



CASE STUDY

Feed Ingredients Supplier Gains Better Ease of Use, Reporting, and Support by Switching to ComplianceQuest EQMS

Consistent, Intuitive Interface Simplifies Tasks for End Users



Background

Global Nutritional Ingredients Solutions (GNIS) has been improving animal health and wellbeing for over 50 years, providing performance trace minerals and nutritional solutions to leading feed manufacturers in more than 70 countries across the globe. Based in North America, the privately held company is deeply committed to helping its customers advance animal health and performance through better nutrition.

GNIS was using an electronic quality management system (EQMS) that no longer met its complex needs and was lacking in support and service.

“We had outgrown the system, it wasn’t user friendly, and it didn’t integrate with our Salesforce CRM,” said the Quality Assurance Manager. “The vendor didn’t seem to have the appropriate staff to support us, and we had

trouble getting sufficient answers to our questions.”

GNIS found the existing solution’s functionality limited, especially when it came to taking and tracking quality training. The company also experienced situations where system changes were made without its knowledge, creating confusion and operational challenges.

At a minimum, GNIS would have had to upgrade to the vendor’s other platform designed for larger organizations with more complicated needs. With no choice but to make a change, the company evaluated whether to seek a best-fit solution outside its existing vendor environment.



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“It’s very easy to create and send out reports weekly, biweekly, or monthly to track who has completed their training and who still has courses pending.”

“Auditors are always impressed by how quickly we can pull up any documents they want to see, which speeds the audit process.”

– Quality Assurance Manager

Global Nutritional Ingredients Solutions
(GNIS)

Solution/Results

“If we had to make a change, we decided we should look outside our old vendor’s environment,” said the Quality Assurance Manager.

At the suggestion of its asset and maintenance management platform provider, GNIS evaluated ComplianceQuest and was immediately impressed by its robust functionality and the fact that it is built on the Salesforce platform.

“We liked that it would be familiar to our employees,” the Quality Assurance Manager said.

The company signed on for the ComplianceQuest Document and Training modules and implemented both in December 2018, purchasing hundreds of licenses for its rapidly growing employee base.

The implementation process was fast and straightforward.

“It was a very smooth, easy process to migrate more than 500 documents and training assets,” said the Quality Assurance Manager. “We had continual support, and I could reach out directly to the support team for help.”

GNIS primarily leveraged the system’s out-of-the-box functionality to accelerate deployment.



Training and Document Control Made Simpler

As a company that adheres to both voluntary standards and regulatory requirements related to product safety and quality, GNIS places a high priority on quality-related training. The move to ComplianceQuest significantly simplified training management.

The Training module streamlines the process for employees, making it easy to track and complete assigned courses. The intuitive interface allows users to view training content or complete assessments with just a few clicks. ComplianceQuest also provides managers with greater visibility into training status, enabling them to monitor compliance and follow up as needed.

Document control improved through a standardized process and elimination of unexpected system changes. Because the ComplianceQuest modules function consistently, the user experience is more cohesive.

“The modules work very much the same, whether you’re viewing documents or training content,” noted the Quality Assurance Manager.



Improved Reporting Pays Off

With ComplianceQuest's robust reporting capabilities, the GNIS team can keep stakeholders informed about quality-related processes and requirements with minimal effort.

"Once the report is set up, it just goes," said the Quality Assurance Manager. "There's nothing for me to do."

The training function is one of many areas benefiting from enhanced reporting.

"It's very easy to create and send out reports weekly, biweekly, or monthly to track who has completed their training and who still has courses pending." courses pending."

Reporting capabilities are particularly valuable during audits. Auditors frequently comment on how quickly the GNIS team can retrieve documentation within ComplianceQuest.

"Auditors are always impressed by how quickly we can pull up any documents they want to see, which speeds the audit process," said the Quality Assurance Manager.

For example, if auditors request information about compliance-related training, GNIS can instantly access completion status and supporting documentation.



A Better Partnership All Around

GNIS values strong communication with ComplianceQuest, engaging in monthly meetings to discuss needs and review new functionality.

“We’re continually getting updates to our current modules,” said the Quality Assurance Manager, ensuring the company maintains the functionality required to meet quality objectives.

As the organization grows, GNIS continues expanding its use of the ComplianceQuest EQMS, recently adding 200 additional licenses, bringing the total to 550, and training more employees on creating and updating documents and training assets.

Case Study: ComplianceQuest

“A bigger group is getting more versed in using ComplianceQuest,” said the Quality Assurance Manager.

GNIS also plans to incorporate HR and legal documents into the system and leverage automated notification features to create reminders for critical quality tasks.



CHALLENGES

- Needs had outgrown the existing system
- Support was severely lacking
- EQMS didn’t integrate with Salesforce
- System wasn’t user friendly

VALUE CREATED

- More robust document and training functionality
- Consistent, intuitive interface across modules
- Integration with the Salesforce CRM
- Better visibility into training status
- Faster, simpler audits

SOLUTIONS

- Document
- Training



About ComplianceQuest

Transform into 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, protect employees and customers, and strengthen brand reputation.

ComplianceQuest is pre validated and easy to implement, easy to use, and easy to maintain. It enables streamlined communication, collaboration, and continuous improvement across the entire value chain.

For more information or to request a demo, please contact:

- Visit www.compliancequest.com
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