**CHAPTER TWO**

**REVIEW OF RELATED LITERATURE**

**2.1 INTRODUCTION**

This chapter two covers the review of related literatures. In this research, literature reviewed includes work related to assessment of an expert system, performance and appraisal. In the course of the review, the researcher touches extensively the work mentioned above and went ahead to compare views of various authors whose works were cited.

**2.2 INTRODUCTION TO LAUNDRY**

Laundry is the washing of clothing and linens (according to Free Dictionary). Laundry processes are often done in a room reserved for that purpose; in an individual home this is referred to as a laundry room or utility room. An apartment building or student hall of residence may have a shared laundry facility such as a tvättstuga. A stand-alone business is referred to as a laundrette (laundromat). The material that is being washed, or has been laundered, is also generally referred to as laundry. Laundry was first done in watercourses, letting the water carry away the materials which could cause stains and smells. Laundry is still done this way in some less industrialized areas and rural regions. Agitation helps remove the dirt, so the laundry is often rubbed, twisted, or slapped against flat rocks. Wooden bats or clubs could be used to help with beating the dirt out. These were often called washing beetles or bats and could be used by the waterside on a rock (a beetling-stone), on a block (battling-block), or on a washboard. They were once common across Europe and were also used by settlers in North America. Similar techniques have also been identified in Japan. Wooden or stone scrubbing surfaces set up near a water supply or portable washboards, including factory-made corrugated glass or metal ones, gradually replaced rocks as a surface for loosening soil. Once clean, the clothes were wrung out —twisted to remove most of the water. Then they were hung up on poles or clotheslines to air dry, or sometimes just spread out on clean grass. Before the advent of the washing machine, laundry was often done in a communal setting. In poor parts of the world today, laundry is still done beside a river or lake. Villages across Europe that could afford it built a wash-house. Water was channeled from a stream or spring and fed into a building, possibly just a roof with no walls. This wash-house usually contained two basins -one for washing and the other for rinsing -through which the water was constantly flowing, as well as a stone lip inclined towards the water against which the washers could beat the clothes. Such facilities were much more comfortable than washing in a watercourse because the launderers could work standing up instead of on their knees, and were protected from inclement weather. Also, they didn't have to go far, as the facilities were usually at hand in the village or at the edge of a town. Sometimes large metal cauldrons, often termed "coppers", even when not made of that metal. (Ballou , 2019)

**2.3 TYPES OF LAUNDRY**

Laundry is categorized into different type due to their size, scale, products offered, Store Format and Trends While people use the terms "Industrial", “Commercial” and "Residential" interchangeably to refer to laundry services, industry watchers offer more specific guidelines about different types of Laundry. "Industrial type" is on the larger end of this spectrum and carry a diverse mix of machines and general merchandise. Nomenclature is not always uniform Financial Institutions Fund places Wal-Mart in the same category as supermarkets and as well running laundry services. (Yunget,el.., 2016)Industrial Laundry: This type is for the big guys. Usually utilizes the use of a tunnel washer and/or a heavy-duty front load washer with big capacity, about 50kgs up per machine. It would require big investment. Clients to look for if you have this type of laundry would be institutional like hospital, hotel, and motel. Spa and etc. (Yunget,el.., 2016)

**Operating a Commercial Laundry**

There are two kinds:

1. **Stand-alone**-this means all your machines are within your business premises. In Asia, the lead time would be 1-3 days to do the laundry. Other countries would be hours only if the units are coin operated.
2. **Pick-up Station**-if you are still uncertain if you want to go full time and let go of your hard earned money. You might want to be a partner of a stand-alone shop owner. The commission will have to be agreed upon by the two parties. By doing this kind, you are actually building up your own market. If you feel you have already enough market, then that would be the time to go Stand Alone.

**Commercial Laundry**: This makes use, of course. They are commonly found machine in the market. In Asia, the way the use it, people though they may be wrong, the built of the units are other than plastic. Mostly is aluminum with metal base. In countries other than Asia, the common brands are whirlpool, Maytag, Samsung etc. The target clients are mostly walk-ins.

