



CASE STUDY

# Specialty Manufacturer Cuts Document Investigation and Customer Complaint Resolution Time by 50 Percent with ComplianceQuest EQMS



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Ingredients Company Leverages Scalable, Intuitive System to Streamline Quality Processes at a 45 Percent Cost Savings

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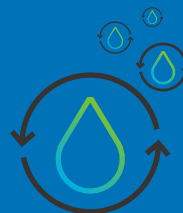


*“We can get customer complaints through the system and resolve them more quickly, because we’re focusing more time on providing the answers and fixes they need.”*  
*“ComplianceQuest is an intuitive system that’s already qualified and meets many quality management requirements right out of the box.”*  
*“The value for the price is excellent given how much you can streamline your quality processes and view them in a centralized location, through a user-friendly interface.”*

**Brian Macias, Quality Systems Supervisor**

# Background

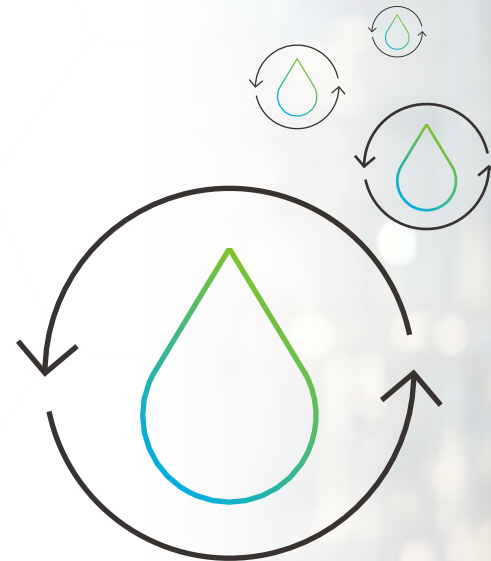
With operations in the US, Spain, and Argentina, Kensing LLC manufactures specialty ingredients including surfactants, plant-based vitamin E, and other components used in food, dietary supplements, personal care products, and household products. Based in Kankakee, Illinois, where its first plant came online in 1948, Kensing employs over 250 professionals committed to helping customers deliver better products.



# Challenge

When the company spun off from a larger entity and was acquired in 2021, it was time to develop its own quality management system to support the organization well beyond the ownership transition. Kensing initially reconfigured its previous quality system to better suit its future needs, leveraging a mix of applications including SharePoint, PowerBI, and Microsoft Office and Excel.

“But the new configuration lacked some of the functionality we needed, we couldn’t optimize it for our workflow, and many of our processes were still manual and inefficient,” said Brian Macias, quality systems supervisor. Managing this hybrid solution required a heavy IT lift, making it costly to maintain, while the platform lacked the scalability to support Kensing’s continued growth through acquisition.



“We lost a lot of time tracking down documentation, especially process flows,” added Lou Mazzola, Salesforce Engineer. Given that most processes span multiple departments, lack of access to the requisite process flows greatly hampered the operation.

## CHALLENGES

- Insufficient quality management functionality
- Inability to optimize quality workflow
- Heavy system administration lift due to poor integration
- Lack of scalability to support M&A

## VALUE CREATED

- 50 percent faster document investigation and complaint resolution
- 45 percent cost savings
- Ability to optimize workflow with ease
- Seamless integration with third-party applications
- Robust reporting that yields actionable insights
- Easy expansion to newly acquired sites

## SOLUTIONS

EQMS modules initially implemented:

- Document
- CAPA
- Complaint
- Nonconformance

EQMS modules planned for 2025:

- Training
- Change

# Solution/Results

In 2022, Kensing conducted a search for a quality management system that would solve these challenges and improve the quality function enterprise-wide. A cross-functional team representing senior leadership, plant management, finance, IT, and quality evaluated various providers and chose ComplianceQuest as the best fit.

