



## CASE STUDY: INTERHOSPITALIA'S 12% PRODUCTIVITY INCREASE WITH SPINDLE

### Background

Interhospitalia, a public commercial laundry facility serving hospitals, faced challenges in managing productivity efficiently. Before implementing Spindle, the facility operated without statistical insights, relying on daily orders to allocate workforce and equipment. Decision-making was based on experience rather than data, leading to rushed operations and inefficiencies.

### The Challenge

The primary challenge was the lack of visibility into production metrics, making it difficult to optimize staffing and machine use. Without real-time data, the team couldn't plan ahead, often leading to last-minute adjustments. While productivity was a priority, Interhospitalia also sought to enhance service quality by ensuring accurate and timely deliveries to hospitals.

### The Solution

Interhospitalia chose Spindle for its robust data tracking capabilities tailored to industrial laundries. The implementation process was smooth, with clear onboarding and training provided by the Spindle team. Employees quickly adapted to using screens displaying real-time performance data, allowing them to self-regulate their productivity. To further drive efficiency, Interhospitalia introduced an incentive program, rewarding employees with a 10% salary bonus if they exceeded set productivity targets.

### The Result

By leveraging Spindle's real-time insights, Interhospitalia achieved a **12% increase in productivity from 2023 to 2024**. This efficiency gain translated into significant time savings, which were redirected to **quality control**—a process that was previously unattainable due to operational constraints. The additional time allowed the team to meticulously verify orders, ensuring zero errors in deliveries to hospitals.

### Key Takeaways:

- **12% productivity increase** led to **time savings**.
- **Reallocated time improved quality control**, reducing shipment errors.
- **Employee engagement** improved through a **performance-based incentive program**.
- **Spindle provided real-time data insights**, transforming operations.

Interhospitalia's journey with Spindle demonstrates how **data-driven decision-making** and **automation** can significantly enhance productivity while elevating service quality in the commercial laundry industry.