

CASE STUDY

One of North America's Largest Independent Pork Producers Gains 20/20 View Into Incident Management

Hog Production Company Strengthens Safety Culture and Improves
Performance with ComplianceQuest's Health and Safety Solutions





They truly want you to succeed and understand the value of customer satisfaction.”

— **Darrell Hemker**, Associate Director, Safety

Background

The Maschhoffs is one of the largest family-owned hog production networks in North America. With roots that date back to 1851, it has approximately 1,100 employees located in 200 sites across seven Midwest states. Headquartered in Carlyle, Illinois, the company focuses on environmentally and economically sustainable hog production and raises enough hogs to feed more than 14 million households.

Challenge

The Maschhoffs is dedicated to producing quality meat. Its mission is to provide the best care for its animals, nature's resources and to exceed the expectations of its customers. This includes a commitment to training, creating a safe work environment for its employees, and meeting the highest biosafety standards.

With international and local concerns about disease, biosecurity is one of their biggest risks. Designated as an essential business during the COVID-19 pandemic, it was even more critical to ensure stringent biosecurity measures and team safety.

According to Darrell Hemker, The Maschhoffs Associate Director, Safety, "One of our top priorities is workforce safety and animal care, and we are always looking at ways we can improve and refine our processes."

Hemker, who is responsible for developing safety policies and procedures—and partners with the business to conduct incident investigations, incident data analysis, determine focus areas, and develop safety training—was concerned about the level of service, cost, adaptability, and scalability of their existing incident management system.

Solution/Results

In the fall of 2019, the company began a search for a new partner and was referred to ComplianceQuest, a quality, health, safety, and environment management system (QHSE) built on the Salesforce platform.

“We wanted a user-friendly solution where managers could quickly and easily submit incident reports,” said Hemker. “After reviewing the company and features, ComplianceQuest was chosen because they offered a combination of quality, cost, fit, and the ability to configure the platform to our unique needs.”

The new platform offered robust features that would help the team extract and analyze incident data. This data helps determine how and why the incidents were occurring, and identify what could be done to remedy the situation to avoid future incidents.

User-Friendly Platform Saves Time and Effort

Within three months, the new incident management module was up and running. Because of the straightforward user interface, managers were able to quickly learn how to enter incident reports without wasting time on complex data entry.

“We typically only have to walk a manager through the training once and they’ve got it,” said Hemker. “They are surprised by how self-explanatory everything is and were expecting it would take more time and effort to learn.”

Hemker noted that in the old platform, managers would struggle to enter incidents due to errors, leave fields blank, and then had to be retrained frequently. “A big advantage of ComplianceQuest is the ease of entering incident data. Managers fill in the blanks

CHALLENGES

- Difficult to make changes with previous platform
- Costly and time-consuming updates
- Arduous ticketing system for support requests
- Challenging for users to learn how to enter incidents

VALUE CREATED

- Real-time insights into incident rates
- Streamlined user interface increases efficiency
- Scalable platform for future growth
- User-friendly and cost-effective

SOLUTIONS

- QHSE
- Incident Reporting
- Incident Investigations

and if a field is missed, it will be highlighted in red. If there's any confusion, they can hover over that field for clarification."

Improved Safety Reduces Employee Turnover

One of The Maschhoffs goals was to reduce employee turnover through an enhanced safety culture. By implementing a new incident-reporting platform, the company was able to build excitement for its safety program. "We held an internal naming competition for our new training platform, which we're calling SafeTrack. We also had in-person training events and explained how to enter work-related incidents into the platform," said Hemker. "The training opened the door to more productive safety program conversations and made it easier to explain how incident data could be pulled from the platform and determine safety training improvements."

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ComplianceQuest helps The Maschhoffs track critical safety and employee data such as injuries, accidents, or near misses, and how many lost time days or restricted days employees have accumulated.

"Training is a key to minimizing churn and improving workplace safety," noted Hemker. "It's important to take the time to inform employees of the potential hazards of the role and how to perform their duties safely." With the added safety engagement and benefits of immersing employees in a positive safety culture, Hemker believes these key facets will

improve workplace safety and reduce employee turnover.

"We now have immediate insights which help us stay compliant with OSHA standards and regulations as well as meeting our production goals. We can easily trace, manage, and report on any incident from initial entry to completion," commented Hemker.



A Passion for Success

What impresses Hemker most about ComplianceQuest is their concern for their client's success.

"They truly want you to succeed and understand the value of customer satisfaction," said Hemker. "They are always open to hearing new ideas, experimenting to come up with innovative solutions, and are honest about what they can, and cannot, do, and I respect that."

Hemker expressed his frustration with their previous vendor. "If we ran into an issue or wanted to change a field, it could take days to resolve. I'd submit a ticket, we'd trade messages back and forth, I'd send screenshots, try to understand their terminology, and by the time the issue was addressed, I had already moved on because I had ten other things on my plate."

With ComplianceQuest, Hemker and his team have the ability to update their own fields, which has resulted in a dramatic increase in efficiency. In

addition, once a ticket is submitted, the ComplianceQuest team is responsive to any questions.

"ComplianceQuest works out resolutions in a timely manner," said Hemker. "And they don't hesitate to pick up the phone and give us a call to work out an issue. This has alleviated so much frustration on our end because we can get things taken care of quickly. It's a huge benefit."

The Future is Bright

Hemker is excited about what the future can bring because of the relationship between The Maschhoffs and ComplianceQuest. The platform offers great extensibility options to The Maschhoffs, such as other types of incident reporting and inspections tracking. "I'm looking forward to diving deeper into reports so I can provide data faster to our organization's leadership on a weekly, monthly, and annual basis," concluded Hemker. "We're going to do really great things because of the platform's features and scalability."



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About ComplianceQuest

ComplianceQuest is the fastest growing, 100% modern cloud Enterprise Quality and Safety Management System (QHSE) natively built and run on the Salesforce platform. Our unified QHSE solutions help our customers of all sizes deliver quality products and services in the safest, most sustainable way by mitigating risk, problems, and inefficiencies while protecting customers, employees, suppliers, and brand.

For more information, or to request a demo with a ComplianceQuest expert, contact ComplianceQuest today.

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