

Case study overview

Customer Profile

supplyFORCE delivers MRO solutions through a network of local and regional distributors that is comprised of more than 2,900 branch locations. As one of the leading commodity management and procurement services companies it delivers process, inventory and product cost savings for large industrial businesses across the country.

Challenge

Create a manageable process for managing policies and procedure to make ISO 9001:2000 standards.

Solution

PolicyTech's Policy & Procedure Manager™ (PPM) provides an out-of-the-box policy management solution that helps supplyFORCE managed policy and procedure documents with automated review and approval processes, centralized storage, document templates, and readership tracking.

Benefits

Using PPM greatly reduced the stress of the document audit and allowed supplyFORCE to earn ISO 9001:2000 certification.

Case Study: supplyFORCE™ uses Policy & Procedure Manager to earn ISO certification

"I would recommend Policy & Procedure Manager. I have already done that."

Summary

PolicyTech's Policy & Procedure Manager™ helps supplyFORCE, a major commodity management and procurement firm, get ISO 9001:2000 certified by maintaining organized policy and procedure documents.

From no policy process to ISO 9001:2000 certified

The story of supplyFORCE is not unlike many large companies looking to earn endorsement from a compliance, training, or auditing standard. With certification comes increased quality of work as well as reputation and confidence from customers. To remain at the forefront of their business supplyFORCE wanted to obtain ISO 9001:2000 endorsements for quality management systems.

As supplyFORCE began the certification process they recognized the need for an organized and automated approach to managing policy and procedure that would meet audit standards and add quality control to the company policy process.

"We didn't have anything," said Annie Goulet, supplyFORCE quality assurance manager. "The policies were all in different formats. If someone needed a document they would have to dig up the old thing that was out there and hope it was up to date. We didn't really have a quality control system when it came to procedures."

When supplyFORCE settled on Policy & Procedure Manager it had all of the features they needed as well as a simple installation process.

"We had someone (from PolicyTech) sit down with us and explain how to use it," said Goulet. "The personnel were great to help us out with any questions we asked."

When the ISO 9001:2000 auditor came to inspect supplyFORCE's records in 2006, 'he loved it'.

"I've never had to worry about our documentation," said Goulet. "I've never had to worry that an auditor is going to come in and not like the system we have. That's never been an issue."

About PolicyTech:

Policy Technologies International Inc. (PolicyTech) develops and provides web-based software that manages company or government policies and procedures in a convenient, reliable way.

PolicyTech software has become the policy management software of choice for over 400 companies in a variety of industries including government, health care, education, and finance as well as in non-profit organizations. With a slate of recent government regulations pressing the need for corporate responsibility to an all-time high, PolicyTech policy management software is the solution for quality assurance and enforcement of best practices.

Contact:

Josh Perry, Correspondent

Email: jperry@policytech.com

Web: www.policytech.com

Challenge

supplyFORCE is a leading commodity management and procurement services company for large industrial businesses. To remain at the forefront of their industry, supplyFORCE wanted to attain ISO 9001:2000 certification for quality management systems. However, while supplyFORCE provided a high-quality service to their clients, they did not meet the rigorous standards for ISO 9001:2000 based partly on the lack of efficient recordkeeping and reviewing systems.

The challenges that faced supplyFORCE include needs to:

- Organize and standardize policy process
- Centralize storage of documents
- Track readership and review key processes
- Automate records for audit and quality purposes
- Earn ISO 9001:2000 certification

Result

As supplyFORCE began researching software solutions they identified some key needs. First, they wanted emailing capability that would allow them to notify employees of changes to policy and procedure documents. They also wanted to find a software program that would manage the review and approval process.

Using PolicyTech's Policy & Procedure Manager supplyFORCE:

- Automated the review and approval process
- Reduced the stress of the document audit
- Effectively manages policy and procedure documents
- Earned ISO 9001:2000 certification

Conclusion

Policy & Procedure Manager is so efficient Goulet doesn't have to wait for audit time to check on her document needs. She runs monthly reports to make sure documents are updated and read by the required readers.

"I would recommend policy manager. I have already done that," she said. "I definitely think it is a good system and I recommend it to others."