Reducing Audit Fatigue in Five Steps

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 DESPITE THE IMPORTANCE OF AUDITING TO BUSINESS SUCCESS, MANY ORGANIZATIONS ARE STILL USING OUTDATED AUDITING PROCESSES THAT AT BEST ARE INEFFICIENT AND AT WORST LEAVE THE COMPANY, CUSTOMERS, AND EMPLOYEES AT RISK.

Manual auditing processes such as paper data-collection forms and electronic spreadsheets are no longer a good solution for the scope and speed of modern businesses. Antiquated audits leave 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 improve your company's reputation and increase the bottom line.

Moreover, that does not even take into account auditing fatigue, which lowers the morale of auditors and the employees being audited. 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 protect your brand by reducing auditing fatigue:

1. STREAMLINE 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. Streamlining your data gathering with a mobile-friendly, cloud-based solution means you never have another 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 the new data needs. Then it will 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receives and implements the changes, and that translates to even more time spent repeating audits that were done with outdated forms.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 the auditors need to visit. Also, 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.
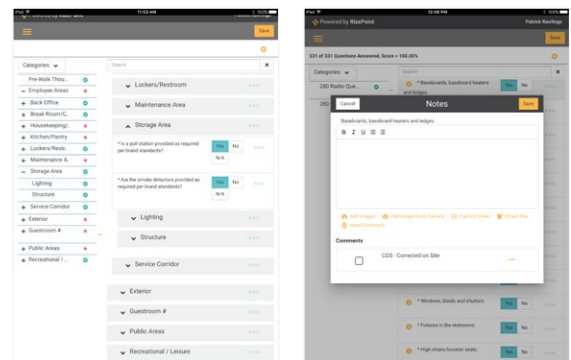
For example, with most auditing software, when data needs change, auditors must update and produce new forms themselves because most don't automatically populate forms with information from your company's network. The employees being audited must spend time answering questions that a more efficient solution would answer for them. This cycle of inefficiency leaves both auditors and audited employees frustrated and drained by constant changes.

With RizePoint'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, 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 update auditing forms. If you need new metrics for measuring your company's performance, simply access and update the forms in the online portal. RizePoint then automatically syncs the new forms with RizePoint Mobile Auditor, where auditor
 retrieve the most recent forms.

Organizations can customize auditing forms to make audits as simple as possible. RizePoint supports virtually any type of form in any format and offers 15 different methods of presenting questions and answers. Managers can create predefined responses so all auditors need to

do is tap a button to select a reply; and if auditors need to add an explanation, the RizePoint mobile app lets them create voice-to-text memos, annotated pictures, or video responses in the audit. These features save time and make recording all essential information quick and easy.

RizePoint software also gives auditors the tools they need to collect accurate data. For example, less experienced auditors can easily reference policy manuals on mobile apps, instead of dragging around a heavy binder. They can also include pictures with the policy manuals, like images that show how uniforms should be worn correctly. Additionally, forms are 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.

Predefined answers reduce auditing time.

2. REDUCE AUDIT-RELATED TRAVEL

Sending auditors to your different business sites is necessary, but the travel takes a toll on the auditors. Add inefficient manual methods on top of normal travel fatigue, and it becomes even more tiring and cumbersome. Not to mention the long paper forms with questions they have to sort through for relevance to each location are frustrating and time-consuming. Additionally, if auditors inadvertently skip a question or two, they must return to the location to complete

the audit, thus extending time away from home. Then, after spending long days filling out forms, auditors must spend their evenings inputting audit data into electronic spreadsheets, which only contributes to their exhaustion.

RizePoint simplifies the auditing process from end-to-end, easing the burden for auditors and reducing travel expenses for your organization in several ways. RizePoint software tailors each form to the location, making audits faster and easier using features like trigger questions that catalyze relevant follow-up questions. Because auditors don't have to flip through pages of irrelevant questions, trigger questions can reduce the time it takes to complete audits by as much as two hours per location, and avoid the risk of having to redo an audit after inadvertently skipping required questions.

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.

Auditors have the capability to easily sync the data with your management console, saving time and reducing the stress involved in manually uploading data after having been on the road all day. Between the time saved from forms that adjust to the location with trigger questions and effortless data entry, auditors may even be able to visit more than one site in a single day.

