Dot Compliance

How Dandy Built an Audit-Ready QMS at Scale With Dot Compliance

Challenge

Dandy was scaling quickly and needed a controlled, unified way to manage quality and compliance across the organization.

Before Dot Compliance, quality documentation and controlled information were scattered across shared drives and informal systems. Teams struggled with version control, document access, and confidence in whether they were using the correct information. As the company expanded into more regulated medical device operations, the lack of a centralized system created risk.

According to Garvin Tran, Quality Systems Manager at Dandy, "trying to find a single source of truth on information was a big challenge."

Dandy needed an eQMS that could centralize documentation, improve structure and control, and support audit readiness seamlessly as the organization grew.

Solution

Dandy implemented Dot Compliance as its electronic Quality Management System (eQMS) to bring documentation and quality processes into one centralized platform.

During the evaluation process, Dandy prioritized solutions that could integrate into existing infrastructure, especially Salesforce, and support the company's stage of growth. The goal was to avoid a system that would add unnecessary complexity or require ERP-level investment before it was needed.

Dot Compliance stood out for its cost-effective full-suite model compared to competitors that required purchasing individual modules.

Just as important, Dandy required an implementation partner that could move quickly. Dot Compliance did just that. During implementation, the Dot Compliance team supported an accelerated rollout from contract to deployment in under 30 days.

Of this experience, Tran says the Professional Services team was a "standout in terms of us trying to move at breakneck speed. They basically moved at our pace. So big shout out to them."

Dandy deployed Dot Compliance largely out of the box, making only minimal adjustments to align forms and fields with internal terminology.

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dandy

Employees	1,500+
Industry	Dental technology / medical device
Location	USA

About

Dandy is building the modern operating system for dentistry, powering the world's most advanced dental labs. Dandy partners with dental practices to transform their business with state-of-the-art intraoral scanners, always-on expert guidance, and precision manufacturing accelerated by Generative AI, 3D printing, and other state-of-the-art technologies seamlessly orchestrated by Dandy's proprietary software. Dandy empowers dentists with technology, innovation, and world-class support to achieve more for their practice, their people, and their patients. With unparalleled quality, efficiency, and experience, Dandy makes the business of dentistry pain-free. To learn more, visit meetdandy.com or our LinkedIn page, www.linkedin.com/company/dandyofficial/.

Benefits

Dot Compliance delivered immediate impact on audit readiness, control, and collaboration.

Dandy used Dot Compliance to centralize core Standard Operating Procedures (SOPs) and ensure documentation could be pulled quickly and confidently for audits. This directly supported the company's ability to pass a critical MDSAP audit milestone at a time when the organization was still building quality maturity, and become MDSAP certified within 6 months.

Tran noted that without Dot Compliance "we would not have passed our MDSAP audit. In terms of compliance, getting that certification for us was huge. We're a company that went and achieved MDSAP within less than 6 months. So going from our stage one and stage two audits all within six months, implementing a compliant eQMS to support that was definitely critical to that success for the company."

Beyond audit readiness, Dot Compliance improved cross-functional collaboration by eliminating reliance on tribal knowledge. Instead of searching shared drives or asking managers where documents lived, teams now had one controlled system where key procedures and records could be managed and maintained.

Dandy also began expanding adoption beyond documentation into supplier management, internal audits, and more structured change control workflows.

One module that stood out was Change Control, specifically the built-in Gantt chart feature that enables project-level planning directly inside the QMS. This gave Dandy added structure without needing external tools to manage timelines and dependencies.

Looking forward, Dandy plans to continue scaling quality maturity across teams by strengthening adoption and streamlining how compliance is embedded into daily operations.

"The impact has been significant. Dot Compliance has helped us organize our information and make it audit ready. Prior to Dot Compliance, we went through a mock internal audit and the results were unfavorable. We weren't sure if certain versions were correct. We weren't sure where the documentation was needed. Post implementation of Dot Compliance into our first stage one audit, I could pull all of our core SOPs in a matter of seconds. We have them all audit-ready in a binder or folder and can search for those and pull them. It makes for an easier audit experience in terms of certifications."

Garvin Tran,
Quality Systems Manager at Dandy