



Standard Operation Procedure for The Laundry Industry by Considering Thaharah from Uncleaness

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ARTICLE INFORMATION

Journal of Science and
Technology – Volume 28
Number 1, May 2024

Page:
11 – 18
Date of issue :
May 31, 2024

DOI:
[10.31284/j.iptek.2024.v28i1.5052](https://doi.org/10.31284/j.iptek.2024.v28i1.5052)

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PUBLISHER

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ABSTRACT

In general, the clothing sorting stage is to only separate clothes based on type, color, material and function. Unclean and hadas are not included in the sorting priority. Guaranteeing the quality of products or services is also very clearly stated in article 7 point d of Law no. 8 of 1999 concerning the obligations of business actors to guarantee the quality of goods and/or services produced. In order to prevent fraud by laundry business actors who do not comply with the quality, level, composition, especially the processing process, style or mode as stated on the label or description of goods and/or services, it is necessary to formulate SOPs as a guideline for running a business. The aim of this research is the need for industrial laundry SOPs that consider thaharah, in order to provide confidence and guarantee the quality of service results and raise awareness of consumer protection so that honesty and responsibility can grow. This research has a qualitative approach and validates the SOP document. From the preparation of the SOP, it was recorded that there were 30 activities with a total time of approximately 23,400 seconds or 6.5 hours, the time required was longer than before. Apart from that, there are changes in the sorting process, namely the unclean classification in the first inspection and the color classification in the second classification. The validation result is that the SOP that has been created is in accordance with the thaharah principle. Furthermore, this research can measure work productivity with the aim of increasing efficiency and effectiveness in work processes and time.

Keywords: *SOP; Thaharah; Laundry.*

ABSTRACT

Secara umum, tahap penyortiran pakaian adalah hanya untuk memisahkan pakaian berdasarkan jenis, warna, bahan, dan fungsi. Pakaian yang tidak bersih dan najis tidak termasuk dalam prioritas penyortiran. Menjamin kualitas produk atau layanan juga sangat jelas dinyatakan dalam pasal 7 poin d dari Undang-Undang no. 8 tahun 1999 tentang kewajiban pelaku usaha untuk menjamin kualitas barang dan/atau jasa yang diproduksi. Untuk mencegah kecurangan oleh pelaku usaha laundry yang tidak mematuhi kualitas, tingkat, komposisi, terutama proses pengolahan, gaya, atau mode seperti yang tercantum pada label atau deskripsi barang dan/atau jasa, perlu merumuskan SOP sebagai pedoman dalam menjalankan usaha. Tujuan dari penelitian ini adalah perlunya SOP laundry industri yang mempertimbangkan thaharah, agar dapat memberikan kepercayaan dan jaminan kualitas hasil layanan serta meningkatkan kesadaran perlindungan konsumen sehingga kejujuran dan tanggung jawab dapat tumbuh. Penelitian ini memiliki pendekatan kualitatif dan memvalidasi dokumen SOP. Dari penyusunan SOP, tercatat ada 30 kegiatan dengan total waktu sekitar 23.400 detik atau 6,5 jam, waktu yang dibutuhkan lebih lama dari sebelumnya. Selain itu, ada perubahan dalam proses penyortiran, yaitu klasifikasi pakaian tidak bersih pada pemeriksaan pertama dan klasifikasi warna pada klasifikasi kedua. Hasil validasi menunjukkan bahwa SOP yang telah dibuat sesuai dengan prinsip thaharah. Selanjutnya, penelitian ini dapat mengukur produktivitas kerja dengan tujuan meningkatkan efisiensi dan efektivitas dalam proses dan waktu kerja.

