Non-Conformance

Scenario

ABC Suites (Pty) Ltd

“Non-conformance isn't just a deviation—it's a doorway to discovery, accountability, and improvement.” – CoPilot

The Challenge

At ABC Suites, maintaining high standards across multiple properties was a daily priority—but tracking non-conformance issues was proving difficult. Without a centralised system, incidents were logged manually, buried in emails or scattered across spreadsheets. Teams were doing their best to respond, but the lack of structure made it hard to follow through, escalate, or learn from recurring problems.

CEO Candy Wrapper and HR Director Molly Coddle saw the risk: delayed responses, unclear ownership, and fragmented records were undermining ABC Suites’ commitment to operational excellence and client trust. They needed a smarter way to log, track, and resolve non-conformance—one that supported accountability, visibility, and continuous improvement.

How ABC Suites uses Non-Conformance

Epic’s **Non-Conformance** feature gave ABC Suites the structure and agility to turn every issue into an opportunity for growth.



- **Instant Logging from the Field**: Staff and supervisors now log non-conformance items directly from the Epic mobile app, tagging specific areas like “Factory Floor” or “Inventory Receiving.” No more chasing emails or updating spreadsheets after the fact.

- **Real-Time Notifications & Tracking**: As soon as an issue is logged, the responsible person is notified, and updates are tracked live. This ensures swift resolution and eliminates the lag that once plagued the process.

- **Clear Ownership & Follow-Through**: Each item is assigned to a specific owner, with deadlines and status updates visible to all stakeholders. Accountability is no longer optional—it's built into the workflow.

- **Audit-Ready Records**: Every non-conformance is documented with time stamps, photos, and resolution notes, creating a robust audit trail that supports compliance and protects reputation.

- **Leadership Visibility & Culture Shift**: Weekly progress reports allow leaders like Candy to celebrate resolved issues, spot recurring patterns, and reinforce a culture of learning—not blame. Her mantra: "Every item logged is a chance to improve."

The result? ABC Suites is no longer chasing problems—it's solving them faster, smarter, and with full transparency. Teams feel empowered, clients feel reassured, and leadership has the data to drive continuous improvement.

"From scattered incidents to structured improvement—Epic's Non-Conformance feature helped ABC Suites turn operational challenges into strategic wins."