh & curtain, and ensuring the Garment Department securely attaches every ID tape before mesh & curtains enter plant inventory or service.

## SAFETY / PPE (Before starting)

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| **Required PPE:** | Standard plant PPE and task-specific PPE required for handling, labeling, and moving mesh & curtains. |
| **Key Safety Expectations:** | Follow plant material-handling, equipment, housekeeping, and ergonomic requirements. Keep mesh & curtains clean, dry, and protected throughout the process. |

## TOOLS / MATERIALS NEEDED

- • Approved Sales/Service New Account Form • ABS Cloud access • Product code CSCURTBM66 - Blue Moon Curtain Specific Mesh • Packing slip • ID-tape printer and layout 3 - CURTAIN POOL • New curtains • Approved ID-tape attachment equipment • Required PPE

## ONE BEST WAY - STEPS (WHAT + WHY)

| Step # | WHAT to Do (Work Step) | WHY (Reason for this step / Risk prevented) |
|---|---|---|
| 1 | Receive the approved Sales/Service New Account Form and confirm the total CareShield mesh & curtain quantity required. | Establishes the authorized quantity and prevents Production from ordering against incomplete or unapproved information. |
| 2 | Review the form for customer, quantity, product, specialty requirements, requested timing, and any missing information. | Identifies discrepancies before inventory or purchasing activity begins and reduces avoidable rework. |
| 3 | As a recommended planning allowance, increase the quantity shown on the NAN file by 10–20% to provide a small amount of excess inventory for general pool use. | Ensures general pool inventory is available to support delivery schedules across all customers and reduces the risk of service delays when pool curtains are needed for scheduled deliveries. This is unlike the circulating inventory needed for flat linens. |
| 4 | Stop and contact Service or Sales when the New Account Form is incomplete, unclear, or inconsistent. | Prevents incorrect quantities or products from entering the plant process. |
| 5 | Open ABS Cloud, verify the correct plant/business unit, search for Work Order, and select the Work Order function. | Ensures the transaction is created in the correct plant inventory record. |
| 6 | Select Add and create a new work order using the correct plant stockroom. | Directs the order to the plant that will receive and control the curtains. |
| 7 | Select Reason Code 8-FWO - Flat Work Order. | Routes the curtains through the required flat-goods ordering and receiving process. |

## ONE BEST WAY - STEPS (CONTINUED)

| Step # | WHAT to Do (Work Step) | WHY (Reason for this step / Risk prevented) |
|---|---|---|
| 8 | Open Ordered Items, select Add, and enter product code CSCURTBM66. Confirm the description displays specific mesh & Blue Moon Curtain. | Ensures the correct CareShield curtain product is ordered and tracked. |
| 9 | Select Code Uniquely, enter the approved quantity, confirm Grade N - New, and save the order line. | Creates one unique inventory identity for every new vendor-purchased curtain. |
| 10 | Review the ordered item, product code, quantity, grade, and Reason Code 8-FWO; then save the work order and record the work order number. | Creates the official reference needed for purchasing, receipt, issue, and ID-tape generation. |
| 11 | Communicate the completed work order and required quantity to the operations Coordinator for inclusion with the weekly flat-goods order. | Ensures the vendor order is placed through the established purchasing process. |
| 12 | The Operations Coordinator places the order and communicates order status or exceptions to Production and the Stockroom Lead. | Maintains clear ownership and visibility while the curtains are being purchased. |
| 13 | When the shipment arrives to the individual plants, the plant verifies the delivered quantity and product against the packing slip and note any shortages, damage, or incorrect product. | Prevents incorrect or damaged curtains from being received and processed. |
| 14 | Send a clear copy of the packing slip to the Operations Coordinator/Stockroom Lead and wait for confirmation that they have received the shipment in ABS Cloud. | Ensures system receipt is complete before Production issues inventory or generates IDs. |
| 15 | Return to ABS Cloud, open Work Order Status Control, select the Pool tab, and locate the correct work order using the work order number, date, user, and status. | Prevents the wrong work order, product, or quantity from being issued. |
| 16 | Highlight the work order, press F2 - Work Order, and verify the product and quantity before continuing. | Provides a final accuracy check before inventory is issued. |

## ONE BEST WAY - STEPS (CONTINUED)

| Step # | WHAT to Do (Work Step) | WHY (Reason for this step / Risk prevented) |
|---|---|---|
| 17 | Close the work order, return to the Pool screen, keep the correct order highlighted, and press F12 - Issue. | Moves the received curtains into the stage where unique IDs can be generated. |
| 18 | Select the Blue Moon Curtain product line and confirm Grade N - New. | Activates the issuing controls for the correct product and grade. |
| 19 | Select From NOT Unique Stock and Generate ID Code(s), enter the exact curtain quantity, and select Assign. | Creates the required unique ID for each individual curtain. |
| 20 | In the Stock Issue window, select the available stock line, enter the quantity in the green Issue box, verify it matches the To Issue quantity, and select OK. | Keeps inventory accurate and ensures the number of generated IDs equals the number of curtains. |
| 21 | In Print Labels, confirm Code Label Layout 3 - CURTAIN POOL and print the ID tapes. Verify the number printed matches the number of curtains. | Produces the correct barcode format and catches missing or excess labels before attachment. |
| 22 | Deliver the new mesh & curtains and printed ID tapes together to the Garment Department with the work order quantity clearly identified. | Maintains control of the curtains and labels during the handoff and prevents separation or mix-ups. |
| 23 | The Garment Department attaches one unique ID tape securely to each mesh & curtain, confirms every barcode is legible, and does not place any unlabeled curtain into circulation. | Ensures every mesh & curtain can be scanned, tracked, assigned to a customer, and managed through its service history. |
| 24 | Production verifies the completed quantity: one curtain equals one attached unique ID tape. Escalate any missing, damaged, unreadable, duplicated, or unattached label before release. | Provides the final control that prevents untraceable curtains from entering plant processing or customer service. |

## QUALITY CHECK (What "GOOD" looks like)

- The mesh & curtain requirement came from an approved Sales/Service New Account Form.
- The work order uses the correct plant stockroom, Reason Code 8-FWO, product code CSCURTBM66, Grade N - New, and Code Uniquely.
- The vendor shipment, packing slip, system receipt, issued quantity, and printed ID-tape quantity all match.
- Every mesh & curtain has one securely attached, legible, unique ID tape.
- No unlabeled, duplicate-labeled, damaged, or unverified mesh or curtain is released into plant processing or service.

## IF SOMETHING IS NOT RIGHT (Escalation / Help)

- Notify Production Management when the New Account Form is incomplete or the requested quantity cannot be verified.
- Notify the Operations Coordinator/Stockroom Lead of shipment shortages, damage, incorrect product, packing-slip discrepancies, or ABS Cloud receipt problems.
- Stop the process if the work order, product code, grade, quantity, Code Uniquely setting, issuing quantity, or label count does not match.
- Notify the Garment Department Manager when ID tapes are missing, damaged, unreadable, duplicated, or cannot be securely attached.
- Do not release any curtain until one curtain equals one verified unique ID tape.

## TRAINING CONFIRMATION

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| **Trainer:** | ________________________ | **Date:** | ____ / ____ / ______ |
| **Trainee:** | ________________________ | **Date:** | ____ / ____ / ______ |
| **Verification:** | ☐ Demonstrated ☐ Practiced | | ☐ Verified Competent |