**Residential Laundry**: As implied, the operation uses an ordinary unit which is usually made of plastic. Not durable for a 24/7 operation. Though if you are in a start-up and would like to test market, then fine and go. However, it’s not recommended the use of residential machines in a laundry business. Basically the type of Laundry is determined by the machines to be used and targeted clients. (Yunget,el.., 2016)

**2.4 COMPUTER APPLICATION IN ACCOUNTING**

A computer is a device that accepts information (in the form of digitalized data) and manipulates it for some result based on a program or sequence of instructions on how the data is to be processed. Because of the minute by minute change in accounting and finances, accurate record keeping is critical resulting in computerizing business’s general ledger, payroll, and other accounting tasks increases office efficiency with a computer, one can request and receive an in house balance sheet, an income statement, or other accounting reports at a moment’s notice (William et al, 2016). The following are some of the application of computer in accounting and finance:

* + 1. **Spreadsheets for record keeping**: A typical integrated double entry accounting system will contain some or all of the following components: accounts receivable, accounts payable, general ledger, inventory, order entry, payroll, time, and billing. Spreadsheet programs are much faster, more accurate, and easier to use than traditional accounting techniques. The programs are widely used on personal computers for keeping sales, expense and inventory records, and for budgeting and forecasting future sales and expenses. As a result of these and many other applications, computer spreadsheets have become the most important of all software tools for modern businesses.
    2. **General Ledger**: General Ledger is a labor saving device for the preparation of financial statements and for establishing multiple income and cost entries.
    3. **Accounts Receivable**: Accounts receivable, when computerized, can get bills out the same day one has performed a service. An accounts receivable module prepares invoices and customer accounts, adds credit charges where appropriate, handles incoming payments, flags ones attention to customers that are delinquent, and produces dunning notices. It allows daily cash control, get out the bills on time, yet avoiding errors such as billing a customer twice for the same item. The further advantage is that debits and credits are posted automatically to the general ledger, order entry, and in some instances inventory, once they are entered in accounts receivable.
    4. **Accounts Payable**: Accounts payable, when computerized, will provide for purchase order control, invoice processing, payment selection and handling, cheque writing and control and cash-requirements, forecasting. It will also double-check the accuracy of the vendor’s invoice, and some software systems will cross-check it against the purchase order and the inventory module.
    5. **Inventory Control**: Inventory Control module has multiple functions, including tracking inventory for both costing and tax purposes, controlling purchasing (and the overall level of expenditure) and minimizing the investment in inventory (and subsequent loss of cash flow).
    6. Payroll: The payroll module prepares and prints payroll cheques, including all itemized deductions.
    7. **Point of Sale**: Point of sale module captures all sales information at (or in place of) the cash register, including salesperson, date, customer, credit information, items, and quantity sold. It can produce sales slips or sales invoices, plus it reports on items, customer, and salesperson activity.
    8. **Purchasing and Receiving**: Purchasing and receiving module can represent an invaluable addition. It can generate purchase orders and track their fulfillment, which can help to ensure that vendors are delivering on time and saving the expense of having to follow up on partial and incomplete orders.
    9. **Time and Billing Modul**e: Time and billing module reduces manual and clerical work, simplifies the billing process, prompts one and his partners to bill on time, reduces unbilled work-in progress, minimizes unreported time, reduces unbilled time, measures and analyzes non-chargeable time and provides criteria to analyze staff performance.
    10. **Cash flow forecasts**: Widely used by finance departments to help manage cash flow, for bank reconciliations and in credit control. Any department holding a budget for expenses and/or revenues would typically use a spreadsheet to help create the budget in the first place, and then to monitor incomes and expenditure and any variances.
    11. **Credit control**: As businesses typically buy from and sell to other businesses on credit terms, it is essential to have up to date and accurate information about which creditors need to be paid, and when money is due from debtors.
    12. **Banking & payments**: Businesses are able to take advantage of electronic banking which allows them to check their bank account records in real time – saving time and helping ensure that payments due have been made and received, and also to operate the bank account within any agreed overdraft limit. Large and overseas payments can be made quickly and securely with on-line banking, as long as the business has its own security checks to protect against theft by staff or by anyone else who managed to obtain account details and passwords.
    13. Cash flow Analysis and Cash budget
    14. Working Capital Management
    15. Securities analysts and portfolio management
    16. Allocation of scarce resources using linear programming.
    17. Bank reconciliation.

