Reducing Audit Fatigue in Five Steps
YOU NEED AUDITS TO ENSURE PUBLIC SAFETY IN TODAY'S HYPER-CONNECTED WORLD. BY HELPING STATE GOVERNMENT AGENCIES IMPROVE DEPENDABLE AND CONSISTENT REGULATORY COMPLIANCE, AUDITS DRIVE THE EXPERIENCE THAT IS THE FOUNDATION OF PUBLIC CONFIDENCE. PROTECT THE PUBLIC BY FINDING PROBLEMS FASTER, ALERTING THE RIGHT AUTHORITIES, AND ENSURING ACTION IS TAKEN QUICKLY. DESPITE THE IMPORTANCE OF AUDITING FOR PUBLIC SAFETY, MANY ORGANIZATIONS ARE STILL USING OUTDATED AUDITING PROCESSES THAT AT BEST ARE INEFFICIENT AND AT WORST LEAVE THE PUBLIC AT RISK.

Manual auditing processes like paper data-collection forms and electronic spreadsheets are no longer a good solution for the scope and speed of modern businesses. Antiquated audits leave you vulnerable to safety errors and a significant backlog in a world where news travels at the click of a button. Additionally, audits compiled in spreadsheets make it nearly impossible to see trends before they develop into public health threats. They delay action that, if more timely, could improve your state’s reputation and increase public confidence in their local government.

Moreover, that does not even take into account auditing fatigue, which lowers the morale of auditors and those being audited. Auditing fatigue can also affect the quality of information auditors gather, which then limits the information you have available to protect the public, maintain integrity, and keep businesses compliant with regulations.

The following five steps will help you protect your brand by reducing auditing fatigue:

1. STREAMLINE ANTIQUATED DATA-GATHERING METHODS

Agencies in the information age require accurate, nimble data to make decisions. Unfortunately, manual auditing and even most auditing software make it difficult or impossible to gather information quickly enough to keep up with your state’s growing needs. Streamlining your data gathering with a mobile, cloud-based solution means you never have another frustrated auditor ready to throw their clipboard.

In a more traditional auditing environment, when government agencies change regulations or departments update their policies, you have to spend valuable time changing audits to meet the new data needs. Then it is weeks before every auditor receives and implements the changes, and that translates to even more time spent repeating audits that were done with outdated forms. It’s easy to see why auditors are tired of working under the old system. Redoing audits because forms can’t be distributed efficiently is exhausting and demoralizing for auditors, and expensive for taxpayers. Long paper forms are frustrating and cumbersome to sort through, especially when the questions don’t
apply to every location the auditors need to visit. Also, trying to keep up with audit changes to meet government needs under a manual system can feel like a never-ending struggle.

Even when agencies have auditing software in place, most solutions use complex forms, provide limited mobile access, and require extra steps that increase auditors’ workloads. While it may be an improvement on a manual process, the complexity of these solutions makes them less than ideal when it comes to reducing auditing fatigue.

For example, with most auditing software, when data needs change, auditors must update and produce new forms themselves because most don’t automatically populate forms with information from your department’s network. Personnel at the facilities being audited must spend time answering questions that a more efficient solution would answer for them. This cycle of inefficiency leaves both the auditors and audited companies frustrated and drained by constant changes.

With RizePoint’s mobile software, auditors won’t feel exhausted or overwhelmed by the amount of information they must document and report. RizePoint offers an easy, efficient auditing method that uses a highly customizable administrative tool and mobile-friendly auditing forms to give you the most up-to-date information when and where you need it. Redoing audits is a thing of the past. The administrative tool makes it easy for managers to update auditing forms. If you need to revise forms as new laws are enacted, or old ones are changed, simply access and update the forms in the online portal. RizePoint then automatically syncs the new forms with RizePoint Mobile Auditor, where auditors can retrieve the most recent forms.

Agencies can customize auditing forms to make audits as simple as possible. RizePoint supports virtually any type of form in any format and offers 15 different methods of presenting questions and answers. Managers can create predefined responses, so all auditors need to do is tap a button to select a reply; and if auditors need to add an explanation, the RizePoint mobile app lets them create voice-to-text memos, annotated pictures, or video responses in the audit. These features save time and make recording all essential information quick and easy.

RizePoint software also gives auditors the tools they need to collect accurate data. For example, less experienced auditors can quickly reference policy manuals on mobile apps, instead of dragging around a heavy binder. Additionally, forms are dynamic based on location, so auditors no longer need to remember which questions apply to certain locations. This significantly reduces the amount of time and effort it takes to complete audits.

Predefined answers reduce auditing time.

2. REDUCE AUDIT-RELATED TRAVEL

Sending auditors to different sites is necessary, but the travel takes a toll on the auditors. Add inefficient manual methods on top of normal travel fatigue, and it becomes even more tiring and cumbersome. Not to mention the long paper forms with questions they have to sort through for relevance to each location, which is frustrating and time-consuming. Additionally, if auditors inadvertently skip a question or two, they must return to the site to complete
the audit, thus extending time away from home. Then, after spending long days filling out forms, auditors must spend their evenings inputting audit data into electronic spreadsheets, which only contributes to their exhaustion.

