

RizePoint Standards

Maintain Brand Consistency
and Loyalty through
Improved Supplier Quality



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Our five senses of taste, touch, sight, sound, and smell converge to create lasting impressions of quality. The salad's flavor and crispness. The steak's savor and sizzle. The fit and finish of that favorite pair of shoes or slacks. The feel of the hotel room and the freshness of its bed linens.

Attaining the level of quality that *bonds loyalty to your brand long-term* is no accident. For better or worse, you're "chained" to the performance of your supply chain, which directly affects your ultimate objective of delivering on brand value and consistency.

However, achieving that objective is often hampered by *poor visibility into supplier quality*, making it difficult to pinpoint problems throughout the supply chain. This lack of transparency also risks non-compliance and brand damage, downgrading the brand experience for consumers and tarnishing perceptions of the business.

If you manage or influence supplier quality efforts day-to-day within the operations of your organization, chances are you think often about ways to improve supplier performance. You're also likely occupied with defining and meeting quality metrics, not to mention trying to standardize a process to drive quality system audits. Then there's audit scheduling, supplier corrective actions, and documentation management.

This white paper discusses the features and benefits of RizePoint Standards quality program management software that helps organizations like yours cut the time it takes to manage suppliers in half. You can deliver on brand value and consistency by improving visibility to manage suppliers and quality programs.

The Murky Waters of Supplier Quality Management

Collecting and managing required compliance, policy, and standards documentation from tens to thousands of suppliers is daunting — especially in an environment where supply-chain standards, rules, and regulations shift constantly. What's more, with that much data on hand, searching for documentation relevant to immediate needs can be time-intensive. Workers need to quickly access the right information while performing inspections to ensure suppliers meet requirements.

Having standards, specifications, or policy readily available when conducting evaluations is crucial to assess supplier compliance, but many businesses lack the ability to link the two together. Once an audit is conducted, it's challenging to create reports that help you gain insights needed, to detect issues, to create corrective action plans, and to follow up with suppliers until problems are fixed.

Not only is there the task of maintaining compliance for existing suppliers, there is also the issue of onboarding and approving new suppliers. Collecting and integrating incoming suppliers' business details into your own is an entirely different obstacle to tackle. Requesting, sharing, and gathering documentation to ensure new suppliers are compliant with set standards is a regular event for most quality teams. Onboarding new vendors requires a lot of back and forth communication, and the processes for conducting these quality activities is often messy. This leads once again to poor visibility into supplier compliance.

The hard reality is that there are many requirements, including some that consistently change, that must be monitored and adhered to in order to avoid supply-chain disruptions and possible regulatory scrutiny. A non-automated approach to

supplier compliance creates inadequate transparency, inefficiencies, and the inability to respond to incidents quickly. The truth is that managing supplier quality and ensuring a safe, manageable supply chain doesn't have to be so labor intensive and murky.

Achieve Total Program Management with RizePoint Standards

So how does quality management really affect businesses? In a big way. A Deloitte survey found that 79% of companies with high-performing supply chains achieve revenue growth greater than average within their industries.* In addition, top performing companies that implement supplier performance initiatives achieve an average cost saving of around 12%, according to Aberdeen.**

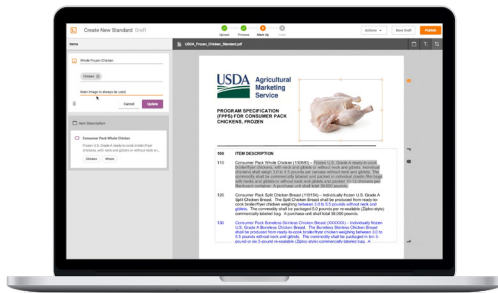
RizePoint Standards empowers you to turn your supply chain into a high-performing success. The software will help you establish a single source of truth for specifications, standards, and compliance documentation, so you can quickly assess supplier performance. With all your data in one centralized location, you can gain the clarity you need to detect quality issues and correct them fast. Improving the health of your supply chain means ensuring your suppliers are in compliance with standards, regulatory requirements, and certifications and food safety schemes such as GFSI, Sedex, SQF, BRC and more.

