

Quality management  
by touch

# What is **Qm touch**®?

**Qmtouch** is the complete solution to generate:

CUSTOMER FEEDBACK  
QUALITY MEASUREMENT  
REMOTE SERVICE CONTROL  
TIMEKEEPING

The **“All in one”** Hard- and Software Solution.

Qmtouch is a device to easily collect anonymous customer feedback **wherever** you need it.

No other analog, digital or QR-Code system is able to generate a comparable quantity of feedback and analysis in real time at such a reasonable cost.

Only Qmtouch guarantees a continuous measurement of quality and seamless reporting about quality development. In addition, Qmtouch discovers sources of error in planning and implementation.



# Why does **Qm**touch® work?



## **Consider your own behavior.**

Do you like to be bothered by someone asking you dozens of questions on the street or on the phone? Or do you fill out long questionnaires on paper or in the Internet?

**No?... We thought so. We don't like that either...**

**Qm**touch works so well **because** customers, guests and users can give feedback

**WITHIN SECONDS**

**SIMPLY**

**ON THE SCENE**

**WITHOUT TECHNICAL HELP**

**WITHOUT RISK**

**ANONYMOUSLY**

That is why we get a real **5-10 %** response rate.

# What can **Qm touch**® do for you?

## CUSTOMER SURVEY

You want to know **WHAT**,

**WHEN**

and **WHERE**

your customer is thinking about your performance or the offer you made?

The mobile Qmtouch floor stand can be strategically placed directly where you want to gather information. Here the customer can provide immediate feedback with either one or just a few clicks on the touch screen.



# What can **Qm touch**® do for you?

## QUALITY MEASUREMENT

You want to know **HOW** satisfied your customer is  
and **WHEN**  
and **WHERE**  
they used your service?

**T**he Qmtouch OnWall Systems are placed on the wall, i.e. at public washrooms where the hygiene is most important. This provides on-going feedback about the quality of service and the cleanliness of the toilets. The direct, online, evaluation system can help identify a lack of quality and support processes to correct this quickly. Frequent

complaints set off an alarm to a supervisor who can take appropriate actions.

Employees log in and out of the system with an ID-Code. The display shows the user at what time the last cleaning was completed. Therefore the handwritten attendance list is no longer needed.



# What can **Qmtouch**<sup>®</sup> do for you?



## SERVICE CONTROL + TIME TRACKING

Would you like to offer a **DEMAND ORIENTED SERVICE**  
which can be triggered by the amount of a **SPECIFIC** kind  
of **CUSTOMER FREQUENCY**?

In this case the Qmtouch Systems are equipped with sensors for counting people. After reaching a certain number of users or frequent complaints the Qmtouch triggers the service interval via an alarm. This can action cleaning/guarding/personal support/catering etc.

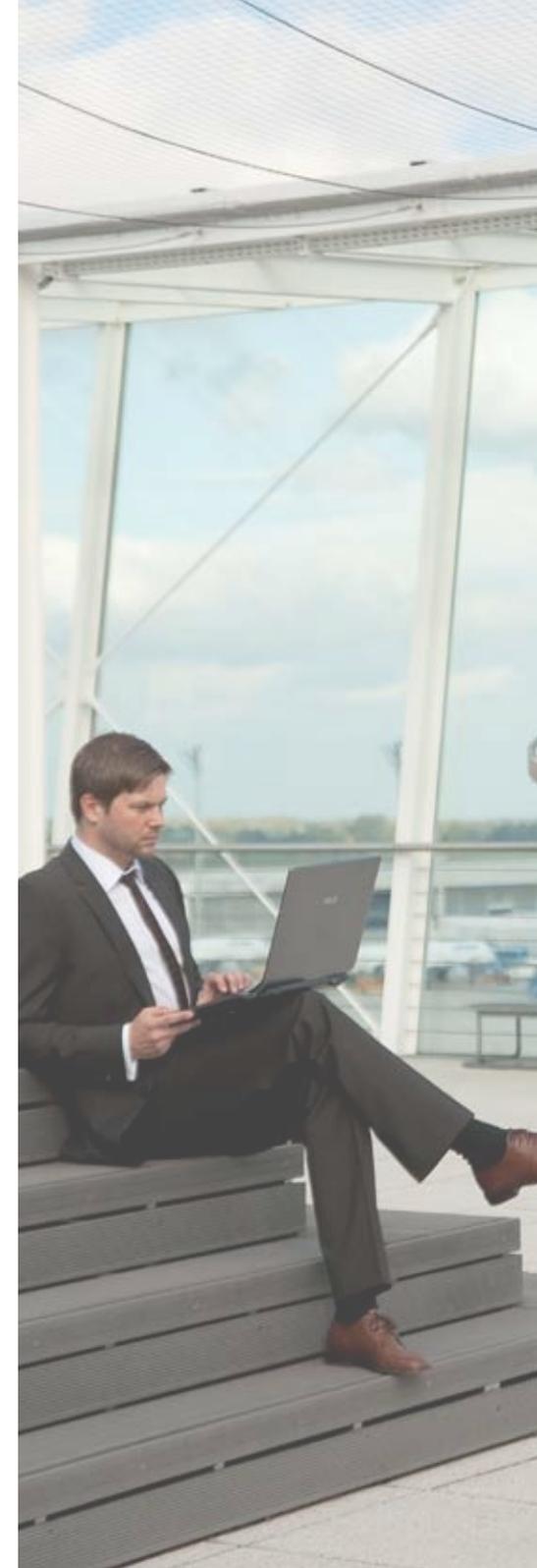
The employees can log in and off at the Qmtouch by PIN. The time is tracked and reported easily via web application.

