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## Dry Cleaning Business Information Research Sources

### ChatGPT Search history

You said:

Can you provide a list of resources, including phone numbers, websites, company names, and locations, for consultants and services that might help a dry cleaning company in Colorado improve their operations and business?

#### **Executive summary (700+ words): how to use these resources and get real operational help**

If you're a small drycleaning business owner in Colorado trying to improve operations, the fastest path is usually **(1) establish a trusted information feed, (2) benchmark your plant performance, (3) pick 1–2 high-ROI fixes, and (4) use associations and third-party resources to validate decisions before spending money**. The resources above map directly to that approach.

Start with **two “core channels”** you review weekly: a trade news source and an association knowledge base. For trade news, **American Drycleaner** and **Cleaner & Launderer** provide ongoing coverage of equipment, production, staffing, and business topics. These publications also expose you to recurring pain points other operators face—claims, rework, energy, staffing turnover, route economics, or garment finishing quality—so you don't feel like you're solving problems in a vacuum. Because they're independent trade outlets, they can be a helpful counterweight to vendor marketing, especially when you compare what multiple suppliers say about the same issue. American Drycleaner's publisher contact details are public (phone and Chicago address), which also helps verify you're dealing with a legitimate media outlet rather than an affiliate blog.

Next, anchor your learning and troubleshooting in an association that has technical depth. **DLI** is a cornerstone in the U.S. for training, research, and “call-someone” support, and it publishes **Fabricare** as its membership magazine. Even if you don't immediately join, their public-facing material and event listings help you understand what “good looks like” in garment care operations. In parallel, **NCA** can be valuable for training and member updates, and **SDA** matters because it's a regional association explicitly serving Colorado—so you can plug into nearby peers, regional events, and state-relevant issues without having to build the network from scratch. Regional peers can often tell you who the best route software provider is for your market, what wage pressure looks like this quarter, which equipment techs are responsive, and what promotions work locally—information that rarely shows up in national articles.

Then, **treat major events like a research project** instead of “a trip.” **The Clean Show** is a concentrated environment for comparing equipment, attending education sessions, and hearing

what other operators are doing with staffing models, finishing, wetcleaning, packaging, POS, delivery, and marketing. Contact information for show management and registration support is published, which makes it easier to get the right person quickly if you're evaluating exhibiting, attending education sessions, or navigating registration. Even if you don't attend in person every year, you can follow session recaps, exhibitor announcements, and supplier updates to stay current.

To make all this information usable, set up a simple "decision pipeline":

1. **Define the scorecard (baseline KPIs):** pieces per operator hour, labor % of sales, rework/redo rate, claims rate, on-time delivery %, average ticket, and capacity utilization by day. (If you don't have these, you'll get pulled into "new machine syndrome" without proof it will pay off.)
2. **Identify the constraint:** Is it finishing? spotting quality? front counter flow? route batching? assembly errors? limited utility capacity? Many plants improve profitability not by "working harder," but by removing 1–2 bottlenecks that force overtime, create rework, or cause late orders.
3. **Use third-party sources to sanity-check the fix:** For example, when making decisions about solvents, compliance risk, or legacy site issues, use public-sector references (like EPA garment/textile care materials) to understand the risk language and the regulatory posture—not just the supplier's claims. For environmental "watch-outs," blogs and newsletters from specialists (e.g., EnviroForensics) can highlight common pitfalls—like historical contamination liabilities or documentation gaps—so you ask better questions before buying a property, expanding, or changing processes.
4. **Only then talk to vendors/consultants—and interview them like you would a manager.** Ask for (a) before/after metrics from similar plants, (b) what they'd measure in your first 30 days, (c) what they will not do (boundaries), (d) who actually shows up on site, and (e) references you can call. A good operator-focused consultant or trainer will talk in terms of workflow, quality systems, and training—not just equipment.

Finally, a practical tip: don't rely on just one category of source. **Trade media** helps you stay current, **associations** help you build capability and community, **public-sector materials** help you stay grounded in compliance reality, and **events** help you compare options side-by-side. Put those together, and a small operator can make decisions with the confidence of a much larger organization—without wasting money on the wrong upgrades.

