Reduce Audit Fatigue in 5 Steps

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Reduce Audit Fatigue in 5 Steps with RizePoint Inspect

YOU NEED AUDITS TO SUCCEED IN TODAY'S HYPER-COMPETITIVE BUSINESS ENVIRONMENT. AUDITS HELP COMPANIES IMPROVE EVERYTHING FROM CUSTOMER SERVICE TO REGULATORY COMPLIANCE, WHICH DRIVES THE HIGH-QUALITY CUSTOMER EXPERIENCE THAT CREATES THE FOUNDATION OF CUSTOMER LOYALTY. DESPITE THE IMPORTANCE OF AUDITING TO BUSINESS SUCCESS, MANY ORGANIZATIONS ARE STILL USING OUTDATED AUDITING PROCESSES THAT ARE INEFFICIENT AND LEAVE THE COMPANY, CUSTOMERS, AND EMPLOYEES AT RISK. YOU CAN PROTECT YOUR COMPANY'S BRAND BY FINDING PROBLEMS FASTER, ALERTING THE RIGHT PEOPLE, AND ENSURING ACTION IS TAKEN QUICKLY.

Manual auditing processes, such as pen and paper forms and electronic spreadsheets, are no longer a good solution for the scope and speed of modern businesses. An outdated audit process leaves you vulnerable to safety or customer service errors in a world where news travels at the click of a button. Audits compiled in spreadsheets make it nearly impossible to see trends before they develop into company-wide issues. They delay action that, if more timely, could protect your company's reputation and your bottom line.

Additionally, traditional auditing includes the problem of audit fatigue, which can lower the morale of auditors and the employees being audited with time-consuming and slow assessments and reporting. Auditing fatigue can also affect the quality of information auditors gather, which then limits the information you have available to maintain brand integrity, improve business practices, and stay compliant with regulations.

The following five steps will help you both protect your brand and reduce audit fatigue:

1. Replace Antiquated Data-Gathering Methods

Business in the information age requires 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 company's needs. Updating your data-gathering process with a mobile-friendly, cloud-based solution means you'll never have a 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 new data needs. It could be 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 the company. Long paper forms are frustrating and cumbersome to sort through, especially when the questions don't apply to every location being audited. In the long-term, trying to keep up with audit changes to meet business needs under a manual system can feel like a never-ending struggle.

Even when organizations 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 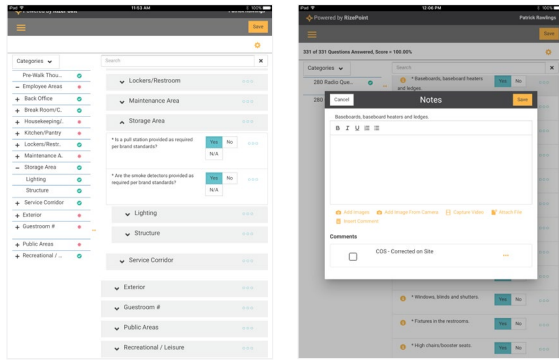from your company's network. The employees being audited must spend time answering questions that a more efficient solution would answer for them. This cycle of inefficiency leaves both auditors and audited employees frustrated and drained by constant changes

With RizePoint Inspect's mobile-friendly software, auditors won't feel exhausted or overwhelmed by the amount of information they must document and report. RizePoint offers an easy and 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 create updated auditing forms, and they can distribute them instantly. If you need new metrics for measuring your company's performance, simply copy old forms in the online portal with one click and change only the questions necessary to include new information. RizePoint automatically syncs the new forms where auditors retrieve the most recent forms, so they only have access to the forms they need. This ensures that tasks and responsibilities are clear at each audit location.
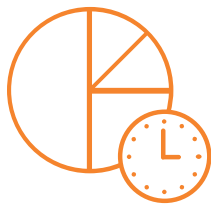
Organizations can customize auditing forms to make audits as simple as possible within the context of your business. RizePoint supports a variety of form scenarios, from simple questionnaires to complex annual audit certifications. Using 15 different methods of presenting questions and answers gives managers the complexity needed for different audit types and locations. Managers can also create predefined responses, so auditors only need to tap a button to reply instead of taking time to write a response. If auditors need to add an explanation, the RizePoint mobile app lets them create voice-to-text memos, annotate pictures, or add video responses in the audit. These features save time and make recording all essential information quick and easy.

RizePoint Standards software also gives auditors the tools they need to collect accurate data. For example, less experienced auditors don't need to drag around a heavy binder. Instead they can easily reference specific policies tagged and linked to each.

Predefined answers reduce auditing time.

Linked standards can also include pictures with the policy such as images that show how to correctly wear uniforms. Additionally, forms can be 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.

2. Reduce Audit-Related Travel

Sending auditors to your different facilities, stores, and franchises is necessary, but the travel takes a toll on auditors. When you add inefficient, manual auditing methods on top of normal travel fatigue, the process becomes even more tiring and cumbersome. Sorting through long paper forms and finding questions relevant to each location is frustrating and time-consuming. Additionally, if auditors inadvertently skip a question or two, they must return to the location to complete the audit. This extends time away from home and decreases time spent on other necessary audits. After spending long days filling out forms, auditors then must spend hours inputting audit data into electronic spreadsheets for reporting purposes, which only contributes to their exhaustion.

