

Be sure. **testo**



**Miele**

## Reference

Test equipment management  
for customer service and  
Service organisations

Testo Industrial Services – More service, more safety.

## Full service in the field of measurement technology at Miele

Miele is the world's leading supplier of premium domestic appliances for cooking, baking, steam cooking, refrigeration/freezing, coffee preparation, dishwashing, laundry and floorcare. In addition, there are dishwashers, washing machines and dryers for commercial use as well as cleaning, disinfection and sterilization equipment for medical facilities and laboratories (Professional business area). Founded in 1899, the company has eight production sites in Germany, one plant each in Austria, the Czech Republic, China, Romania and Poland, as well as the two plants of the Italian medical technology subsidiary Steelco Group. Sales in fiscal 2020 were approximately €4.5 billion (of which in Germany: 29.5 percent). Miele is represented in almost 100 countries/regions by its own sales companies or via distributors. The group, now in its fourth generation of family management, employs around 20,900 people worldwide, some 11,050 of them in Germany. Headquarters is Gütersloh in Westphalia.

Full calibration service for all measuring equipment from over 1,500 Miele service technicians – Europe wide.

Miele's service organisation is divided into the following areas

- Budget,
- Small Business,
- Medical and pharmaceutical,
- Restaurants,
- Hotel industry and
- Laundry Technology

## Our calibration scope for 10,000 test devices from Miele



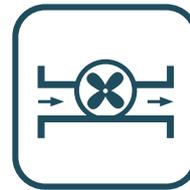
Electrical  
measuring parameters



Analytical  
measuring parameters



Mechanical  
measuring parameters



Flow rate  
measuring parameters



Thermodynamic  
measuring parameters

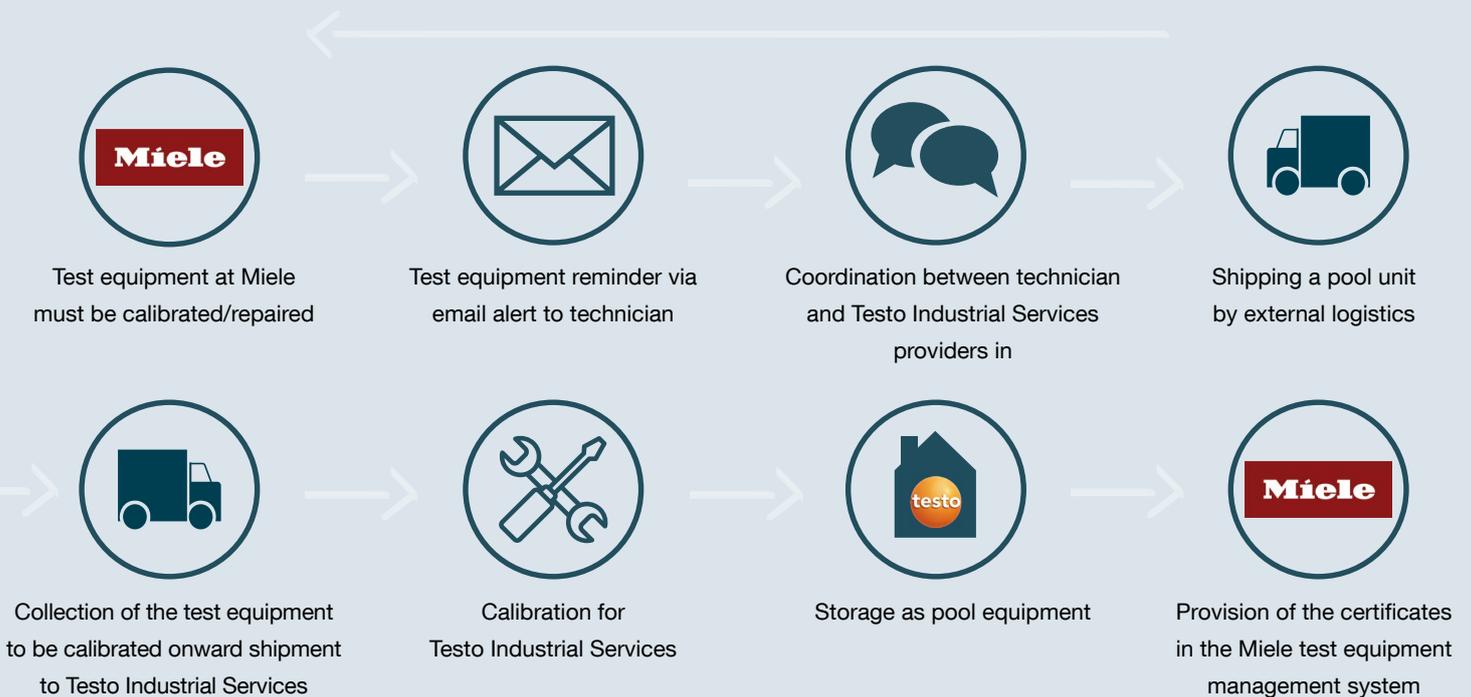
## The initial situation

As an appliance manufacturer, Miele carries out, among other things, verification and validation in accordance with the DIN EN ISO 15883 standard. To ensure that the measuring equipment meets the standards for safety and quality requirements, regular calibration is necessary.