“Our decision to go with ComplianceQuest was primarily driven by the system’s functionality, the fact that it integrated with our Salesforce customer relationship management (CRM) platform, and the cost,” Macias said, noting that the move yielded a 45 percent savings over remaining on the existing system. From mid-2023 through mid-2024, Kensing went live with the Document, Complaints, Nonconformance, and CAPA modules at its two North America sites. Given the robust functionality available out of the box, Kensing didn’t need significant customizations to configure the EQMS to its needs. “Most of the configuration work was around workflow, making the system easy for our users to navigate and streamlining the number of fields,” Macias said.



## Faster Document Processing and Complaint Resolution

Kensing is now processing 25 percent more documents before they're overdue and has cut investigation time in half, which in turn reduced customer complaint resolution time by 50 percent. "We can get customer complaints through the system and resolve them more quickly, because we're focusing more time on providing the answers and fixes they need," Macias said.

Document compliance also has improved, especially at audit time. "If an auditor asks to see a particular procedure, we can find it very easily," he noted. It's equally simple for end users to locate the right digital binder with the processes they need to refer to, using the favorites feature to place often-used processes at their fingertips.

## More Functionality, Easier to Use

End users are completing their work faster and more efficiently, leveraging more robust functionality than they had before.

"ComplianceQuest is an intuitive system that's already qualified and meets many quality management requirements right out of the box," Macias noted.

"The value for the price is excellent given how much you can streamline your quality processes and view them in a centralized location, through a user-friendly interface."

Document review is one of many processes reaping significant advantages. "With the old system, an owner might push a document through the workflow without knowing if others had completed their reviews," he explained. "Or they'd continually check the system to keep current on a document's status."

Now, each person involved is notified when the document is ready for their review and the document owner is notified when the process is complete.

"The owner also receives a reminder a couple of months before a document is due, so they have plenty of time to begin the review process," Macias added.

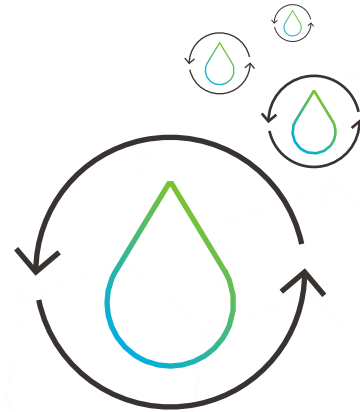
The ability to customize various quality workflows and configure the system to the organization's needs is also paying dividends. For example, it was difficult to change a document approver or assign a temporary designee in the old system. With ComplianceQuest, Kensing sets up approval matrices that are simple to update if a new employee joins or a current team member takes on new responsibilities.

