

Digitalizing Calibration Management for a Global HoReCa Manufacturer

Category: Case Study

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DIHR needed a more reliable way to manage measurement instruments, calibration records, and compliance activities across its organization. The company chose QX-GS to replace manual tracking with a centralized and more controllable process.

Project Summary

Customer DIHR

Industry Professional washing systems for HoReCa

Solution QX-GS Calibration Management System

Main need Centralize instrument and calibration management while improving traceability and efficiency

Background

DIHR is an Italian reference company in the production of professional washing machines for the HoReCa sector. With more than 20,000 machines produced every year and a commercial presence in over 120 countries, the company operates in a context where quality, traceability, and compliance matter every day.

In this kind of environment, even the management of measuring instruments has to be solid. Tools used in laboratories and along production lines must be calibrated, tracked, and available for checks without delay or confusion.

The Challenge

Before QX-GS, the process was handled through a mix of Excel files, spreadsheets, and paper documents. It worked for a while, but over time it became harder to manage and too easy to lose control of important details.

Problem	Operational impact
Manual and fragmented archives	Information was not always updated in real time and access was not centralized.
Risk of missing calibration deadlines	Instruments could be used when they should not have been, with clear quality risks.
Poor traceability	Audits became harder and the risk of non-compliance increased.
Time lost in routine checks	Operators had to search for documents and verify status manually, slowing down quality control.

For a company like DIHR, this was not just a small efficiency issue. It was also a matter of compliance and operational reliability.

The Solution

DIHR selected QX-GS, the ByteQX cloud module dedicated to instrument and calibration management. The platform was configured to support both internal and external calibration flows in a single environment.

Key function	What it solved
Internal and external calibration management	One central archive for internal lab reports and external accredited certificates.
Automatic deadline notifications	Alerts for calibration and control expirations, reducing the chance of missed actions.
Full traceability	Complete history of calibration intervals and documents, ready for audits.
Multi-site cloud management	Standardized control with local autonomy across different sites.

The implementation started with an analysis of the existing process. That step was important, because the system had to fit the real way DIHR was already working, not the other way around.

- Process analysis and requirements collection.
- Data migration from paper and Excel archives.
- Platform configuration based on actual operational needs.
- Training for the internal team.
- Gradual go-live with monitoring and feedback.

Benefits

Benefit	Result
Less manual work	Excel files and paper records were replaced by a centralized digital system.
Real-time inventory	Instrument status is now easier to check and much faster to update.
Automatic notifications	Deadlines are monitored continuously, reducing the risk of delays.

Benefit	Result
Stronger traceability	Audit trail and document history are always available.
Better productivity	The technical team spends less time on low-value checks and more time on actual quality work.

The most visible change was not only the reduction of manual tasks. It was also the fact that the team gained a much clearer way to manage compliance without adding complexity.

Future Outlook

The success of QX-GS opened the way for further digitalization inside DIHR. The company is currently using QX-GS for calibration management and is evaluating additional QX modules to extend the platform.

- **QX-TMS** for test management activities, scheduling, DUT and bench management, and real-time analysis.
- **QX-MAN** for asset management and maintenance, including preventive and predictive maintenance.

The goal is simple: keep building a more connected environment for test, measurement, and maintenance activities, while making the work easier for the people who use the system every day.