RizePoint Inspect simplifies the auditing process from end-to-end in several ways, easing the burden for auditors and reducing travel expenses for your organization. With the software you can tailor forms to each location, which makes audits faster and easier. It also includes features that trigger questions and

catalyze relevant follow-up questions based on audit responses for each location.

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.

When auditors don't have to flip through pages of irrelevant questions, it can reduce the time it takes to complete audits by as much as two hours per location. Plus RizePoint Inspect alerts auditors to missed questions, ensuring all audits will be complete the first time. This eliminates virtually any instance of an auditor returning to a location based on an inadvertently incomplete audit.

When each assessment is completed, auditors have the capability to easily sync the data immediately and pull relevant reports in seconds. This saves time and reduces stress associated with manually inputting and uploading data after being on the road and on location all day. Between the time saved with forms customized with trigger questions and the elimination of data entry, auditors may even be able to visit more than one site in a single day.

3. Updated 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

Some auditing software will help auditors easily gather data, but the reporting methods still require auditors to manually construct reports from the raw data. In some cases, the software ends up offering

little value in the long run because the system makes data difficult to adapt and analyze. Without intelligent analytics, comping results with some auditing software is not much better than a stack of paper or spreadsheets.

RizePoint's business intelligence tools make managing and analyzing results a breeze. Within minutes, everyone involved in the quality assurance process has end-to-end visibility after an audit. After completing an assessment, auditors upload the results from their mobile device to a cloud-based platform. This data becomes instantly available for analysis and reporting, which also includes automated alerts for immediate action. For example, the software might alert managers at a frozen-food warehouse when an audit indicates that freezer temperatures are too low or too high.

Managers can configure the RizePoint software to base calculations on key metrics specific to your business. You can also automate role-based dashboards and reports tailored to the needs of each stakeholder in your company, and immediately alert points-of-contact (POCs) when reported conditions require corrective actions.

4. Solve Communication Problems

Communication between auditors and organizations is often difficult, imprecise, and time consuming without the right tools. With manual processes, auditors are left communicating their findings through emails or a company-specific 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 always 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. Multinational organizations have the additional challenge of translating results into multiple languages, which takes time and can be costly.

RizePoint ensures you don't miss anyone when sending critical information. You can save auditors the time and effort required when emailing every POC

because everyone instantly receives the information they require based on their role. Additionally, RizePoint's multiple language options save you the expense and inconvenience of manually translating results. The software will send localized audit forms and reports as based on your needs and based on the location of each facility and stakeholder.

With RizePoint's consistent and automated communication features, organizations can create recipient-specific reports that ensure both business leaders and field personnel quickly receive relevant information. POCs can also subscribe to email reports that automatically send audit results. These automated features make reporting and communication simple and clear without auditors spending hours pulling together and sending reports. Managers, operators, and stakeholders will always have the most recent data at their fingertips, presented in reports that are clear and relevant to their role in the company.

5. Increase Visibility and Implement Changes

Poor communication leads to another frustrating issue for business leaders and auditors — poor visibility of audit results. What good are audit results if the right people can't access them and use them to make changes?

RizePoint software helps organizations track audit-related action items.

Because RizePoint software instantly shares data via the cloud, business leaders can access audit results in real-time and immediately start implementing changes. They can also simplify corrective action management when they set up automated corrective action alerts based on existing corrective action

plans. Each stakeholder will continue to get alerts until the corrective actions are completed. This makes keeping track of multiple corrective actions simple and less time consuming, so managers can focus their attention where it counts.
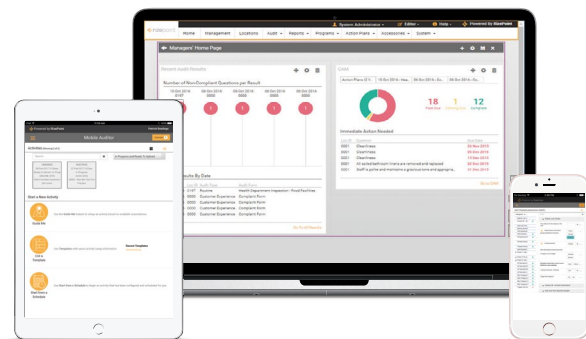
Discover RizePoint Solutions

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. When auditors can see the impact their work makes on your company, it energizes them and gives renewed purpose to their work.

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 them competitive. With RizePoint software, audit results become concrete steps to improve business, accomplish goals, and maintain compliance.

Start Expanding Your Brand Consistency Capabilities Today

Audits and assessments can play an essential role in your efforts to improve the consistency of your brand and the quality of the experiences you provide to your customers. Find out how RizePoint can help with a next-generation auditing solution that applies the full power of cloud and mobile technology to your brand consistency building efforts.

Are you ready to deliver value to your company and contribute to the growth of your business units? Contact us today to see how RizePoint is the expert partner you need to build a modern quality management model.

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

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