# How does work?



Qmtouch collects the feedback of customers and users through touch screens.

Each device sends the data it collects in “real time” via LAN/WIFI/3G to the central data base. Through a web based application you can query all data and summary reports via any internet-ready smartphone/tablet/laptop/PC/Mac. This works wherever and whenever you want.



### Qmtouch OnWall



Qmtouch OnWall is easy to install on any wall. Its cables can either be installed behind the wall or outside using cable protectors.

### Qmtouch InWall



Qmtouch can be flush wall mounted producing a clean and elegant visual product. Cabling can be hidden within cable protectors on wall or lead from behind.

### Qmtouch floorstand



The mobile Qmtouch floor stand can be run with AC or battery power. Integrated transport wheels allow it to be easily moved when necessary.

Dimensions	H = 219mm W = 311mm D = 53mm
Voltage	AC 110 - 240V, 50/60 HZ
Power consumption	33 Watt
Battery life	
Charging	

Dimensions	H = 235mm W = 333mm D = 60mm
Voltage	AC 110 - 240V, 50/60 HZ
Power consumption	33 Watt
Battery life	
Charging	

Dimensions	H = 1566mm W = 493mm D = 534mm
Voltage	AC 110 - 240V, 50/60 HZ
Power consumption	33 Watt
Battery life	12 hours
Charging	6 hours

# Qmtouch® Web applikation

Data analysis and reports from Qmtouch systems are available over the internet with any device, such as smartphone/tablet/laptop/PC/or Mac anywhere at any time.

You can access real time data for:

## Customer satisfaction

Overall or individual events.

## Site evaluation

Overall by groups or all individual sites.

## Time period ranging

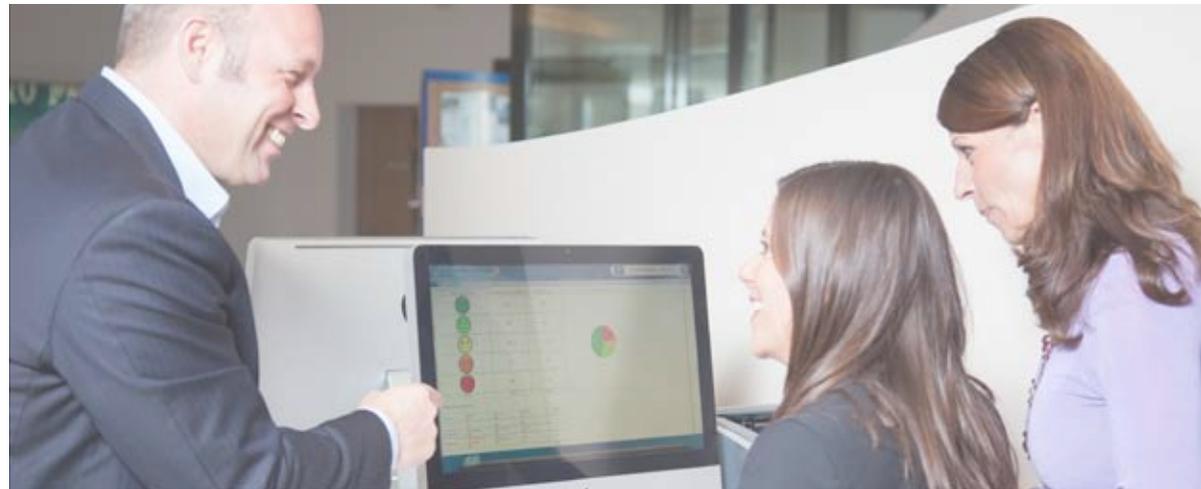
From hours, days, or an entire year.

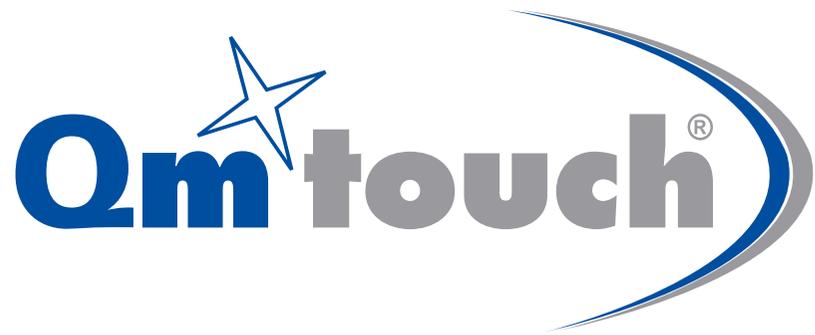
## People counting

During time spans from hours to yearly summaries.

## Working hours evaluation

Of overall view of log times and working hours per location, employee and time period.





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