**2.5 ACCOUNTING SYSTEM**

An accounting system is a set of accounting [processes](https://www.accountingtools.com/articles/2017/5/16/process) with integrated [procedures](https://www.accountingtools.com/articles/2017/10/15/procedure) and controls. The intent of an accounting system is to record [business transactions](https://www.accountingtools.com/articles/2017/11/30/business-transaction), summarize those transactions into an aggregated form, and create reports that can be used by decision makers to monitor, analyze, and improve operations. (Adibe et al, 2015).

Though an accounting system can be entirely paper-based, this situation is usually only found in quite small businesses. In most cases, accounting systems are largely based upon off-the-shelf accounting software, supplemented by any procedures needed to input information into the software.

**2.6 COMPUTER BASED ACCOUNTING INFORMATION SYSTEM.**

An accounting information system is generally a computer-based method for tracking accounting activity in conjunction with information technology resources. The resulting financial [reports](https://en.wikipedia.org/wiki/Report) can be used internally by management or externally by other interested parties including [investors](https://en.wikipedia.org/wiki/Investor), [creditors](https://en.wikipedia.org/wiki/Creditor) and tax authorities.

**2.7 LAUNDRY MANAGEMENT SYSTEM**

According to Garrison et al, (2011). Laundry firm currently uses a manual system for the management and maintenance of information. The current system requires numerous paper forms, with data stores spread throughout the Laundry firm management infrastructure. Often information (on forms) is incomplete, or does not follow management standards. Forms are often lost in transit between departments requiring a comprehensive auditing process to ensure that no vital information is lost. This has lead to inconsistencies in various data due to large volume of contrasting customer details leading to mix-up of clothes in the laundry firm which challenges faced, technologies used and unresolved problems. This forms the basis for implementing later versions.

The Laundry Management System is designed for any Laundry firm to replace their existing manual, paper based system. The new system is in form of an e-registration system to control the following; customer information, products, services, users, carts and receipt. These services are to be provided in an efficient, cost effective manner, with the goal of reducing the delay and resources currently required for such tasks as clothes details are bounded to a particular customer with a given id. Since the existing system makes use of tedious administrative tasks, lots paper work and time, in which full information cannot be gotten from busy customers.

The goal of the laundry management system is to provide a computerized process that is stress free, reliable and quick through the use of asp.net computer programming language and SQL database application to the users and staffs in charge of the registration of customers and laundry management processes. HTML would be at the front-end and provide the graphical user interface that relates with the user, while the SQL database will be at the back-end to handle the data storage process. David, (2018).

# **2.8 APPLICATION OF COMPUTER LAUNDRY MANAGEMENT INFORMATION SYSTEM**

Process of laundry services has been helpful to the society, but to the staff it has been difficult to manage the daily activities carried out.

Teorey, (2011), stated that the process of collecting data from the user and have been a one of the challenges faced by the staff, and the storage facility is very poor with no backup system, whereby is the information is lost or damage. All information will be completely lost.

Also the process of retrieving information from the recorded sheet is a problem where the staff have to search for the customer information page after page, it is time consuming

Some of the failures of the manual system are explained below:

1. It is time consuming
2. Poor storage facility
3. Lack of back up device

**2.9 CURRENT TRENDS OF SOLUTIONS**

The current trend of solutions is the continued growth of:

1. With use of the current system, it will help in storing and retrieving customer’s information.
2. The current system used in retrieving of data will be fast and safes time for the customer and the staff
3. Reduce paper work and redundancy.