

# ASI

## Case Study

More Efficiencies and  
Audit Consistency for a  
Small Quality Team



### Growth That Inspires Smiles

ASI Food Safety (ASI) is a third-party certification body, as well as a third-party consulting and training group. Their dedication to client success with farm-to-fork solutions has won the loyalty of businesses across the United States.

As a small, family-owned business, making the most of employee time and resources is a priority for ASI. However, under their previous process, auditors were using spreadsheets to complete audits, running reports with Excel formulas, and client-facing reports took additional time to compile. It was this time-consuming, opaque process that led ASI to begin looking for a Quality Management System (QMS).

It was important to ASI that the solution they selected be able to handle all aspects of the business, including scheduling, performing, and maintaining audits, said Andrew Wood, business development and database manager for ASI. Previously, parts of their database were inaccessible without a data connection and VPN, which was also making it difficult when auditors worked in areas with poor connectivity.

### “It’s Easier Than Ever”

“Now that we switched over to RizePoint, it’s all cloud based. So that gives us more advantages like retrieving information when we’re on the go, answering questions faster than ever, and, of course, just having everything under one roof makes it easy,” Wood said.

ASI chose to partner with RizePoint because it not only met all the technical requirements they had but also because RizePoint’s team is truly committed to ASI’s success.

“Compared to all the other companies we were looking at, it was pretty easy to tell that RizePoint employees were really on board with helping us and really wanted to help us grow. It’s been invaluable.”

**Tyler Williams, Vice President of Operations at ASI**

As ASI moved through the implementation process with RizePoint, Williams said he knew they’d selected the right vendor when auditors were calling in to say how easy it was to use RizePoint. Key functionality ASI added with RizePoint includes:

- 1. Streamlined Audits.** Auditors no longer need to switch between multiple systems. They can work offline, enter the data once, and have it immediately available for sharing and analysis. Wood said RizePoint’s Mobile Auditor app is very user friendly and has dramatically reduced human errors in data entry.
- 2. Corrective Action Management.** Automated corrective action notifications save managers time with workflow-based notifications and reminders, reduce confusion caused by long email chains, and eliminate the possibility of forgotten notifications with manual processes.
- 3. One-Click Reporting.** ASI employees no longer spend hours compiling reports from spreadsheets and audit files. The reporting process is done in a few clicks and reports can be automatically sent to relevant stakeholders, without any additional time needed to make them client friendly. Wood said this has improved customer relationships by making it easier than ever to provide them with necessary information.

**4. Better Scheduling.** ASI uses RizePoint as a scheduling tool, so auditors have their calendar and travel details available in the app. Kayla Hawk, ASI scheduling and quoting coordinator, said this has allowed them to consolidate and organize schedules in a format everyone could understand. It has also saved time by automating client audit reminders and notifications.

**5. Total Visibility.** By consolidating data collection, ASI is better able to see things like nonconformances and what auditors are reporting. This allows them to calibrate auditors and provide a more consistent experience for their clients. ASI is also able to more efficiently track audits, making sure that clients are informed and involved at every step. Wood described RizePoint as “putting transparency into the entire process.”

## The Results

With RizePoint being used for every audit, ASI has seen significant improvements in efficiency. Auditors, managers, and schedulers save hours of time on each audit. These efficiencies across a small team have made a big impact, allowing employees to spend more time building client relationships and working toward their success.

Additionally, with RizePoint automating reports, ASI managers can dig deeper into the data, find insights that improve client metrics, and help create a more consistent auditing experience.

“You are able to see what the audit looks like from start to finish, and then once it’s finished, you’re able to analyze the data to another level that you were unable to do in the past,” Wood said.

Ultimately, every part of ASI’s business has seen improvement after implementing RizePoint, and it has been transformational for their business.

“We started seeing the true power of RizePoint a few months after implementation. It really has helped everybody’s job, all the way from scheduling up into building custom reports for those audit results and making that process easier overall.”





## About ASI Food Safety

As a third-party certification body, as well as a third-party consulting and training group, ASI's mission is to provide innovative, reliable, and trusted food safety and quality solutions to help their customers minimize risk, reduce recalls, eliminate foodborne illness, and protect their brand and the health and well-being of consumers.

They have a dedicated team of food safety experts and leaders with services that include:

- Farm-to-fork food safety solutions, from pre-harvest to retail
- Food Safety Consulting Services
- Online and offsite food safety training
- Auditing and certification services, including GFSI benchmarked schemes, cGMP, cGAP, cGDP, and customized audits



## About RizePoint

We help companies keep their brand promises. Our quality management software empowers quality teams to understand what's going on, make data-based decisions, and drive improvement.

### When you choose RizePoint you get:

- A sense of order and clarity in your quality management system
- A customer support team that has your back
- Less guesswork and more confident decisions
- More ability to focus on what's most important

### Our offerings include:

- A world-class auditing app that saves auditors' time
- Built-in analytics that help spot trends and hotspots
- Reporting dashboards specific to your business and goals
- Document and data storage to create a single source of truth
- Built-in corrective action tools for faster resolution

### How to get in touch:

info@rizepoint.com  
888.313.7095  
www.rizepoint.com