With Testo Industrial Services, Miele has a reliable partner at its side. Together we developed a process for managing and distributing a pool of measuring equipment, ensuring Miele's engineers always had access to fully calibrated equipment and were always able to meet their service requirements (calibration, maintenance and repair).



## Measuring equipment pool procedure and management



## Individualised service and competent advice

Dirk Kastrop and Achim Schöning

### Customer Service/Measuring Tools and Electrical Safety – Miele & Cie. KG

”From our point of view, the successful changeover was based on an individualised range of services and expert advice on Miele’s own requirements. In the course of the project, we were supported by a young team with a high level of expertise, at all times in a goal oriented manner. As a result, we were able to work together to meet our project schedule and implement it without any challenges or time delays.“

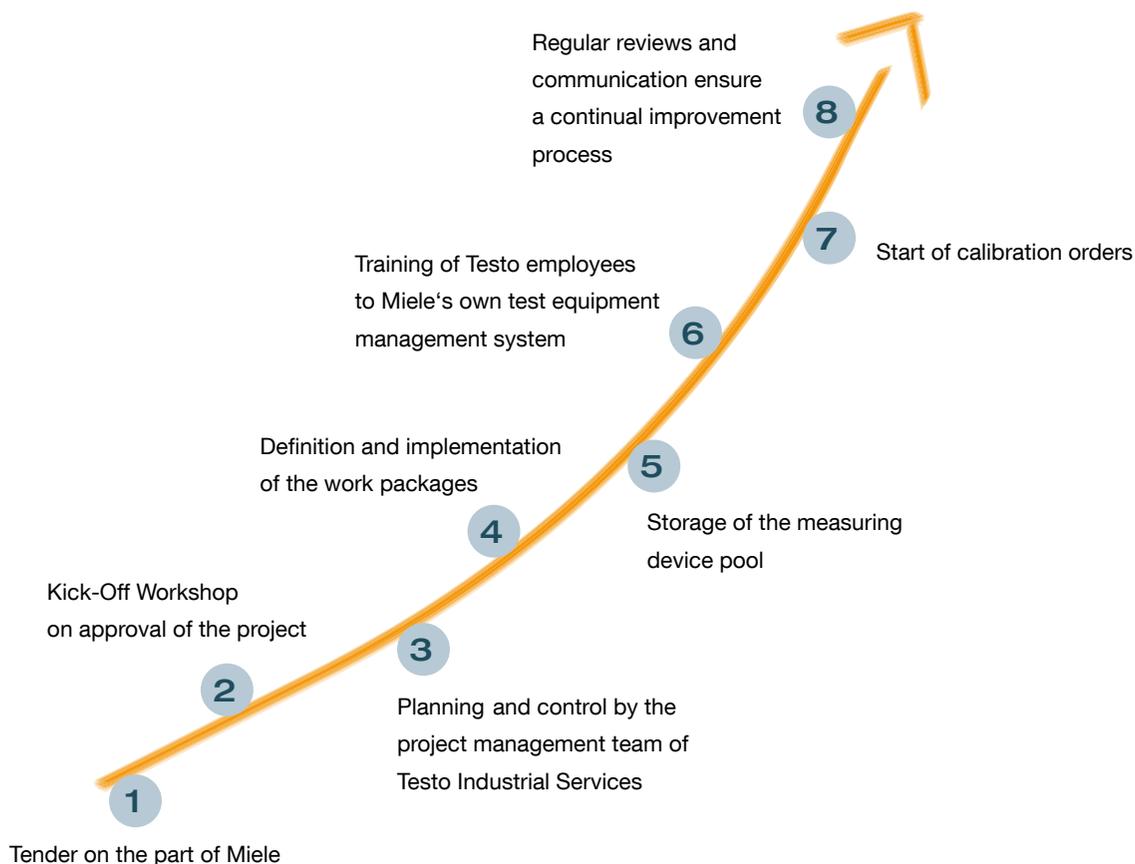
#### Project outcomes:

- Introduction of a holistic measuring equipment pool procedure including administration
- Maintenance of Miele’s test equipment management software by Testo Industrial Services
- Provision of measuring equipment for 1,500 Miele service technicians
- Individualised Miele process flow according to requirements
- Worldwide implementation potential for all Miele sales companies
- Fixed contact persons and regular coordination for a smooth process - even beyond the project itself
- Guaranteed availability of test equipment in perfect condition
- No downtime due to coordination and stocking of pool equipment



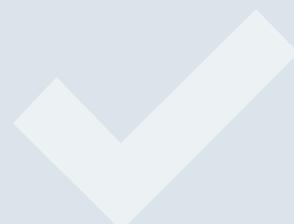
## Project development of the full service package

Every project is individual, just like its requirements. Close coordination between the project management teams of Testo Industrial Services and Miele was essential. A fast reaction time to various challenges could therefore be guaranteed, which ensured the project was successfully implemented in the shortest possible time.



### Advantages of the all-round service of Testo Industrial Services

- Full service - calibration and repairs from one source
- Coverage of the complete logistics process including schedule coordination by Testo Industrial Services
- Manufacturer-independent calibration services
- Over 60 years of experience in measurement technology
- Personal advice from our sales office and field staff
- Individual support by the project management team for customer-specific requirements



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