Keywords: *SOP; Thaharah; Laundry.*

INTRODUCTION

The laundry industry is currently growing rapidly according to a survey conducted by the Indonesian Laundry Association (ASLI) where the laundry business experienced growth of 15-20% per year and in 2018 the number of laundry businesses throughout Indonesia reached 4,000 businesses (1). Apart from that, the laundry business in Indonesia will experience significant growth from 2021-2022 and is estimated to grow by 50% (2). From the laundry stages in general, we know that the general sorting of clothes that is known by the general public only separates clothes based on their type, color, material and function. Unclean and hadas have not entered into sorting at an early stage so that the validity of the clothes being washed cannot be said to be lost from unclean and hadas. This is in line with Maulida and Muslimah's research that laundry entrepreneurs have not implemented *tharah* in the laundry process so that laundry entrepreneurs should preferably when they are going to wash clothes, sort out which clothes are heavily unclean (tangible) and which are not, prioritizing washing those that are lightly unclean; and flush with running water before drying (3). Based on this background, this research is based on a study in the preparation of the "Standard Operation Procedure for the Laundry Industry by considering *Tharah* from uncleanness". The research is intended as a reference and guide for the laundry industry in Indonesia in running its business while ensuring that clothes are holy and can be used confidently for worship. Based on the previous background, this research formulates the problem as follows: "What is the Standard Operation Procedure for the laundry industry that takes Islamic jurisprudence into account in its work process?"

LITERATURE REVIEW

Thaharah means clean and pure from various impurities (4). In this case, all efforts to remove dirt can include *thaharah* (5). Meanwhile, according to the term, *thaharah* is eliminating hadats by removing traits attached to the body that can hinder the validity of prayer and so on (6), and classification of uncleanness reflected in Figure 2. Research related to *thaharah* in the laundry industry is still very minimal, and internationally, and internationally it is only limited to research objects carried out in hospital and hotel laundries and is related to customer satisfaction, innovation and the economy. For example research about *thaharah*, research about the Islamic Economic Law Perspective on the Practice of *Ijarah* Contracts in the Laundry Services Business (7). Discussion about Laundry Services in an Islamic Review (8). And then discussion about the Analysis of Laundry Service Quality (9,10). In 2021 discussion about the Legal Status of Laundry Clothes in the *Thaharah* Concept as Perfecting Worship (3). Research in 2018 about Management of Clothes Laundry Services According to Islamic Law (11). Research in 2023 discussion about the Implementation of Standard Operating Procedures and Rebranding in Laundry (12). Research in 2022 discuss about The Implementation Of Islamic Business Principles In Laundry (13). Research in 2021 discuss the Customer Satisfaction Analysis Of Sharia Laundry (14). And, for example research in other countries: Role of Customer Service, Innovation, and Price in the Laundry Industry in Ghana (15), Excessive quality in the Japanese laundry industry (16), Dirty Secrets of the Laundry Industry (17), Competitive implications of environmental regulation: in the laundry detergent industry (18), Mundane objects in the city: Laundry practices and the making and remaking of public/private sociality and space in London and New York (19). Therefore, this research provides a great opportunity to manage the service process in the laundry industry according to the cleanliness of uncleanness, so that the validity of the sanctity of clothing for Muslims can be accounted for through the stages or demands of the activity process. Based on previous research literature, there has been no research related to preparing SOPs for the laundry industry that considers *thaharah* from uncleanness. So this research is based on the preparation of Standard Operational Procedures for the Laundry Industry which considers *thaharah* from uncleanness based on Islamic Fiqh.

METHOD

Based on the research background and the formulation of the problem described in the previous chapter, the following will explain the research framework that supports the preparation of

the Standard Operation Procedure for the Laundry Industry by considering Taharah from najis. The framework in Figure 1 is a conceptual model between theories that are interconnected with each other on various factors that have been identified as important issues.