If you tell me the cleaner's **city/region in Colorado** (Front Range vs. mountain towns vs. Western Slope), whether they're primarily **retail vs. routes/commercial**, and their current **cleaning method (PERC / hydrocarbon / wetcleaning)**, I can narrow this into a **high-confidence**

“best 10” list and a 90-day improvement plan (with KPIs, meeting cadence, and the best-fit sources to follow).

**ChatGPT said:**

Below is a **starter “shortlist” of credible resources** (Colorado-based where possible, plus a few national drycleaning specialists that serve Colorado) you can contact to improve operations, profitability, compliance, and growth.

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#### **Colorado business coaching, planning, and funding help (often low/no cost)**

- **Colorado Small Business Development Center Network (SBDC)** — business advising (pricing, staffing, cash flow, marketing, expansion, loans)  
Website: [coloradosbdc.org](http://coloradosbdc.org) • Phone: **303-860-5881**
- **Colorado Office of Economic Development & International Trade (OEDIT)** — directory of local SBDC centers + state small-business resources  
Location: Denver, CO • Phone: **303-892-3840** • Website: [oedit.colorado.gov](http://oedit.colorado.gov)
- **SCORE Denver** — free/low-cost mentoring from experienced business operators (finance, ops, HR, marketing)  
Location: Denver, CO • Phone: **303-844-3985 ext. 213** • Website: [scoredenver.org](http://scoredenver.org)
- **SCORE Southern Colorado** — mentoring + workshops  
Location: Colorado Springs, CO • Phone: **719-249-1711**
- **Denver Economic Development & Opportunity (DEDO)** — local programs, incentives, and support for Denver-area businesses  
Location: Denver, CO • Phone: **720-913-1999** • Website: [denvergov.org](http://denvergov.org)

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#### **Process improvement + operational efficiency (Lean, workflow, productivity)**

- **Manufacturer’s Edge** — Colorado’s NIST MEP center; hands-on help with process improvement, productivity, training, and operational systems (great fit for plant workflow, quality, labor efficiency)  
Location: Lakewood, CO • Phone: **303-592-4087** • Website: [manufacturersedge.com](http://manufacturersedge.com)

### Drycleaning-specific training, technical support, and benchmarking

- **Drycleaning & Laundry Institute (DLI)** — technical “help line,” training, best practices, certification, and business-management resources tailored to drycleaners  
Location: Laurel, MD • Phones: **1-800-638-2627 / 301-622-1900** • Website: [dlionline.org](http://dlionline.org)
- **Haralson Consulting** — operations consulting + hands-on training (production flow, quality, staff training, troubleshooting)  
Phone: **843-813-3106** • Website: [sandraharalson.com](http://sandraharalson.com)

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### Environmental/compliance risk (especially important for legacy PERC sites)

- **EnviroForensics** — drycleaner environmental assessment/remediation support + funding strategies (insurance archaeology, regulatory compliance)  
HQ: Indianapolis, IN • Phone: **866-888-7911** • Website: [enviroforensics.com](http://enviroforensics.com)

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### Equipment, plant design, service support (Colorado & Rocky Mountain region)

- **Clean Designs Inc.** — commercial laundry equipment sales/service/parts + design help (layout, ergonomics, safety, utility savings)  
Location: Denver, CO • Phone: **303-969-8288** • Website: [cleandesigns.com](http://cleandesigns.com)
- **Martin-Ray Laundry Systems** — equipment + service + preventative maintenance programs (Denver office listed)  
Location: Denver, CO • Phone: **720-359-8000** • Website: [martinray.com](http://martinray.com)
- **Colorado Laundry Company** — sales/lease/service programs + technicians (Front Range coverage)  
Location: Denver, CO • Phones: **800-281-1770 / 720-237-1380** • Website: [coloradolaundercompany.com](http://coloradolaundercompany.com)
- **Commercial Laundry Systems of the Rockies** — vended + on-premise equipment, parts & service  
Location: Johnstown, CO • Phones: **800-270-8539 / 970-587-2727** • Website: [clsrockies.com](http://clsrockies.com)

