

Metrospec-Case Study

NimonikApp Audit

Nimonik's mobile auditing solution helps Metrospec conduct regular internal audits to maintain company standards.

“Nimonik helps me easily alert the staff about non-conformances and required corrective actions.” – Sandy Suissa, Metrospec

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Sandy Suissa
Controller Metrospec

Among many other things, Sandy has to ensure that her staff conform to the company quality standards

The Challenge

Headquartered in Montreal, Canada, Metrospec offers complete commercial cleaning services to a range of industries. Being ISO 9001 certified, Metrospec conducts frequent internal audits to identify and correct quality issues.

Without a proper tool, it is challenging to notify staff of non-conformances and required corrective actions across its multiple locations. A large number of corrective actions emails can be messy, and leave room for misunderstanding. Maintaining accurate and easily retrievable auditing records without a formal tool is also a challenge.

The Search

- An auditing solution that could take pictures, and schedule & assign corrective actions to responsible people in a matter of seconds were fundamental requirements for Metrospec. They also wanted the tool to maintain all their auditing records at one central place to aid in keeping their ISO 9001 certification. With these specifications in mind, they searched for solutions online and came across Nimonik.

The Solution

- Metrospec chose Nimonik after comparing it with a few other popular auditing tools. Besides fulfilling their essential requirements, they found that Nimonik offered much more.

The Implementation

- Sandy got comfortable with Nimonik's interface pretty quickly and started conducting audits and issuing corrective actions. Her staff though took some time to transition. In an industry with high employee turnover, Sandy found herself training new staff ever so often. But the long-term time-savings and improved operational efficiency once the team transitioned, compensated well for the time lost in training.

The Results

- Metrospec has been using Nimonik since 2015. They feel Nimonik has met their expectations well. Despite having to train staff continuously due to turnover issues, they find that Nimonik has significantly reduced their auditing time and increased operational efficiency.