## System Management and Reporting Made Simple

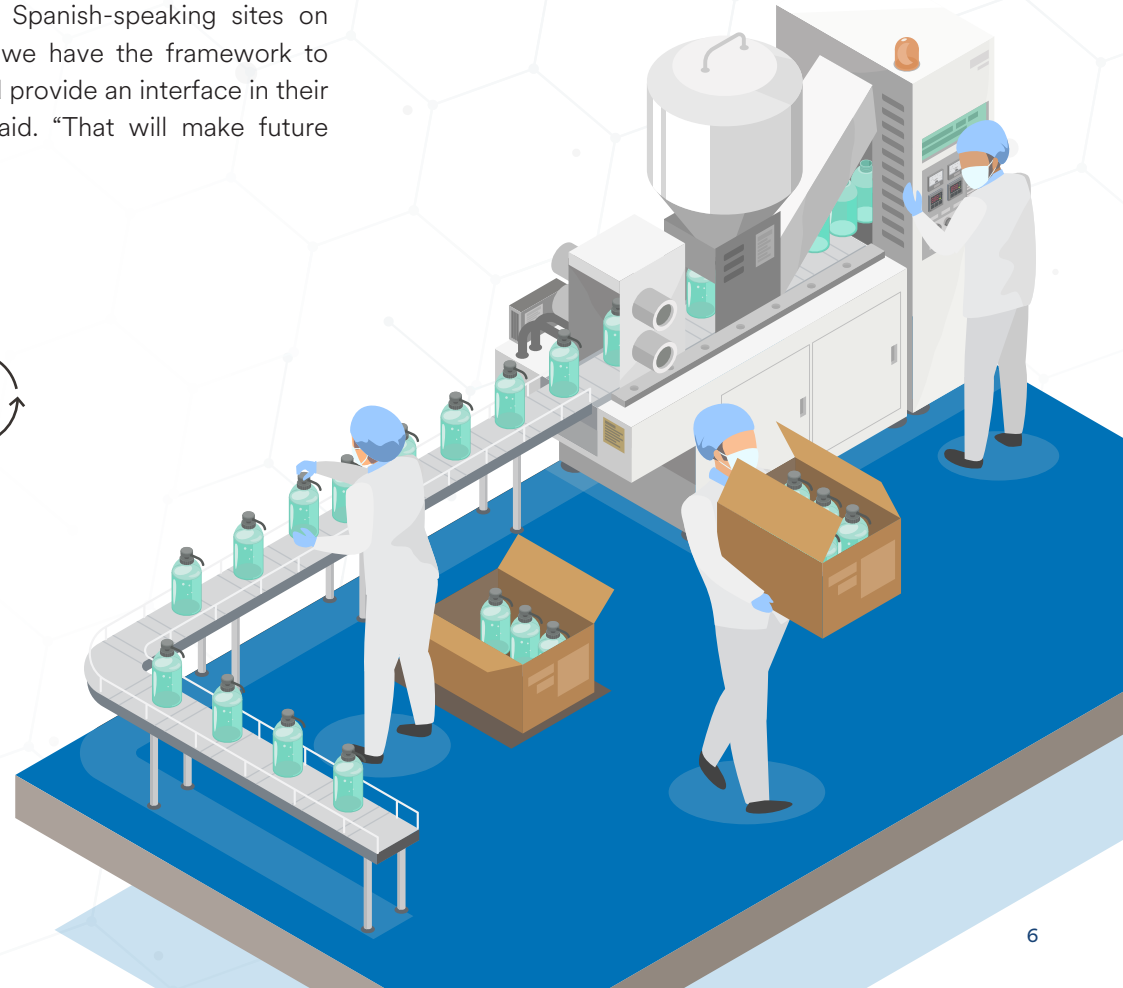
Based on this successful experience, Kensing is eager to implement the audit module in 2025 and enthused about where ComplianceQuest is taking the product long term.

“I like how they’re moving progressively with AI,” Macias said, noting significant opportunities to further automate and enhance quality management. “I can see AI identifying potential matches or correlations in complaints or nonconformances and escalating them to a CAPA.”

Kensing also looks forward to a future release that will scrub investigation and nonconformance data and automatically deliver relevant reports.



As Kensing expands the use of ComplianceQuest globally, the system’s scalability and flexibility will prove vital. “We’ve acquired two Spanish-speaking sites on other continents, and now we have the framework to bring in their documents and provide an interface in their native language,” Macias said. “That will make future rollouts easier and faster.”





# About ComplianceQuest

**Transform to a fully connected business with a next-generation AI-powered Product Lifecycle, Quality, Safety, and Supplier Management platform, built on Salesforce.**

Our connected suite of solutions helps businesses of all sizes increase quality, safety and efficiency as they bring their products from concept to customer success.

Our intelligent data-driven platform comes with best-in-class integrated processes to mitigate risks, protecting your employees, suppliers and brand reputation, and to increase innovation, compliance, profit and customer loyalty. ComplianceQuest is pre-validated and easy to implement, use, and maintain, allowing for streamlined communication and collaboration across the product value chain.

For more information, or to request a demo with a ComplianceQuest expert, contact ComplianceQuest today:

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- Email us at [marketing@compliancequest.com](mailto:marketing@compliancequest.com)
- Call us at **408-458-8343**