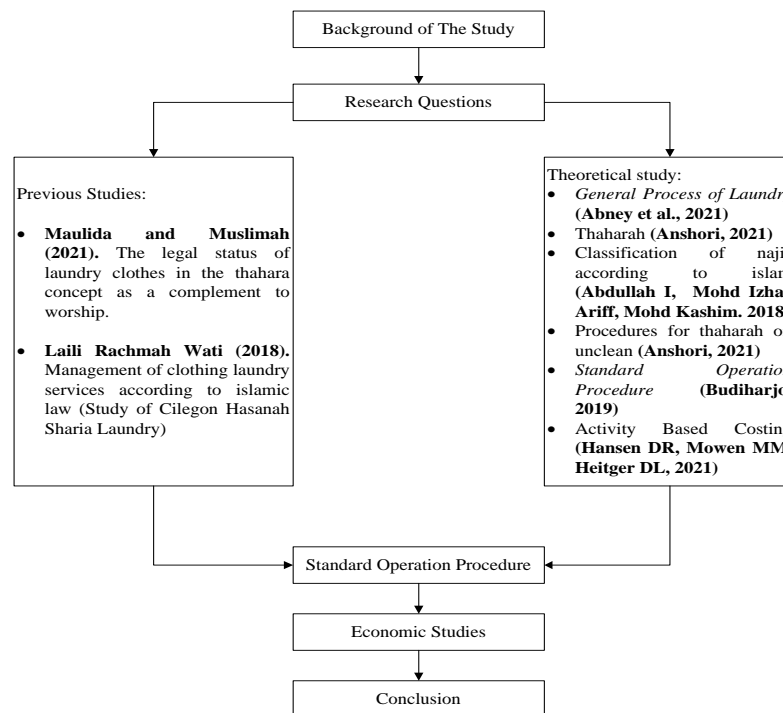


Figure 1. Research Thinking Framework "Standard Operation Procedure for Laundry Industry by considering Taharah from unclean".

This research is a qualitative approach with library research methods, namely methods by collecting and understanding and studying theories from various literature related (20) to the preparation of SOPs. There are four stages in the literature study in the preparation of research, namely preparing the necessary equipment, preparing a work bibliography, organizing time and reading or recording research material (21). Observations on several samples of the laundry industry using interviews and questionnaires to find out whether the business flow and implementation of SOPs and the Taharah concept in activities in the laundry industry have been implemented or not. Next, an SOP model is prepared and SOP validation is carried out with business actors.

RESULTS AND DISCUSSION

A survey was conducted among business actors, to find out whether business actors have used the taharah concept in laundry service activities in their business. A total of 52 respondents in District and city of Pasuruan, were obtained with 88% being business actors and 12% laundry customers. Based on the analysis data that has been carried out, it shows that the criteria for understanding taharah by laundry business actors are sufficient to understand the concept of taharah as shown by the TCR index percentage of 82% -79%. Then in the criteria for implementing tharah, business actors have implemented or implemented tharah in their business processes as indicated by a TCR index percentage of 100% -89%. This shows that the commitment to implementing tharah in this business activity cannot be recognized, giving rise to concerns among customers who believe that the results of the service process produced do not meet the tharah criteria.

Model of Clothing Screening System

In organizing service operations in this laundry business, it is necessary to explain first what types of unclean are and what types of clothing are included in them. From research and book literature, it is specifically known that unclean types are divided into 3 types (3.4), as in Figure 2 below.