Key Features and Benefits

Centralized Document Management for Easy Accessibility

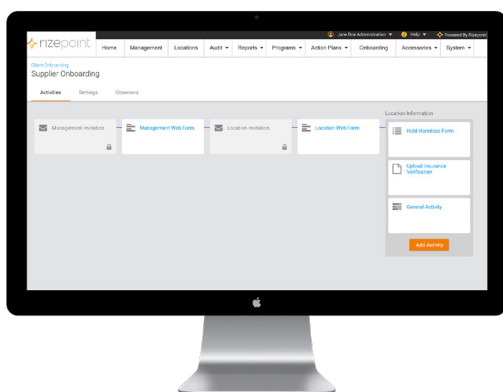
Tracking data points from hundreds of suppliers and locations can be overwhelming. The digital document management capabilities of RizePoint Standards make it easy to store and share all compliance documentation in one centralized location. File types supported include JPEG, PNG, PPT, XLS, TXT, DOC, and more.

Users can upload documents one at a time or in bulk through an interface and through cloud-storage integration. Uploaded documents can link to forms, enabling specifications to be used as a quick reference when conducting evaluations, assessments, and audits using RizePoint Inspects' compliance management software. In addition to uploading, administrators can mark up, highlight, slice, and crop documents and then tag specifications for quick search capabilities and simple content management.



Streamlined Supplier Onboarding with Automated Processes

Supplier onboarding is all about integrating your suppliers into your processes and systems so they can mesh completely with your business operations. For many organizations, it's often easier said than done.



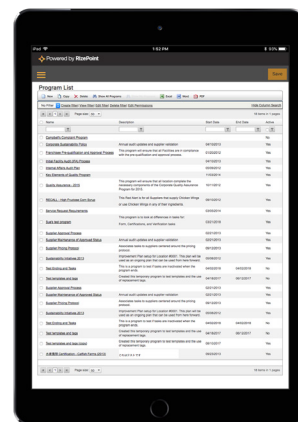
RizePoint Standards helps make the onboarding of new suppliers easy and seamless. You can establish automated workflows that assign tasks to incoming suppliers that may include requests for

documentation such as certifications, proofs of insurance, codes of conduct, names and locations, etc. You can also share requirements documents with the ultimate goal of improving supply chain operations and protecting your brand reputation.

Comprehensive Program Management to Maintain Compliance

RizePoint Standards drives confidence that suppliers are maintaining program compliance. You can certify and document your supplier performance to ensure they continue to adhere to requirements once they have been integrated into your system.

The solution helps you create quality campaigns that assign tasks for suppliers to stay compliant with new or changing standards or regulations. With a centralized view of vendor compliance, users can ensure suppliers meet brand standards.



Intelligent Analytics for Greater Visibility

Chances are you have dozens to hundreds of suppliers, which adds up to hundreds or thousands of details to track. With that much data, it's a challenge to quickly see which vendors are meeting compliance standards and which ones need more help.

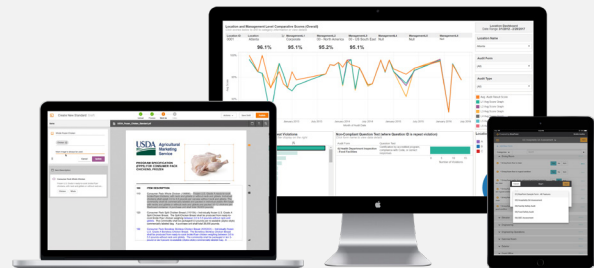
Advanced supplier-quality analytics and reporting capabilities within RizePoint Standards improves visibility into vendor

performance. This tool not only identifies issues, but it also integrates with RizePoint Inspect to automate corrective action and follow up that ensures quality problems are resolved. Users can easily configure and manage dashboards and reports that sort data quickly and in meaningful ways to your specific business. You'll gain at-a-glance visibility into each supplier to make data-driven decisions that shape your business strategy. With this transparency, you'll manage risk more easily and ensure compliance across all suppliers.



Contact Us to Schedule a Demo

RizePoint software is the industry-standard platform for, quality, safety, and brand compliance. But don't just take our word for it. See for yourself when you call **1.888.313.7095** to schedule your free demo.



- 400,000 users
- Millions of audits per year
- 27,000 hotels and resort properties
- 120 countries and territories
- 39 languages supported

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



*Deloitte, 2014 <https://www2.deloitte.com/us/en/pages/operations/articles/supply-chain-leadership.html>

**Aberdeen Group, 2013 <http://www.logisticsbureau.com/7-reasons-why-the-supply-chain-matters-to-business-success/>