SUCCESSFUL (HACCP) QUALITY MANAGEMENT WITH SENSIRE

Just a short walk away from Helsinki's most prominent sights, Hotel Arthur has provided travelers with a comfortable temporary home in the heart of the city since 1907. With 203 comfortable guest rooms and 12 spacious meeting rooms, the hotel hosts 100.000 domestic and international guests each year. The in-house restaurant offers traditional Finnish dishes as well as a large breakfast buffet and custom conference catering.

THE CHALLENGE

Hotel Arthur is legally required to record and report on various practices and values related to hygiene and food safety. A major part of that is temperature monitoring – they must monitor the temperature of various appliances like fridges, freezers and dishwashers as well as food during both preparation and serving.

Considering the size of the hotel and the number of critical control points that need to be checked multiple times a day, fulfilling regulations effectively and efficiently was time consuming and challenging. Data collection and data analysis using pen and paper was no longer serving their needs. Hotel Arthur needed a solution that would make it easier to log entries, monitor results and react to any deviations. They needed an automatic monitoring solution to help them save valuable time, eliminate human error, reduce food waste, and ultimately save money.

THE VERSATILE SOLUTION

Sensire's Quality Management System was the ideal solution for Hotel Arthur. The mobile app, wireless sensors, and cloud environment are a powerful combination that can be adjusted for use in various parts of the hotel.

The app, which can run on any mobile device, supports staff in monitoring temperatures and food waste, and guides them through tasks and responding to deviations. App data is transferred to the Sensire cloud platform in real-time with a full audit-trail.

During food preparation and serving, temperatures are monitored with a Bluetooth-probe that feeds measurements through the mobile app to the cloud.

Wireless sensors in the required appliances or storage rooms provide automatic temperature measuring around the clock and include a configurable alarm function (SMS/email).

The Sensire cloud environment acts as the central interface in the backend, managing (HACCP) tasks, monitoring entries, and reporting results. It is accessible from any device, anywhere. This centralized data hub helps in the development of standardized processes at the hotel, and makes communicating with the relevant authorities fast and easy.

The solution is available as a subscription model, which covers all costs including maintenance needs, or as an investment model with additional maintenance contracts. Monitoring quality has never been easier.

> *"Sensire is our daily driver for many processes around the hotel. The automatic temperature monitoring has not only been a time but also life saver. The solution gave us the visibility we needed to update our processes."*
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> Tanja Tähtinen | Hotel Manager | Hotel Arthur, Helsinki

Since Hotel Arthur started using the Sensire solution in 2018, Sensire's highly reliable wireless sensors have been handling all automatic temperature monitoring on the premises – 24/7, without staff interaction. Bluetooth probes speed up the mobile temperature checks during food preparation, at the breakfast buffet and when receiving inspections.

The Sensire app's task management function is being used extensively throughout the restaurant kitchen and the hotel, including during many cleaning and hygiene related tasks. Alarms, corrective actions, and deviations are also handled through the Sensire solution.

The management utilizes the integrated audit function and weekly reports to make sure everything is done according to Hotel Arthur quality standards and good hotel practices.

SUPERIOR RESULTS

Sensire helped Hotel Arthur bring visibility to hundreds of recorded measurements. Once they started to analyze the collected data within the Sensire cloud environment, they were able to improve their processes and decrease deviations. Deviations are down from one per week to one per month, plus now they usually only occur when receiving and inspecting deliveries.

Hotel Arthur was also able to significantly reduce food waste from the breakfast buffet by about 30% since Sensire allows them to keep the food at optimal temperatures.

Not only has Hotel Arthur reduced deviations and food waste, they have also improved efficiency. Sensire's automatic monitoring replaced manual temperature recording, saving staff around 30 minutes per day. Additionally, by automating reporting with Sensire, managers save around two hours per week.

Due to the many quantifiable benefits, Hotel Arthur was able to get a fast return on their investment in the Sensire solution.

Overall, food safety has been improved and automated alarms ensure that any possible problems that do come up get corrected quickly. Everything can be done effortlessly within the Sensire cloud environment, which has improved visibility, transparency, and compliance.

BENEFITS

- Ensures temperature monitoring and faster logging of entries
- Automatic monitoring reduces workload and saves time
- Effortless communication with relevant authorities
- Reduced food waste
- Freeing resources to other key areas
- All data accessible in one place, Sensire Cloud
- Easy to recognize problem hotspots

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