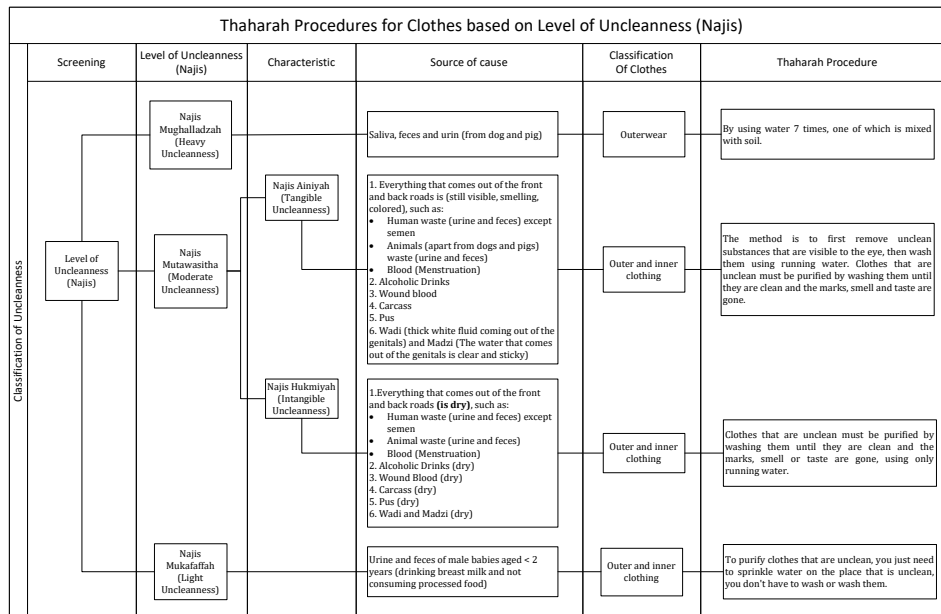



























Figure 2 Taharah Procedures for Clothing Based on the Level of Uncleaness

Formulation of SOP Document

LOGO OF LAUNDRY INDUSTRY	Number of SOP	
	Arrangement Date	
	Revision Date	
	Effective Date	
	Confirmed By	
	Name of SOP	Standard Operation Procedure for Laundry Industry by considering Taharah from unclean
Legal Basis:	Implementing Qualifications:	
1. Article 3 point b Law no. 8 of 1999 concerning raising the dignity of consumers by preventing them from negative excesses in the use of goods and/or services. 2. Article 3 point c Law no. 8 of 1999 concerning increasing consumer empowerment in choosing, determining and demanding their rights as consumers. 3. Article 3 point d Law no. 8 of 1999 concerning the need to create a consumer protection system that contains elements of legal certainty and information transparency as well as access to information. 4. Article 4 point b Law no. 8 of 1999 concerning the right to choose goods and/or services and obtain these goods and/or services in accordance with the exchange value and conditions and guarantees promised. 5. Article 4 point c Law no. 8 of 1999 concerning the right to correct, clear and honest information regarding conditions and guarantees for goods and/or services. 6. Article 4 point f Law no. 8 of 1999 concerning the right to receive consumer guidance and education. 7. Article 4 point g Law no. 8 of 1999 concerning the right to be treated or served correctly and honestly and not in a discriminatory manner. 8. Article 7 point b Law no. 8 of 1999 concerning providing correct, clear and honest information regarding the condition and guarantee of goods and/or services as well as providing explanations of use, repair and maintenance. 9. Article 7 point d Law no. 8 of 1999 concerning the obligations of business actors to guarantee the quality of goods and/or services produced based on the provisions of applicable quality standards for goods or services.	Based on the corporate values that have been prepared and based on the Vision and Mission of the Laundry Business which Considers Taharah in Cleaning Unclean, the implementing qualifications are expected to have the following attitudes and characteristics: <ol style="list-style-type: none"> Partnership: The implementer has the attitude and nature of helping and accompanying customers in understanding the process flow, unclean classification and fiqh on taharah. Relationship: Implementers have a caring attitude and nature towards customers so they are willing to voluntarily and consciously help and accompany them to understand the taharah aspect of najis. Education: The implementer has a strong desire to obtain information and knowledge related to Islamic jurisprudence, especially Taharah from najis. Aqidah: The implementer has personal devotion and faith for Muslims in Allah SWT and His Messenger so as to avoid dishonest processes. Morals: Implementers have a strong desire to represent the habits of Muslims who appear clean, neat, honest, disciplined and responsible in their service operations. Customer satisfaction: Implementers have a strong desire to achieve trust, recognition and satisfaction from customers. 	
Connectivity:	Equipment:	
1. - 2. -	1. Scales 2. Note/receipt 3. Form of uncleaness 4. Clothes basket 5. Washing machine 6. Drying machine	

