

CASE STUDY

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

Location: Quebec, Canada

Industry: Commercial Cleaning Services

"Nimonik helps me easily alert the staff about non-conformances and required corrective actions."

- Sandy Suissa, Metrospec



Summary

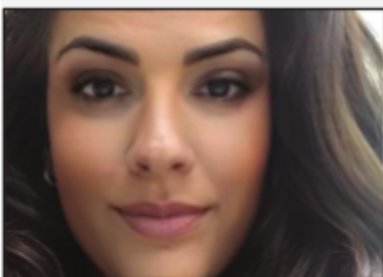
This case study revolves around [Metrospec](#), a Montreal-based company that provides commercial cleaning services and holds ISO 9001 certification. Metrospec faced challenges in notifying staff about non-conformances and required corrective actions across its multiple locations. Additionally, maintaining accurate auditing records without a formal tool was proving to be difficult.

To address these issues, Metrospec searched for an auditing solution that could take pictures, schedule and assign corrective actions, and centralize all auditing records. They discovered Nimonik, which not only fulfilled their essential requirements but also offered additional benefits.

Company Overview

Metrospec is a Montreal-based company that specializes in providing comprehensive commercial cleaning services to a wide range of industries. The company is dedicated to delivering high-quality cleaning solutions while maintaining a strong commitment to customer satisfaction and environmental responsibility.

Metrospec holds ISO 9001 certification, which signifies its adherence to internationally recognized standards for quality management systems. The company aims to minimize its ecological footprint by employing environmentally friendly cleaning practices, using eco-friendly cleaning products, and promoting waste reduction and recycling initiatives.



Sandy Suissa, Metrospec

Controller

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.

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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 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.

To learn more about how Nimonik can help your organization embark on this journey of proactive compliance, do not hesitate to contact us at info@nimonik.com

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