Service engineers’ skills honed in regular training courses

**Miele Service Pack:**

**Qualification of cleaning systems**

Gütersloh/Munich, April 1, 2014. – In the pharmaceutical, food-processing and cosmetics industries, all cleaning systems used in production, quality assurance and R&D must be 'qualified'. The responsibility for qualification lies with the equipment operator, with support forthcoming from Miele's after-sales service team. Miele's tailored service package covers Installation and Operation Qualification (IQ/OQ).

Qualification involves the following: Design Qualification (DQ), Installation Qualification (IQ), Operation Qualification (OQ), Performance Qualification (PQ) and, in some cases, process validation. Before IQ/OQ can be performed by Miele's own service engineers, the necessary documentation must be compiled, checked and approved by the operator for use during inspection. Miele service technicians will then perform qualification on the basis of this documentation. All the necessary calibrated and certified test apparatus is provided by Miele.

Miele's own service engineers are given training covering all aspects of machine technology (installation, programming, repair and maintenance) in regular refresher courses. This is complemented by specialised training on the qualification of Miele cleaning systems used in industrial and laboratory operations. Theory and practice are not confined to washer-disinfectors either: instruction also covers all peripheral units likely to be encountered in industrial applications (for example Miele's Aqua Purificator to produce demineralised water as well as dispensing systems and accessories such as mobile injector units and inserts). Qualification is performed using calibrated, certified equipment on the basis of standardised documentation forms verified by Miele.

**Installation Qualification (IQ)**

The objective of Installation Qualification is to verify that the cleaning system and its installation comply with the operator's and manufacturer's

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requirements. During IQ inspection, Miele service engineers document, measure and assess compliance of delivered units with the original order and check unit configuration and condition, installation and connection to on-site utilities and also calibrate certain measuring systems.

**Operation Qualification (OQ)**

The objective of Operation Qualification is to furnish proof that the cleaning system meets the requirements of the operator and equipment manufacturer when installed and connected. OQ documentation, inspections and evaluation cover functions with relevance to safety and operation, process-related messages and warnings, and programme sequence. Training of operatives and the documentation of such measures is also carried out during Operation Qualification.

As a rule, maintenance is performed on the machine one year after qualification, including the calibration of measuring systems and a function check on certain components. This is repeated every 12 months and includes inspection, maintenance and repair. These include a thorough inspection of the washer-disinfector in accordance with VDE 0701/0702, and checks on water hardness, temperature, conductivity and safety functions relevant to machine operation. Miele’s after-sales service department provides all these services from one single source. Clients' repairmen do not need to burden themselves with having to acquire specialised technical repair skills.

(462 words, 3.593 characters incl. spaces)

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**Company profile:** Miele is the world leader in the field of premium domestic appliances including cooking, baking and steam-cooking appliances, refrigeration products, coffee makers, dishwashers and laundry and floorcare products. This line-up is augmented by dishwashers, washer-extractors and tumble dryers for commercial use as well as washer-disinfectors and sterilisers for use in medical and laboratory applications (Miele Professional). The company, founded in 1899, has 8 production plants in Germany and one plant each in Austria, the Czech
Republic, China and Romania. 2012/13 turnover amounted to approx. EUR 3.15 bn with sales outside Germany accounting for 70%. Miele is represented with its own sales subsidiaries and via importers in almost 100 countries. The Miele company, now in the fourth generation of family ownership, employs a workforce of around 17,250 with two-thirds in Germany. The company headquarters are located in Gütersloh/Westphalia, Germany.

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**Photo:** Inspection and evaluation of functions with an impact on safety and operation belong to the range of services offered by Miele’s in-house service engineers during Operation Qualification. The necessary skills and proficiencies are obtained in a comprehensive series of training courses.

(Video: Miele)

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