3. REPLACE 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.

Even when using an auditing software, most solutions aren't much better than manual methods when it comes to reporting. They offer little value to user because their forms often make data difficult to adapt and analyze. Without intelligent analytics, having results compiled in auditing software is not much better than a stack of paper.

RizePoint's business intelligence tools make managing and analyzing results a breeze. Within minutes, everyone who is involved in the quality process has end-to-end visibility. After completing an audit using RizePoint Mobile Auditor, auditors upload the results from their mobile device to a cloud-based platform, where the data becomes instantly available for analysis and reporting. For example, the software might alert frozen-food warehouse operators that freezer temperatures are too low or too high, then track recommended actions.

You can configure the RizePoint software to base calculations on key metrics, show role-based dashboards and reports tailored to the needs of each person who receives it in your company, and immediately alert points-of-contact (POCs) when reporte conditions require corrective actions.

4. SOLVE COMMUNICATION PROBLEMS

Communication between auditors and organizations is difficult, imprecise, and time consuming without the right tools. With manual processes, auditors are left communicating their findings through email or some other 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 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.
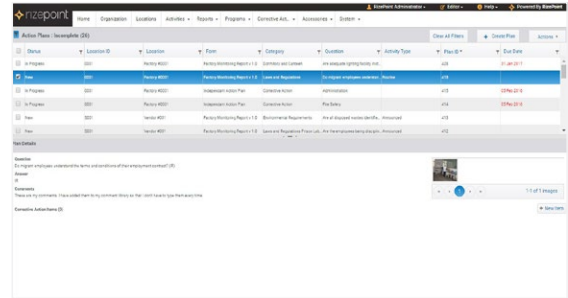
RizePoint ensures you don't miss anyone when sending critical information, and you save auditors the time and effort required to email every POC, because everyone instantly receives the information they require based on their role in the company. RizePoint's multiple language options also save you the expense and inconvenience of manually translating results.

With RizePoint's clear and consistent communication features, organizations can create recipient-specific reports that ensure both business leaders and field personnel quickly get only the relevant information, and POCs can subscribe to email reports that automatically send audit results. These simple features mean you aren't spending time pulling together reports and your contacts aren't wondering when they'll get information or looking at a spreadsheet wondering what they need to know.

5. INCREASE AUDIT VISIBILITY AND IMPLEMENT CHANGES

Poor communication leads to another issue— poor visibility of audit results, which frustrates business leaders and auditors. What good are audit results if the right people can't access them and use them to make changes? However, when auditors can see the impact their work makes on your company, it energizes them and gives renewed purpose to their work.

Because RizePoint software instantly shares data via the cloud, business leaders can access audit results in real-time and immediately start implementing changes. Then through the management console, you provide corrective

RizePoint software helps organizations track audit-related action items.

action management—setting up the corrective action responses and producing action plans to ensure improvements are made.

After making the needed changes, the responsible parties can check off the RizePoint-generated action plan, which makes keeping track of multiple corrective actions simple. With RizePoint software, audit results become concrete steps to improve business, accomplish goals, and maintain compliance.

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.

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.
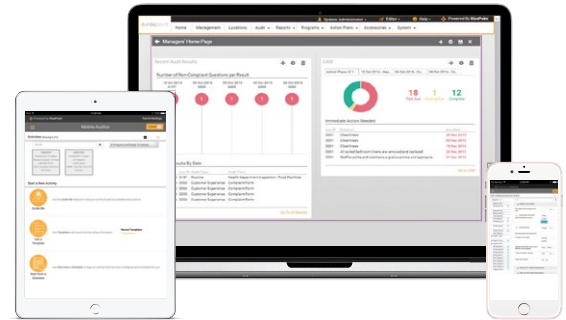
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Start Expanding Your Brand Consistency Capabilities Today

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.

- Over 285,000 users

- 1.67 million audits per year

- 27,000 hotels and resort properties

- 120 countries and territories

- 39 languages supported

Find out how RizePoint can help you improve your operation today.

Contact us at **info@rizepoint.com**, call **1.888.313.7095** or visit us at **rizepoint.com**