

## Article Abstract

<b>Title:</b>	Applying lean Six Sigma to reduce linen loss in an acute care hospital
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<b>Abstract:</b>	This paper describes a case study in an acute care hospital that formed a cross-functional team to apply the Lean Six Sigma problem solving methodology and tools to improve the linen processes. The goal of the project was to identify and implement process improvements that would reduce linen loss. The project team applied the Six Sigma DMAIC (Define-Measure-Analyze-Improve-Control) problem solving approach. The team was able to improve the key linen operational metric, soil to clean linen ratio by 16% and saved \$77,480 for the first year, by making operational improvements and implementing automated linen and scrub dispensers.
<b>Keywords:</b>	Lean Six Sigma, Six Sigma, Quality Management, Change Management, Problem Solving, Hospital Linen Services.