

# 01. Define Sleep System Scope & BOQ

Build a room-by-room purchasing baseline before comparing quotations. This guide covers mattresses, toppers, pillows, duvets, protectors and bedding packages for hospitality and residential projects.

## 1. Map rooms and product categories

List guest rooms, suites, villas, connecting rooms and accessible rooms separately. Identify each bed configuration and the sleep products included. Keep optional products and agreed spare quantities visible so they are not counted twice.

## 2. Record a usable BOQ

| BOQ field                  | Information to confirm                                                                          |
|----------------------------|-------------------------------------------------------------------------------------------------|
| Room and item code         | Room type, bed configuration and a unique product code linked to the room schedule.             |
| Product and size           | Mattress width, length and finished height; bedding dimensions and product description.         |
| Construction and reference | Approved mattress specification, comfort reference, fabric, fill and bedding sample codes.      |
| Quantity and basis         | Beds per room, room count, units per bed and separately agreed spare or replacement quantities. |
| Commercial scope           | Included products, packing method, delivery terms and any exclusions affecting quotation.       |

## 3. Reconcile quantities before approval

For a twin room, count mattresses per bed and pillows per approved bed setup, rather than assuming one of each per room. Cross-check the room matrix against drawings and the operator's bedding schedule. Record whether toppers, protectors and linen are included or supplied separately.

## 4. Compare equivalent specifications

Compare like-for-like construction, foam layers, spring system, ticking, edge support, comfort reference and bedding fill. A price comparison is incomplete when product dimensions or included bedding differ. Confirm the target specification before selecting a quotation.

## Release record

Approve the room matrix, coded BOQ, quantity basis and spare schedule together. Record the revision and approval date; send later changes through the same controlled record.

## 02. Coordinate Mattress Specifications & Room Requirements

Resolve bed interfaces, mattress dimensions and comfort requirements before manufacturing. Use current room drawings and approved product references rather than assumptions based on a bed name.

### 1. Check the room-type matrix

Match every mattress code to its room type and bed base. Confirm whether nominal bed sizes refer to the mattress or the furniture. Identify special shapes, split configurations and accessible-room requirements separately.

### 2. Confirm the physical interfaces

| Interface             | Project information needed                                                                  |
|-----------------------|---------------------------------------------------------------------------------------------|
| Width and length      | Approved finished mattress dimensions and the usable bed-base opening or support area.      |
| Finished bed height   | Bed-base height plus mattress and topper height, checked against the approved room design.  |
| Support and retention | Platform or slat arrangement, support requirements and any recess, lip or retaining detail. |
| Surrounding furniture | Relationship to headboard, bedside furniture, sockets and other coordinated room details.   |
| Handling route        | Door, lift and corridor access; any approved sectional or special packing arrangement.      |

### 3. Define construction and comfort

Record the spring system or foam construction, layer sequence and thicknesses, cover and quilting details, edge support and any specified performance requirements. Agree a physical comfort reference and how repeated units will be compared. Terms such as soft or firm need a shared reference.

### 4. Confirm standards and evidence

Identify the destination market and project-specific fire, labeling or performance requirements with the buyer. Agree which products, test methods and documents are required. Check that any supplied report applies to the proposed construction; a report for a different product is not automatic evidence.

### Technical release

Approve dimensions, construction, comfort reference and bed-base interface together. Record unresolved items before release and obtain approval for substitutions or dimensional changes.

## 03. Manage Materials, Comfort & Bedding Consistency

Use identifiable material references to keep repeated rooms consistent. Treat the mattress and bedding package as related products with separate specifications.

### 1. Establish the mattress material schedule

| Component               | Reference to control                                                                                  |
|-------------------------|-------------------------------------------------------------------------------------------------------|
| Ticking and quilting    | Fabric composition, color, pattern, quilting design, backing and approved appearance.                 |
| Foam and comfort layers | Material type, layer order and thickness; density or other declared properties where specified.       |
| Spring system           | Approved spring type and specified construction details; keep the same reference across repeat units. |
| Edge support            | Approved perimeter construction and its relationship to the comfort layers and cover.                 |

### 2. Specify pillows and duvets separately

For pillows, record finished size, fill type and fill weight, shell fabric, construction and firmness reference. For duvets, record size, fill type and fill weight, shell fabric, stitching pattern and the approved warmth requirement. Do not substitute an unapproved fill solely to match total weight.

