



TQMS Speeds Shippers Warehouse Quality & Safety Certification

Fast, reliable access to SaaS Solution delivered by Intel®



"I want the best available service for my clients. They can't have downtime and I won't accept it." With Intel®, Sanderson gets the speed and reliability he demands.

— Peter Sanderson,
Founder, Total Quality Management
Systems Inc.

CHALLENGE

▪ **Changing requirements** and new regulations for shipping companies prompted Shippers Warehouse* to adopt new quality, safety and compliance procedures. With multiple US locations, ensuring compliance in a changing regulatory environment is critical to maintaining certifications.

SOLUTION

▪ **Total Quality Management Eases Certification:** With a zero downtime requirement, Total Quality Management Systems* (TQMS) delivers its software on hosted virtualized servers powered by Intel® Xeon® processors to give Shippers Warehouse an easy way to gain and maintain its quality, security and safety certifications across eight US locations.

IMPACT

▪ **With TQMS's Continuous Improvement Software* (CIS)** hosted on a virtualized server powered by the Intel® Xeon® 7560 processor, Shippers Warehouse becomes one of only four companies in US to attain the BRC Global Standard* certification for production, packaging, storage, and distribution of safe food and consumer products.

▪ **A desktop PC** running Windows 7* and powered by the Intel® Core™ i7 processor speeds TQMS' rendering of training videos.

In order to attain and maintain certifications like ISO 9001*, companies typically distribute printed manuals to ensure adherence to strict processes and procedures.

"In quality management, you needed printed processes and procedure manuals throughout a company to obtain and maintain certification for things like ISO," says Peter Sanderson, founder of Total Quality Management Systems Inc.* (TQMS)'s Continuous

Improvement Software* (CIS). "With printed documents, you risk out of date policies at audit time. After building my own web site, I realized there was a better way."

Originally designed to support his consulting work, Sanderson launched CIS as a hosted software solution that allows companies to proactively manage its business, track costs, and see issues through an online, real-time dashboard interface.

Issue Resolution & Safety Streamlined



"If I was rendering my videos in HD with my previous PC, I would have to shut everything else down and go outside and have a cup of coffee and wait. Now, it's literally flying. With Intel® processors, performance is fantastic."

"Instead of reprinting manuals and sending out memos, procedures are posted online so everyone uses the same up to date procedures each and every time," says Sanderson. "You don't need a 20 page procedure to manage non-conformity. By putting all the steps online, we've reduced the documentation by 80%."

Compliance Delivered

Mark Wallen, manager of safety and compliance, was brought on board to obtain ISO 9001 certification at Texas' Shippers Warehouse using CIS.

"With CIS and our training program, it was very easy to get our other sites on board and (ISO) certified," says Wallen. "We simply followed the same process we had for the head office and, by using the same processes, we were able to gain certification easily for all locations."

CIS organizes Shippers Warehouse processes in a single database that runs smoothly on Intel® Xeon® processors, Wallen explains, which enables the company to adapt to changing regulations, including occupational health and safety, workplace safety and homeland security standards which have increased dramatically in the past few years.

"We now have a program in place that allows us to continually improve our processes. When requirements change, we can meet those challenges a lot faster," says Wallen, noting keeping up with new certifications has business benefits when clients select vendor. They have gained customers from competitors who weren't ISO certified.

Shippers Warehouse also passed the BRC Global Standard* certification for production, packaging, storage, and distribution of safe food and consumer products. By entering the

required processes and procedures into CIS, powered by Intel Xeon processors, Shippers Warehouse got an "A" from the testers and became one of only four US companies to attain this certification.

"Our customer was surprised and impressed with how easily we got through the certification," says Wallen. "There was nothing at all wrong with any of our documentation and all our processes and programs were perfect."

Issue Resolution & Safety Streamlined

As a logistics company, Shippers Warehouse sometimes receives goods damaged in transit. When this happens, customer service representatives photograph the damage and log into CIS' server to record the issue. Photos are uploaded directly to the online database, powered by Intel®, which launches the steps needed by the customer service representative to quickly report the issue to the client.

"Our customers think it is great. They get professional, detailed emails when issues arise," says Wallen, adding that since all the information is stored in an online database, it's quick and easy for our staff to retrieve information for our customers".

Sanderson has timed other companies and found without CIS, damage reports can take up to 45 minutes. Using CIS, a professional looking report can be issued before the truck is unloaded.

With greater access to detailed information about what's happening in every warehouse from a real-time, online desktop dashboard, Wallen can also track situations on the ground and create new processes or training to prevent potential safety issues before a costly incident happens.

Audits Streamlined

An added benefit to the online availability of Shippers Warehouse processes and procedures comes during audits. In the past, Wallen had to review paper books, manuals and find all the auditors' required data. Since it's stored online, Wallen can log-in to the Intel-powered servers and "quickly satisfy the questions any auditor is asking."

"It is so much easier to make sure each site is in line and ready for those audits using CIS," says Wallen, adding it reduces travel to each site. "CIS helps us be consistent across all our locations. We can set down corporate policies and those policies are followed at each site exactly the same way."

Shippers Warehouse can also take advantage of CIS features allowing them to customize procedures by client, tailoring their responses to the specific needs of each and every customer.

Zero Downtime Guaranteed

To ensure customers have access to CIS 24/7, TQMS hosts its software on OpSource's servers, powered by Intel® Xeon® 7560 processors. OpSource leverages Intel's virtualization technology to provide redundant back up while speeding client access to the software. OpSource says they chose the latest Intel processors for fast, reliable access to data and the ability to increase the number of virtual machines running on a single box.

For Sanderson, the choice was easy. "I want the best available service for my clients. They can't have downtime and I won't accept it." With Intel, Sanderson gets the speed and reliability he demands.

TQMS Realizes Need For Speed

Whether it's building training videos for CIS, consulting with clients on compliance or safety standards, Sanderson needs his desktop computer, powered by the Intel® Core™ i7 processor, to be responsive. He recently upgraded his computers to Microsoft Windows 7* and has been blown away by the speed improvement.

"If I was rendering my videos in High Definition with my previous PC, I would have to shut everything else down and go outside and have a cup of coffee and wait," he says. "Now, it's literally flying. The Windows 7 64-bit operating system is awesome and with Intel processors, performance is fantastic."

For more information on Intel® Xeon® processors, visit: www.intel.com/go/xeon

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ABOUT TOTAL QUALITY MANAGEMENT SYSTEMS

Based in Cornwall Ontario, Total Quality Management Software Inc provides consulting, training and software tools needed for business compliance, including an online tool for companies to manage processes and procedures across an organization with transparency.

ABOUT SHIPPERS WAREHOUSE

Shippers Warehouse, Inc. is a provider of supply chain services, operating eight facilities and 4.5 million square feet of warehouse space in Texas and Georgia.

SOLUTION PROVIDED BY:

