

Automating the Audit Process: Case Study

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Automating the Audit Process: Case Study

A case study on how **Ryder** is using UmtAudit to automate their existing auditing processes.

Ryder, a well known provider of leading-edge transportation, logistics and supply chain management solutions, has been able to automate its regular internal quality reviews by integrating UmtAudit with its existing audit management system, resulting in productivity improvements in excess of 3,900 working hours annually.

THE CHALLENGE

Ryder's Fleet Management Solutions division provides leasing, rental and programmed maintenance of trucks, tractors and trailers to commercial customers. Their Quality Assurance department routinely audits 850 locations across the United States and Canada ensuring that they are compliant to standard process and procedures. The department includes a SVP, 3 Directors of Quality Assurance, 2 project managers and 30 quality managers who perform a minimum of 2 audits a week.

The team was satisfied with their existing quality assurance software, but the process of manually collecting data was becoming tedious and time consuming. Most quality managers were recording their findings on a paper checklist and then spending their evenings re-entering those findings into the existing software. Hand held computers seemed the perfect solution to streamlining this process allowing the team to spend more value added time in the field auditing and meeting with customers.

THE SOLUTION

The Laubress team worked with **Ryder's** existing auditing software program (from JK Technologies) to integrate the use of a handheld computer with the same structure and feel of their existing program. **Ryder's** Fleet Management standards assessment can now be easily downloaded onto a handheld computer using UmtAudit for quick and easy data entry.

"Many of our quality managers say that since using a handheld, they simply wouldn't consider doing audits without it,"

Ryder's quality managers can now efficiently perform their audit on the handheld and then simply upload the data back to their existing data base. "Many of our quality managers say that since using a handheld, they simply wouldn't consider doing audits without it," says Mary Amburgey, Senior Project Manager, Quality Assurance.

THE RESULTS

In the past five months this Quality Assurance team has performed 1145 audits and generated over 55,000 corrective actions as a result of these audits. "Using the handhelds has improved the auditing process in the field, freeing up the team's time to interact with customers. Since the implementation, the quality managers have been able to add two customer visits per month to the program, which includes reviewing the customer's fleet onsite. We are seeing happier, more productive employees with less turn over," says Mary Amburgey.

Furthermore, the ability to easily upload data means that their reports are more readily available, and having standardized checklists and responses have resulted in more streamlined reports.

Amburgey estimates that the Company has gained back 3,952 hours annually in productivity improvement. "We are very pleased with the results of this project. We have no regrets, it has been very successful."



More case studies available at www.laubress.com

Laubress Inc facilitates and optimizes the process of conducting audits, inspections and work measurement studies for improvement initiatives, by leveraging handheld computing tools and Tablet PC.



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