		<ol style="list-style-type: none"> 7. Ironing 8. Perfume and softener 9. Detergent 10. OPP (Packaging) 11. Clothes Rack 12. Computer 										
Caution:		Recording and data collection:										
There is no soap causing the management of the laundry service process not to be handled properly according to the taharah concept.		1. Montly data										
Num.	Activity	Executor							Quality Standards			Information
		Customer	Administrat or	Checking 1	Checking 2	Washer	Dryer	Ironing and packaging	Requiremen ts/Equipmen t	Time	Output	
1	The clothes and equipment to be serviced go to the laundry by the customer								Dirty clothes and equipment	0		
2	Data entry process related to customers and providing item codes								<ul style="list-style-type: none"> • Customer's name • Mobile phone number • Address • Delivery Hours • Date of Submission 	300	Order/queue number	
3	Staff provide a qualification form for clothing and equipment based on their uncleanliness								Data regarding the condition of clothing and equipment when handed over	60	Clothing and equipment qualifications	
4	Customers fill out the unclean form								Form the condition of unclean clothing	600		
5	Customers submit the completed form to the staff								The form is completely filled out	120		
6	The staff provides a receipt and queue number								Receipt or queue number	120	Receipt receipt and queue number	
7	Clothes and equipment undergo a 1st inspection: separating them based on the 4 levels of uncleaness and checking the data list that has been carried out previously								Unclean form and checking condition of clothing	900	Clothes that have been separated based on the level of uncleaness	
8	Clothes and utensils are placed in each basket (the unclean group)								Each customer's basket consists of 4 pieces for each unclean condition	300		
9	Clothes and equipment are brought to the 2nd inspection from unclean baskets 1 and 3									300		
10	Clothes and equipment undergo a 2nd inspection to sort clothes based on color from								Clothes and equipment are separated again by color to maintain the quality of the fabric	600		

	unclean clothing groups 1 and 3											
11	Clothes and equipment are placed in each basket (color group) from the clothing division of unclean groups 1 & 3								2 baskets for the colored clothing group and the white group	300	Clothes from N1 and N2 levels of uncleanness are separated again based on color	
12	Clothes and equipment are taken to the launderette									300		
13	Staff carry out washing based on the level of uncleanness								Washing is done based on conditions	3600		
14	Unloading clothes and equipment that have been washed									300		
15	Washed clothes and equipment are placed on the hand trolley									120		
16	Clothes and equipment are taken to the drying area									120		
17	Clothes and equipment in the drying process									3600		
18	Unload dry clothes and equipment									300		
19	Dry clothes and equipment are carried on a hand trolley									120		
20	Clothes and equipment were taken to the ironing and fireplace departments									120		
21	Ironing and hearth process									1800		
22	Clothes and equipment that have been neatly placed in the basket									90		
23	Clothes and equipment are taken to the packing area									120		
24	Clothes and equipment are in the packing process									120	Final product after service operation	
25	Clothes and equipment that have been packed are taken to the storage room									120		
26	Clothes and equipment are stored on storage shelves								The queue number or receipt is adjusted to the customer ID	60		

27	The admin staff informs customers via chat/phone that the clothes and equipment have been processed								Contact customers via chat/telephone	60		
28	Customers submit a copy of their ID or collection note to the admin staff								Receipt or queue number	60	The queue number is in the form of a receipt or customer ID number	
29	Admin staff looks for customer data and checks products that have been serviced								Checking the condition of goods that have been serviced	300		
30	Staff hand over clothes and equipment that have been serviced to customers									120		
Information:												
	: Start/Finish		: Process		: Decision		: Connector					

Through Scenario I for validated SOP, which can be implemented after the SOP document has been carried out. Based on interviews with the owner and head of the shop, we have checked the SOP documents based on tharahah rules. In this case, there is a mutual agreement after reviewing the SOP between the owner and the Head of the Shop, that the SOP that has been created is in accordance with the process and stages of thaharah.

CONCLUSION

This research has a qualitative approach and validates the SOP document. From the preparation of the SOP, it was recorded that there were 30 activities with a total time of approximately 23,400 seconds or 6.5 hours, the time required was longer than before. However, the goal that this research wants to achieve is how these six corporate values (partnership, relationship, education, faith, morals, customer satisfaction) can be realized well through a series of activity processes that are adapted to the concept of thaharah. Furthermore, this research can be continued with the application of SOP and measurement of work productivity which aims to increase work efficiency and effectiveness.

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