

Success Story



GENERAL MILLS



As one of the largest food companies in North America, General Mills has a big job to do when it comes to their quality assurance programs. And with 11.5 billion in net sales, it's obvious they take quality very seriously.

When it became evident the old “paper and pencil” method for gathering critical business data wasn't getting the job done, they turned to Steton to help them streamline their quality assurance business processes.

“Steton's system has made our business processes more efficient on the corporate level by providing real-time reporting information,” states Sarah Geisert, General Mills' Director of Global Regulatory Affairs. “Historically, we waited 2-3 weeks for reports to be generated. Now, reports are available immediately after the audit is performed.”

Real-time reporting was just one of several benefits General Mills has experienced since deploying the Steton Quality Suite. With products and brands old in more than 100 countries around the world, a centralized reporting system easily accessed by international offices was critical to the success of the program.

“One key reason General Mills went with the Steton Quality Suite is that it provides a flexible, web-based system that can be accessed anywhere around the world,” states Geisert. “The ability it gives us to produce high-level reports that combine monthly audit results from our 80 plants is very important to us.”

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Of course, gathering more data faster doesn't mean a thing if the data isn't accurate. With Steton's “Closed Loop” approach to quality assurance, General Mills is able to collect more critical business data in real time, with far greater accuracy, dramatically enhancing their ability to quickly identify potential problems and make the necessary adjustments.

States Geisert, “Steton's mobile auditing solution has dramatically improved our data accuracy, which helps us better understand the risks we're facing, and how we need to prioritize our resources.”