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If you tell me the dry cleaner’s city (or what part of Colorado) and whether they’re PERC / hydrocarbon / wetcleaning, I can tighten this list to the best 8–12 contacts for their exact

**situation (and add: POS/software options, utility rebate programs, and local chemical/service vendors).**

**You said:**

can you provide the same for any dry cleaning industry magazines, associations, blogs, newsletters and other sources for unbiased 3rd party information. Also provide an executive summary of not less than 700 words outlining the provided research and other tips you might provide to assist a small business owner seeking this information and assistance.

**ChatGPT said:**

Below are **drycleaning-industry publications, associations, newsletters, and third-party info sources** you can use to get **practical, shop-floor + business guidance** (and to sanity-check vendor claims). I'm including **website + phone + location** wherever a reliable public listing exists.

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### **Industry magazines, news sites, and trade publications**

1. **American Drycleaner** (news, columns, resource center, buyer's guide, classifieds, newsletters)
  - Website: [americandrycleaner.com](http://americandrycleaner.com)
  - Publisher contact (American Trade Magazines LLC): Phone **312-361-1700** • Address **650 W Lake St, Chicago, IL 60661**
2. **Cleaner & Launderer** (monthly trade magazine; operations + equipment + plant tips)
  - Website: [cleaner-and-launderer.com](http://cleaner-and-launderer.com)
  - Publisher: Wakefield Publishing Company • Phone **(800) 793-2911** • Fax (626) 793-5540
  - Location commonly listed: Pasadena, CA (HQ)
3. **Laundry & Cleaning News** (industry coverage; weekly news round-up/newsletters)
  - Website: [laundryandcleaningnews.com](http://laundryandcleaningnews.com)
  - Contact: Tel **+44 020 4540 7781** (publishing/events director contact page)

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### **Major associations (education, benchmarking, “ask-an-expert,” compliance, peer network)**

4. **Drycleaning & Laundry Institute** (education, technical help line, research, advocacy; publishes *Fabricare*)
  - Website: dlionline.org
  - Address: **14700 Sweitzer Lane, Laurel, MD 20707**
  - Phone: **(301) 622-1900** • Toll free: **1-800-638-2627**
5. **National Cleaners Association** (training, member resources, newsletter updates)
  - Website: nca-i.com
  - Phone: **212-967-3002** • **800-888-1622**
  - Address: **2218 Broadway, Frnt 2, New York, NY 10024**
6. **Southwest Drycleaners Association** (regional association serving multiple states including Colorado)
  - Website: sda-dryclean.com
  - Phone: **512-873-8195** • Email: staff@sda-dryclean.com • Address: **801 S Highway 183 Ste 1115, Leander, TX 78641**
7. **Rocky Mountain Fabricare Association** (regional community; limited public contact details)
  - Public note: phone **866-964-RMFA** appears in a member communication post
  - (If you want, I can try to locate an official website/contact page—many regional groups primarily communicate via email and social pages.)
8. **Textile Rental Services Association** (uniform/linen & facility services; good for plant ops, OSHA topics, quality systems—especially if a cleaner also does commercial accounts)
  - Website: trsa.org
  - Phone: **877-770-9274** • Address: **1800 Diagonal Rd, Suite 200, Alexandria, VA 22314**
9. **CLA, The Laundry Association** (laundry industry network; useful crossover knowledge on equipment, productivity, utilities, service models)
  - Website: laundryassociation.org
  - Phone: **800-570-5629** • Address: **17W635 Butterfield Rd, Suite 145, Oakbrook Terrace, IL 60181**

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## Newsletters, “unbiased” public-sector references, and practical third-party guidance

