

28 June 2004

HYGIENE MAXIMISES EFFICIENCY WITH ELECTRONIC SYSTEM

Cleaning requires maximum attention to detail and providers must be able to demonstrate due diligence in all areas of their work. Frequently, however, to do so results in a lengthy paper trail.

As a leader in food and pharmaceutical cleaning, Hygiene has always striven to demonstrate to its customers that every aspect of cleaning has been completed effectively and efficiently. However it wanted to reduce paperwork and time constraints, and consequently has introduced an electronic checking and auditing system – Maximiser – at a number of clients' sites.



A Hygiene operative checks work in progress with Hygiene's new Maximiser system

In 2003 Hygiene set about to find an electronic system that would enable it to demonstrate who has cleaned, when and where. This, however, has proved harder than anticipated, Simon Brunker, Technical Manager explains: "At Hygiene we have been looking for an electronic means of automating the check-off and auditing systems, however in practice these frequently took longer to complete than traditional methods.

"Another problem is that most electronic systems are more suited to FM companies needing to inspect large buildings containing hundreds of rooms that can be broken down into as few as five or six different room types. What we needed was analogous

to inspecting smaller buildings with fewer rooms, but containing many more room types. In addition to auditing, we also wanted the ability to schedule tasks and assign operatives to all the items we are responsible for cleaning.

“To overcome these problems we recently began working with Expolink to develop a bespoke electronic system that would integrate our current quality systems with our existing IT capabilities. It has taken some time to get to the stage where we are able to trial Maximiser, but now we have overcome the initial teething problems, it is proving invaluable.”

Maximiser is a hand held personal digital assistant that enables Hygiene’s personnel and management to timetable in advance all work that needs to be undertaken and reschedule non-urgent tasks if necessary. Jobs can be ranked in importance and the systems can highlight any persistent problem areas.

Simon continues: “It has taken some people a bit of time to get use to Maximiser particularly with respect to the technology involved but it is now proving very beneficial.

“Our managers can now almost instantaneously provide customers with an up to date record of work undertaken. We can easily look at individual aspects of client accounts and data mine for specific elements, such as most frequent failures or best cleaned areas.

“Ultimately Maximiser enables Hygiene and our staff reduce the amount of time filling in forms and entering data into a PC, enabling them to spend more time completing the job we are paid to do.”

ENDS

Note to Editors

For further information or for high resolution images please contact:

Hannah Georg or Nicole Stephens

Wyatt PR, Wyatt House, 72 Francis Road, Edgbaston, Birmingham, B16 8SP

Tel: 0121 454 8181 Fax 0121 455 9785

Email: hgeorg@wyatt-inter.co.uk

Email: nstephens@wyatt-inter.co.uk