### 3. Coordinate the bedding package

Confirm sheet and duvet-cover sizes, fitted-sheet pocket depth, pillowcase fit and mattress-protector construction. Include topper thickness when checking fit. Agree fabric composition, color, finishing, labeling and care information for each product, including any operator requirements.

### 4. Keep an approved reference set

Retain labeled samples or specifications for ticking, foam, springs, edge support and bedding. Record supplier or material changes and assess their effect on appearance, comfort, fit and required evidence before approval. Compare repeat batches with the same approved references.

### Material review checklist

Check material identity, sample code, room allocation, product dimensions, care labels and approved substitutions. Where natural or batch variation is expected, agree an acceptable range before production rather than deciding at final inspection.

## 04. Control Sleep System Production & Quality

Inspect materials, construction and finished products against the approved project specification. Set acceptance criteria and inspection coverage with the buyer before production.

### 1. Verify incoming materials and assembly

Check incoming fabric, foam, spring and bedding materials against the approved references. Retain batch identification where applicable. Inspect mattress layer order, assembly, support and cover orientation during production, while internal construction is still accessible.

### 2. Use product-specific inspection points

| Inspection area      | What to verify and record                                                                          |
|----------------------|----------------------------------------------------------------------------------------------------|
| Dimensions           | Width, length and finished height against agreed tolerances; identify the measurement method.      |
| Quilting and seams   | Pattern, stitch quality, seam alignment, secure closure and clean workmanship.                     |
| Shape and edges      | Even profile, corner formation and approved edge-support construction; investigate distortion.     |
| Comfort consistency  | Compare repeated units with the approved reference using the agreed assessment method.             |
| Pillows and duvets   | Size, fill identity and weight where specified, fill distribution, stitching and shell appearance. |
| Final identification | Item code, room type, quantity, product labels and packing reference.                              |

### 3. Record defects and corrective action

Keep inspection results linked to product codes and production batches. Identify affected quantities, isolate nonconforming products and record the agreed correction. Recheck corrected items before release; retain photographs and measurements where they help demonstrate resolution.

### 4. Release a complete package

Verify the mattress, topper, protector and bedding as a coordinated set where purchased together. Confirm fit, quantities, labels and cleanliness. Check required product or project documents against the actual supplied specification.

### QC release record

Record the inspection date, applicable drawing or sample revision, acceptance result, open issues and release approval. Do not release a batch with unresolved deviations merely because packing is scheduled.

## 05. Plan Packing, Export & Project Delivery

Protect product shape and cleanliness, keep room allocations traceable and reconcile physical packages with the shipment records.

### 1. Select packing for each product

Protect mattresses against moisture, dirt, abrasion and handling damage. Agree whether products ship flat, compressed or rolled. Compression or roll packing requires an approved method suitable for the actual construction, including recovery instructions where relevant. Pack pillows, duvets and linen to preserve cleanliness and identification.

### 2. Make labels and lists match

| Packing record          | Information to include                                                                |
|-------------------------|---------------------------------------------------------------------------------------|
| Project allocation      | Project name, room or area type and the approved BOQ item code.                       |
| Product identity        | Product description and size; identify different comfort or bedding variants clearly. |
| Package reference       | Unique package number, units inside and links to any related packages.                |
| Handling information    | Orientation, protection and storage instructions appropriate to the product.          |
| Shipment reconciliation | Approved order quantity, inspected quantity, packed quantity and agreed spares.       |

### 3. Plan loading and export documents

Check package dimensions and the loading sequence before shipment. Avoid loads or stacking that deform mattresses or damage bedding. Keep room-type packages identifiable. Prepare the agreed commercial invoice, packing list and shipping records; confirm destination-specific documentation with the responsible parties.

### 4. Support receiving and handover

Provide the packing list and product references before arrival. At receipt, count packages, photograph visible damage and record shortages against package numbers. Keep products dry and protected until use. Where compression is approved, follow the supplied recovery instructions before assessing finished dimensions or comfort.

### Delivery closeout

Reconcile delivered items and agreed spares against the order. Keep damage or shortage records linked to the shipment and close any agreed replacement actions. Craftell Home's project scope should follow the agreed supply and delivery terms.