10. **U.S. Environmental Protection Agency** – garment/textile care resource guidance (good for chemical/solvent decision-making and risk framing)
  - Example resource (EPA “Design for the Environment” garment/textile care material): [epa.gov](http://epa.gov) via EPA document repository
11. **The Clean Show** (major North American event; education sessions + supplier comparisons + peer benchmarking)
  - Event site contact page (Messe Frankfurt): exhibitor/show management contact phone numbers listed
  - Registration support contact is also publicly listed via DLI event info
12. **EnviroForensics** – blog/newsletter that often covers **drycleaner environmental risk** and practical cleanup/insurance considerations (useful “watch-outs” even if you don’t hire them)
  - Blog page references newsletter signup + contact phone **866-888-7911**

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### You said:

Please provide a top 10 best list with high confidence and a 90-day improvement plan with KPIs.

### ChatGPT said:

Below is a **high-confidence Top 10 list** (carefully chosen to balance *unbiased information, technical depth, and real-world operator value*) followed by a **practical 90-day improvement plan with KPIs** designed specifically for a **small, independent dry cleaning business**.

I’m assuming a **typical Colorado retail plant** (10–30 employees, retail + some routes, tight labor market, energy costs matter). If your situation differs, we can tune this.

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### **Top 10 “Best of the Best” Dry Cleaning Information & Support Resources**

*(High confidence, low hype, operator-focused)*

#### **1. Drycleaning & Laundry Institute (DLI)**

**Why it's #1:** No other organization combines **technical science, plant operations, training, and business guidance** at this level.

- Website: <https://dlionline.org>
- Phone: **800-638-2627**
- Value: Technical help line, Fabricare magazine, SOPs, training, compliance guidance

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## **2. American Drycleaner**

**Why:** Best ongoing **industry journalism** in the U.S. dry cleaning space.

- Website: <https://americandrycleaner.com>
- Phone: **312-361-1700**
- Value: Operations, staffing, pricing, plant layout, peer examples

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## **3. Cleaner & Launderer**

**Why:** Strong **plant-level operational content**—finishing, workflow, equipment, utilities.

- Website: <https://cleaner-and-launderer.com>
- Phone: **800-793-2911**
- Value: Practical how-to articles, less fluff

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## **4. Southwest Drycleaners Association**

**Why:** Regional relevance to **Colorado operators**; peer benchmarking and events.

- Website: <https://www.sda-dryclean.com>
- Phone: **512-873-8195**
- Value: Local peers, real pricing & labor insight

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## **5. National Cleaners Association (NCA)**

**Why:** Solid training resources and owner-focused updates.

- Website: <https://www.nca-i.com>
- Phone: **800-888-1622**
- Value: Training, newsletters, compliance awareness

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## 6. Manufacturer's Edge

**Why:** Colorado's **Manufacturing Extension Partnership (MEP)**—hugely underused by dry cleaners.

- Website: <https://www.manufactureredge.com>
- Phone: **303-592-4087**
- Value: Lean workflow, labor efficiency, process improvement (often subsidized)

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## 7. U.S. Environmental Protection Agency

**Why:** Best **neutral reference** on solvents, environmental risk, and compliance framing.

- Website: <https://www.epa.gov>
- Value: Helps owners avoid expensive long-term mistakes

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## 8. The Clean Show

**Why:** Best **side-by-side comparison** of equipment, software, packaging, and trends.

- Website: <https://www.the-clean-show.us>
- Value: Education + market intelligence (even if you don't attend every year)

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## 9. EnviroForensics

**Why:** Leading voice on **legacy dry cleaner risk** (PERC sites, property issues).

- Website: <https://www.enviroforensics.com>
- Phone: **866-888-7911**
- Value: Avoids catastrophic hidden liabilities

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## 10. SCORE

**Why:** Free experienced business mentors—finance, pricing, cash flow.

- Website: <https://www.score.org>
- Phone (Denver): **303-844-3985**
- Value: Owner-level decision support, no sales agenda

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### 90-Day Improvement Plan (Practical + Measurable)

#### Overall Goal

Increase **profitability, predictability, and operational control** without buying major equipment.

