

How M&S Food Industries **saved time and paper** by transitioning to a paperless quality control workflow



Client Industry

Coconut-Based Products



Service Load

Malaysia



Application

Mobile Quality Control Data Collection

Situation

M&S Food Industries sought a solution to its time-consuming, paper-heavy data collection processes.

Since it was founded in 1988, Malaysia-based M&S Food Industries has made great strides in quality improvement, investment in human resources, and product research and development. These efforts have positioned the company as one of the most popular and highest-quality purveyors of coconut-based products in the world.

After many years of management relying on paper processes, Mei Ying Choong, quality assurance senior executive at M&S Food Industries, sought to have the company transition to an e-paper workspace.

"We were using paper forms, such as ISO-9001 product quality inspection checklists, to record information manually," said Mei. "Once the form was completed, it was passed along for verification. The data was then extracted into an Excel spreadsheet for data analysis. This was an extremely time-consuming process that required lots of paper."

Additionally, management had no way of ensuring quality-control workers were using the correct, up-to-date forms. This collection of issues led Mei and her team to look for a solution like Forms On Fire.



Mei Ying Choong

Quality Assurance Sr. Executive
M&S Food Industries

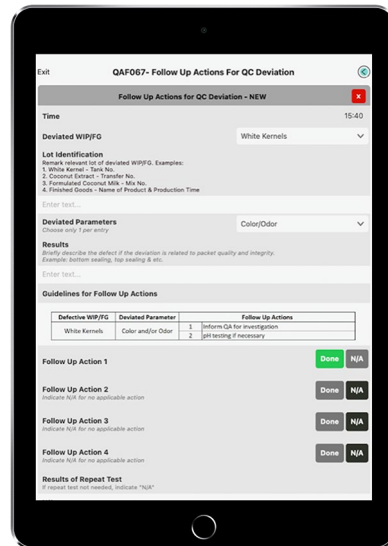
“Forms On Fire is a **powerful and flexible system**, so it requires support in the beginning to get things up and running. The Forms On Fire team **gave us the support we needed** and helped us go paperless.”

Solution

Thanks to Forms On Fire, M&S Food Industries has eliminated paper from its now automated quality assurance process.

Forms On Fire provided M&S Food Industries with an easy-to-use, easy-to-implement, and easy-to-integrate system that allowed the company to move forward with its transition to an e-paper workplace..

With Forms On Fire in place, Mei and her team built more than one hundred quality assurance forms and quickly deployed them to workers. With support from Forms On Fire, the team trained themselves on how to design the forms using Forms On Fire's no-code platform.



To date, M&S Food Industries has collected nearly nine thousand entries and six thousand workflow tasks. The company now relies upon an automated process that dynamically generates reports, converts them into a PDF format, and sends the documents to the company's backend system for analysis and storage.

Thanks to Forms On Fire, the executive team at M&S Food Industries now has quick and easy access to critical data, and their overall processes for food safety have greatly improved.

Results + Benefits



Decreased Paper Use

M&S Food Industries eliminated paper from the quality assurance process and is now pleased with the amount of paper it saves each month.



Saved Time

The many tasks involved with processing data entered into paper forms added up for M&S Food Industries. With Forms On Fire in place, there are minimal manual tasks, resulting in significant time savings.



Fewer Manual Errors

Careless mistakes have been eliminated along with the paper forms. Now, workers are more accurate on their forms now that they rely on a digitized system.