

Press release  
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## **Miele MOVE Clean+: Digital management for greater efficiency in contract cleaning**

- ▶ Software connects facility management, technicians and cleaners
- ▶ Modular structure for optimised administration of premises

**Gütersloh/Berlin, September 19, 2023. – As a system supplier to contract cleaners, Miele Professional is now deploying software which provides support with business work processes. Miele MOVE Clean+ is completely independent of Miele machines and should be understood as a piece of independent software which connects all the persons involved in contract cleaning and covers the entire portfolio of tasks: From customer and order management and job rotas to clocking working times and quality control. This digitises previously manual activities – ensuring considerably more efficiency in the process. The modular software is available both as a web-based application and an app and can be put to productive use with only little effort.**

Cost pressure and personnel bottlenecks are two dominating factors in the contract cleaning branch. This is where Miele MOVE Clean+ software with its 14 configurable modules comes in: Software which can be adapted to suit the individual needs of contract cleaners or to reflect proven best practices in the branch. The software can be integrated into existing systems used by businesses, allowing the use of only individual modules such as time registration or quality control.

### **Time registration and job rotas**

The time registration module allows contract cleaners to digitally clock the working times of individual members of staff. Miele MOVE Clean+ supports a range of options: Confirmation fields in the app, scanning methods using barcodes and NFC tags or times reported in over the phone. Depending on the project and local circumstances, it is possible to switch effortlessly between the various methods. A virtual job rota provides a summary of hours worked, overtime and planned shifts.

The job rota module provides support in planning deployment and working times at the various premises to be cleaned. An overview of deployment levels and jobs assigned to staff members compares actual and target hours worked. And, if urgent tasks require attention, all involved are sent push notifications.

## **Quality control**

Miele MOVE Clean+ takes even more work off the hands of administrators: The quality control module helps ensure consistency in the level of cleaning quality. Rooms are checked according to pre-defined criteria and protocolled in the app. The selection of rooms can either be a decision taken by a manager or other person of responsibility or left to a random generator. An integrated ticketing system reports deficiencies and anything conspicuous automatically, for example to the utilities management team.

A documentation of checks is possible with little effort and in the form of protocols. These quality reports cover all relevant information as charts, statistic, key process indicators and images, providing comprehensive documentation of cleaning quality.

## **Numerous extension options**

In addition to the above, Miele MOVE Clean+ provides further functions which assist in efficiently organising the working day, including for instance 'key management', 'vehicle fleet' and 'training management' modules. This allows the documentation of issued keys, management of the company's own fleet of vehicles and the organisation of training courses for staff members. Furthermore, the 'Inventory' module allows non-stationary assets (such as vacuum cleaners) to be identified and tracked using barcodes. In this case, nothing is lost, even if equipment is spread across multiple premises. At the same time, the inventory module facilitates the planning, performance and documentation of legally required inspections of electrical appliances.

Miele is continuously adding further functionalities and modules to its MOVE Clean+ software – making it a highly sustainable solution with which the efficiency of processes in contract cleaning are improved in the long term.

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**Company profile:** Miele is the world's leading manufacturer of premium domestic appliances including cooking, baking and steam-cooking appliances, refrigeration products, coffee makers, dishwashers and laundry and floor care products. Their product portfolio also includes dishwashers, washing machines and tumble dryers for commercial use as well as washer-disinfectors and sterilisers for use in medical and laboratory applications. Founded in 1899, the company has eight production plants in Germany, one each in Austria, the Czech Republic, China, Romania and Poland as well as two production plants belonging to its Italian medical technology subsidiary Steelco. Sales in the 2022 business year amounted to around € 5.43 bn. Miele is represented with its

own sales subsidiaries and via importers in almost 100 countries/regions. Throughout the world, the family-run enterprise, now in its fourth generation, employs a workforce of around 23,300, of which approx. 11,900 employees work in Germany. The company has its headquarters in Gütersloh in Westphalia.

## There are two photographs with this text



**Photo 1:** Effective quality control is possible with the aid of a smartphone: Simply select a room, check the selected criteria and, where necessary, add a comment. (Photo: Miele)



**Photo 2:** Irregularities are easily documented with a photograph taken with a smartphone to ensure that faults are remedied fast – in this case a defective lamp which is immediately brought to the attention of the facility management team. (Photo: Miele)

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