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#### ◆ Days 1–30: Stabilize & Measure (Baseline Phase)

##### Key Actions

1. Document the workflow
  - Counter → Sorting → Cleaning → Drying → Finishing → Assembly → Delivery
2. Establish baseline KPIs
3. Fix obvious friction
  - Rework loops
  - Finishing bottlenecks
  - Assembly errors
4. Subscribe to 3 info sources
  - DLI, American Drycleaner, Cleaner & Launderer

##### KPIs to Track

KPI	Target
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Pieces per Operator Hour Baseline + documented

KPI	Target
Labor % of Sales	< 35% (baseline first)
Rework / Redo Rate	< 4%
Claims Rate	< 0.5%
On-Time Completion	> 97%

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◆ **Days 31–60: Improve Throughput & Quality**

**Key Actions**

1. **Address the #1 constraint**
  - Usually **finishing or assembly**
2. **Standardize SOPs**
  - Spotting, finishing quality, inspection
3. **Training focus**
  - One quality issue per week (10-minute huddles)
4. **Engage Manufacturer's Edge**
  - Lean layout or labor utilization review

**KPIs to Improve**

KPI	Target
Pieces per Operator Hour	+10–15%
Rework Rate	< 3%
Overtime Hours	–20%
First-Pass Quality	> 97%

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◆ **Days 61–90: Optimize Profit & Systems**

## Key Actions

1. **Pricing & mix review**
  - Identify low-margin items
  - Adjust pricing or process
2. **Preventive maintenance**
  - Reduce downtime & rework
3. **Route & delivery optimization** (if applicable)
4. **Plan next 12 months**
  - Training, equipment, staffing, marketing

## KPIs to Lock In

KPI	Target
Labor % of Sales	28–32%
Average Ticket	+5–10%
Net Profit Margin	+3–5 points
Customer Complaints	–25%



### Owner-Level Tips That Matter

- **Don't buy equipment to fix a process problem**
- **Measure before you improve**
- **Benchmark with peers, not vendors**
- **Fix quality before speed**
- **Labor efficiency beats marketing every time**

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If you'd like, next steps I can provide:

- **A 1-page KPI dashboard template (Excel/Google Sheets)**

- A plant workflow self-audit checklist
- A weekly manager huddle agenda (10 minutes)
- Or a Colorado-specific compliance & risk checklist

Just tell me where you want to go next.

**You said:**

Provide a plant workflow self-audit checklist and a colorado-specific compliance and risk checklist.

**ChatGPT said:**

Below are **two practical, print-ready checklists** you can use immediately:

1. a **Plant Workflow Self-Audit Checklist** (operations, quality, labor efficiency)
2. a **Colorado-Specific Compliance & Risk Checklist** (environmental, safety, regulatory)

They're written so an owner or manager can complete them **in 60–90 minutes** and clearly see where to focus next.

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### DRY CLEANING PLANT WORKFLOW SELF-AUDIT CHECKLIST

*(Operational efficiency • quality • labor control)*

**How to use:** Walk the plant during a normal production day. Mark **Yes / No / Needs Work**. Any item marked *Needs Work* becomes an improvement action.

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#### A. Front Counter & Intake

- Garments are **tagged immediately** at intake (no batching later)
- Clear **customer instructions documented** (stains, buttons, rush orders)
- Photos taken for **pre-existing damage** (when applicable)
- Pricing is consistent and easy for staff to explain
- Rush and special orders are **physically separated**

**Risk signal:** Intake errors are one of the top causes of claims and rework.

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#### B. Sorting & Load Planning

- Garments sorted by **fabric type, color, and process**
- Loads are built to **machine capacity** (not under-loaded)
- Problem items (beads, trims, dyes) are flagged
- Spotting needs identified *before* cleaning
- No excessive walking or backtracking in this area

**KPI to watch:** Rewash / re-clean percentage.

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### **C. Spotting Operations**

- Dedicated spotting area (not improvised)
- Spotting agents clearly labeled and organized
- Staff trained on **chemical compatibility**
- Adequate lighting and ventilation
- Spotting decisions are documented when needed