RizePoint simplifies the auditing process from end-to-end, easing the burden for auditors and reducing travel expenses for your organization in several ways. RizePoint software tailors each form to the location, making audits faster and easier using features like trigger questions that catalyze relevant follow-up questions. Because auditors don’t have to flip through pages of irrelevant questions, trigger questions can reduce the time it takes to complete audits by as much as two hours per location, and avoid the risk of having to redo an audit after inadvertently skipping required questions.

For example, suppose a hotel auditing form contains a trigger question about the presence of a pool. To answer this question, the auditor selects a “no” or “yes” button during the inspection. If the location has a pool, and the auditor selects “yes,” the form automatically displays follow-up questions that relate to pools. If the hotel doesn’t have a pool, the form will not display the follow-up questions and the auditor can move on to other areas of the hotel.

Auditors have the capability to easily sync the data with your management console, saving time and reducing the stress involved in manually uploading data after having been on the road all day. Between the time saved from forms that adjust to the location with trigger questions and effortless data entry, auditors may even be able to visit more than one site in a single day.

3. REPLACE OUTDATED DATA MANAGEMENT AND ANALYSIS TOOLS

With manual auditing processes and tools, auditors have a significant amount of work to do after the data-gathering portion of the audit. Many auditors spend hours manually entering results into unwieldy spreadsheets. After updating the spreadsheets, they must then spend time translating the raw data into a series of reports.

Even when using an auditing software, most solutions aren’t much better than manual methods when it comes to reporting. They offer little value to the user because their forms often make data difficult to adapt and analyze. Without intelligent analytics, having results compiled in auditing software is not much better than a stack of paper.

RizePoint’s business intelligence tools make managing and analyzing results a breeze. Within minutes, everyone who is involved in the quality process has end-to-end visibility. After completing an audit using RizePoint Mobile Auditor, auditors upload the results from their mobile device to a cloud-based platform, where the data becomes instantly available for analysis and reporting. For example, the software might alert frozen-food warehouse operators that freezer temperatures are too low or too high, then track recommended actions.

You can configure the RizePoint software to base calculations on key metrics, show role-based dashboards and reports tailored to the needs of each person who receives it in your agency, and immediately alert points-of-contact (POCs) when reported conditions require corrective actions.

4. SOLVE COMMUNICATION PROBLEMS

Communication between auditors and organizations is difficult, imprecise, and time-consuming without the right tools. With manual processes, auditors are left communicating their findings through email or some other distribution method. Emailing reports to a large list of POCs can take time, especially if different reports need to be sent to different groups of contacts, and there is a chance that the auditor could miss someone on the list.
Additionally, if an organization distributes reports hierarchically, employees in the trenches, such as field service personnel, may not receive critical data for some time.

RizePoint ensures you don’t miss anyone when sending critical information, and you save auditors the time and effort required to email every POC because everyone instantly receives the information they require based on their role in the agency. RizePoint’s multiple language options also save you the expense and inconvenience of manually translating results.

With RizePoint’s clear and consistent communication features, government organizations can create recipient-specific reports that ensure both business leaders and field personnel quickly get only the relevant information, and POCs can subscribe to email reports that automatically send audit results. These simple features mean you aren’t spending time pulling together reports and your contacts aren’t wondering when they’ll get information or looking at a spreadsheet wondering what they need to know.

5. INCORPORATE AUDIT VISIBILITY AND IMPLEMENT CHANGES

Poor communication leads to another issue—poor visibility of audit results, which frustrates the public and auditors. What good are audit results if the right people can’t access them and use them to make changes? However, when auditors can see the impact their work makes on public health and safety, it energizes them and gives renewed purpose to their work.

Because RizePoint software instantly shares data via the cloud, stakeholders can access audit results in real-time and immediately start implementing changes. Then through the management console, you provide corrective action management—setting up the corrective action responses and producing action plans to ensure improvements are made.

After making the needed changes, the responsible parties can check off the RizePoint-generated action plan, which makes keeping track of multiple corrective actions simple. With RizePoint software, audit results become concrete steps to improve accuracy, accomplish goals, and maintain compliance.

Discover RizePoint Solutions

Experienced auditors accumulate a vast amount of organizational knowledge, which makes them difficult to replace. Since 1997, RizePoint has been helping organizations keep their valuable auditors by preventing auditing fatigue.

Our cloud-based, mobile solutions simplify audits and automatically share results with POCs throughout the organization. In addition to easing auditor workloads and limiting the time they must spend away from home, our streamlined auditing processes reduce audit-related expenses and help organizations make timely improvements that keep the public safe.
Start Expanding Your Auditing Capabilities Today

Audits and assessments can play an essential role in your efforts to improve the capabilities in your department and the level of trust you inspire in residents. Find out how RizePoint can help with a next-generation auditing solution that applies the full power of cloud and mobile technology to your quality and safety audit consistency efforts.

- Over 285,000 users
- 1.67 million audits per year
- 27,000 hotels and resort properties
- 120 countries and territories
- 39 languages supported

Find out how RizePoint can help you improve your operation today.

Contact us at info@rizepoint.com, call 1.888.313.7095 or visit us at rizepoint.com

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