

CLEAN

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MIDDLE EAST

CLEANING AND HYGIENE

FACILITIES MANAGEMENT

WASTE MANAGEMENT

FOOD SAFETY



Continuous cleaning operations with high-pressure washers

High-pressure washers with 4-piston pumps are capable of providing round-the-clock cleaning

PRODUCT DIARY

- HACCP compliant pest control technology from Cryonite
- Classic eco-friendly waste receptacles from Blue Stream

NEWS

- Iraqi engineers learn German forensic lab and cleaning technology
- Subway Outlet in UAE wins Menu-Safe HACCP certification
- Recycling to boost Oman's private sector
- Dubai's Clean Up The World campaign volunteers pick up 7,205 tons litter

e-QSS: electronic quality securing system



Oswald Neumann- CEO, Neumann & Neumann

Securing quality in service standards can be of immense use to hotels, hospitals, malls, hyper-markets, cleaning companies, catering establishments, etc.

Ensuring quantity is as easy as counting, but the task of ensuring quality throws open challenges manifold. First is the need to measure quality and then to ensure the results are in line with the desired levels. The million dollar question is how to measure quality?

A software that enables electronic securing of quality has been recently launched by Jolmes International Trading in the UAE. electronic - Quality Securing System, e-QSS, developed by Neumann & Neumann from Germany was formally launched in October through the housekeeper's association at the Al Badia Golf Course in Dubai by Oswald Neumann, the inventor of the program.

This advanced software system is used for the implementation and evaluation of quality controls of all kinds. The specifications or the criteria to be checked are installed in an Excel spreadsheet on any standard PDA (personal digital assistant), which is then used as an electronic checklist during inspection. The information can be uploaded to the central server via Wi-Fi or GPRS. Reports are then generated instantly and sent as an email to the

relevant personnel. "It is a unique patented system which has been certified by TUV Nord," says Oswald Neumann.

He adds, "About 12 years back, the German Railways contracted us for checking the cleanliness inside trains in 30 stations. 30 stations, each with 10 trains a day, and 10 wagons per train, gave rise to 3000 checklist a day! Further, there was no way to track or measure the results and analyze the shortcomings. We had to address this issue and come up with a way to achieve the task in an efficient manner. It took three years from then for us to develop a system to measure and ensure quality in a digital and mobile format. We could not find any better name for it than electronic -Quality Securing System. Since then, we have been helping organizations secure their desired quality in service as well as product standards utilizing e-QSS."

This system is being used in Germany, Austria, France and now, is being introduced to the UAE market through Jolmes International Trading LLC. In Germany, more than 450 big companies use e-QSS to ensure quality standards. He says, "We only make templates and each client can fill the templates with their own check list. The program is thus tailor-made by the clients themselves to suit their own unique requirements. And the best part is that it takes only fifteen minutes to learn the program. Such a program can be of immense use to hotels in all the different departments within an integrated system. e-QSS is also compatible with most of the existing Enterprise Systems used by hotels." The software offers decisive advantages for quality checks such as:

- Less time for data entry/ Easy to use
- Timely evaluation
- Continuous performance documentation
- Performance transparency and benchmarking
- Multi-client web portal
- PC or server solution
- Tailor-made special programming

"Recession is in fact the best time to launch



Mairaj Ahmed- MD, Jolmes Dubai; Oswald Neumann- CEO, Neumann & Neumann; Jeanette Clift- Area Director of Housekeeping, Rotana; Maureen Currin- Housekeeping Manager, American Hospital



Josephine Wallis- Executive Housekeeper, Burj Al Arab; Dilki Cooray- Director of Housekeeping, Radisson Blu; Christine Saldhana- Executive Housekeeper, Crowne Plaza; Tajana Ahmed- Housekeeping Manager, Grand Hyatt



The economic recession is in fact the best time to launch e-QSS as it reduces manpower which is an expensive resource.

e-QSS as it reduces manpower which is an expensive resource. This programme also gives a more professional approach to your work. It's a user-friendly, cost-effective and versatile system. Jolmes Dubai will provide the back-up service and do the marketing," states Mairaj Ahmed, Partner/Managing Director, Jolmes International Trading LLC.

To this he adds, "e-QSS draws the requisite balance between speed and the necessary information required to do any task and hence, leads to efficiency. The chances of breakdown of the system are practically non-existent as the PDA is only an interface and the programme is protected by firewalls. Further, it increases the productivity as lesser heads are needed on the job with this kind of speedy, timely and accurate quality checks."

Neumann is confident that this quality check system can be customized to meet a cross-section of clients' needs. He explains, "My purpose is not to tell you what this system can do, but to fit it in within your parameters. I just come and ask you, how do you do the quality calling in your defined environment. I take your system and spruce it with e-QSS. Nobody takes the laptop to the cellar to check the air-conditioning, but you can carry the PDA anywhere."

"The idea is always to solve problems you know. This system can help deduce the problems even before the customer notices it. German Railways are still using it in all their stations. We want to bring speed and efficiency to the processes. After all, it is never that the bigger companies eat the small ones, it is the fast ones that eat the slow ones," comments Neumann thought-provokingly.

This can act as a self-analytical tool too. The employees can execute their tasks and then check with the system as to how well they've

done it. To sum up, at a glance the electronic quality securing system smoothens out the workflow from various perspectives:

- Application for every check list, inspection report or documentation
- Eliminates the need and the errors that arises in transferring data from paper lists to PC
- Indication of date and time as performance record
- Possibility of bar code connection
- Electronic alerts at the agreed time in case of missing quality control
- Automatic list of shortages sent to several e-mail receivers for immediate redressal
- Quality report according to required parameters and immediate e-mail to decision departments
- Daily, weekly, monthly and yearly compilations with comparison of projects
- Set up of a code number system for short and long term statistics



Tahir Mahmood- Executive Housekeeper, Avari Dubai; Mohammad Taseer- Housekeeping Superintendent, Oger Dubai; Anjith Sasikumar- GM, Jolmes Dubai