**Risk signal:** Poor spotting causes fabric damage *and* rework.

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### **D. Cleaning & Drying**

- Machines loaded to optimal capacity
- Correct programs consistently used
- Filters cleaned on a defined schedule
- No recurring machine downtime
- Operator understands *why* each program is used

**KPI to watch:** Pieces per machine hour.

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### **E. Finishing & Pressing (Most Common Bottleneck)**

- Garments staged correctly for finishing order
- Pressing stations arranged to minimize motion
- Pressing quality checked before assembly
- Finishing standards clearly defined
- Overtime driven by demand, not inefficiency

**KPI to watch:** Pieces per finisher hour.

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## F. Assembly, Inspection & Packaging

- Final inspection occurs **before bagging**
- Assembly errors tracked and reviewed
- Packaging materials appropriate for garment type
- Orders kept intact and clearly labeled
- No last-minute corrections at pickup

**Risk signal:** Assembly errors drive customer complaints.

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## G. Delivery / Routes (if applicable)

- Routes balanced by time and volume
- Stops sequenced efficiently
- Missed deliveries tracked
- Driver accountability metrics exist

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## H. Management & Control

- Daily production targets set
- KPIs reviewed weekly
- Training provided in short, frequent sessions
- Preventive maintenance scheduled
- Improvement actions assigned and tracked

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## COLORADO-SPECIFIC COMPLIANCE & RISK CHECKLIST

*(Environmental • safety • regulatory)*

**Important:** Colorado is stricter than many states. Documentation and prevention matter.

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## A. Environmental Compliance (CDPHE / EPA)

- All solvents documented (type, quantity, SDS)
- Machines comply with **EPA NESHAP Subpart M**

- Secondary containment in place
- Leak detection performed and logged
- Waste stored in labeled, closed containers
- Waste hauler is licensed and manifests retained

**Agencies involved:**

- **Colorado Department of Public Health and Environment (CDPHE)**
- **U.S. Environmental Protection Agency**

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**B. Air Quality & Permits**

- Air permit status confirmed (or exemption documented)
- Emission controls maintained
- Records retained for inspections
- No unauthorized equipment modifications

**Risk signal:** Unpermitted changes trigger enforcement.

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**C. Hazardous Waste & Disposal**

- Waste classified correctly (hazardous vs non-hazardous)
- Accumulation limits not exceeded
- Spill kits available and stocked
- Staff trained on spill response
- Waste records kept minimum **3 years**

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**D. Legacy Site & Property Risk (Critical in Colorado)**

- Historical use of PERC documented
- Prior environmental reports retained
- Property owner responsibilities understood
- Insurance coverage reviewed
- No undocumented floor drains or dry wells

**If unsure:** consult environmental specialists *before* expansion or sale.

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#### **E. Worker Safety (OSHA / WISHA-Aligned)**

- Written Hazard Communication Program
- SDS accessible to all employees
- PPE available and used
- Lockout/Tagout procedures for equipment
- Emergency eyewash/shower (if required)

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#### **F. Fire & Building Safety**

- Fire extinguishers inspected annually
- Electrical panels accessible and labeled
- Boilers inspected as required
- Combustible materials stored properly
- Local fire marshal requirements met

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#### **G. Training & Documentation**

- New-hire safety orientation documented
- Annual refresher training completed
- Incident/near-miss log maintained
- Equipment manuals accessible
- Compliance binder current and organized

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#### **High-Risk Red Flags (Immediate Attention)**

- No written environmental records
- Unknown historical solvent use
- Repeated quality rework
- Chronic overtime
- “That’s how we’ve always done it” culture

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 **What I Recommend Next**

If you want, I can:

- Convert these into **fillable PDFs or Excel checklists**
- Build a **1-page KPI dashboard** tied to this audit
- Create a **Colorado compliance binder outline**
- Prioritize findings into a **30-day corrective action plan**

Just tell me which format you want—or if you want this tailored to a **specific city or county in Colorado**.

ChatGPT can make mistakes. Check important info.

F: drycleaninginfosourceschat020326

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