

Streamlining the Shop Floor: How RAE Corporation Unified Quality, Training, and Documentation

Challenge

As RAE Corporation (RAE) continued to grow and formalize its quality processes, the organization focused on strengthening control, visibility, and consistency across documentation, training, and compliance activities. There was an increased emphasis on ISO alignment, which brought attention to how quality data was managed across the business.

Prior to implementing Dot Compliance, RAE used a combination of tools, including manual document storage and a separate LMS for training. These systems supported operations well, though managing alignment between documentation and training required additional coordination.

John Jackson, Director of Management Systems at RAE explained, “One of our biggest problems was documentation control and that led us to looking into software. That’s how we ended up at Dot Compliance.”

As the company modernized its technology landscape, the team identified an opportunity to bring documentation, training, and quality processes into a more structured environment.

Heather Uva, LMS Author at RAE added, “The ability to tie training to quality instead of having them in two separate systems is key...we can have it all integrated in one system.”

Solution

RAE selected Dot Compliance to centralize document control, training, and quality processes. An important factor was the ability to manage master documents and training together, ensuring consistency between procedures and execution.

RAE evaluated multiple systems, prioritizing a solution that felt current and capable of supporting future needs, including AI.

“We probably looked at 10 different systems. Dot Compliance was one of the first ones to have a more modern look to it... it seemed to check all the boxes and it seemed more current especially with AI,” Jackson noted.

The organization took a phased approach to implementation, focusing first on critical needs.

Uva explained, “We’re implementing these new technologies in phases, doing the most critical things first. As we get used to that, we’re going to intend to use it more and more in phases.”



Industry Manufacturing

Location United States

About

RAE Corporation is a manufacturer that specializes in the design and production of engineered heating, cooling, and refrigeration systems for industrial and commercial applications. With a focus on quality, all products are engineered and assembled in Oklahoma. Their extensive range of offerings includes systems under various divisions such as Century Refrigeration and ZeroCool Systems. RAE Corporation serves clients seeking reliable and efficient HVAC solutions. For more information, visit www.raecorp.com.



To support accessibility on the production floor, RAE introduced a “workshop” environment that provides read-only access to controlled documents without requiring individual logins.

Jackson described this simply: “We wanted easy access. That was one of the challenges we had.”

Benefits

Since implementing Dot Compliance, RAE has strengthened document control and created a more consistent approach to managing quality. One immediate benefit has been increased visibility.

Uva shared, “I really like the way the master documents are structured that you can see all the changes, including how many times something’s been changed, all the comments, the chatter, the notes...the visibility there is so much better.”

This structure has also improved collaboration and morale. “It improves visibility of changes. Employees feel like their changes are acknowledged and accepted,” Uva added. Employees can now easily find the information they need, which supports consistent execution. Amy Mcbay Cline, LMS Author noted, “I love having easy access to our documents.”

RAE has also transformed its approach to training through the platform’s interactive features. Cline noted the flexibility of the system: “I really love the exam feature. I love how we can build up our exams however we like. And there’s so many uses for it. It’s just been so much fun learning that.” These capabilities allow the team to tailor training and incorporate visual elements, ensuring that instructions are clear and engaging for all users.

These improvements were reinforced during RAE’s ISO audit, where the team was able to navigate the system and demonstrate processes clearly. Jackson shared, “We were able to drive through the Dot Compliance system and show the procedures. And they were happy with what they saw.”

Additionally, the team is exploring AI capabilities to reduce time spent searching for information.

Uva described this vision: “I actually believe that once we get enough of our policies, procedures and instructions into the system, we can use Dottie AI as an ‘Ask Jeeves’ for our company.”

Looking Ahead

RAE continues to expand its use of Dot Compliance as part of a phased quality strategy. Future plans include broader use of supplier management, audit functionality, and additional quality processes.

For RAE, Dot Compliance provides a structured and scalable foundation that supports quality today while allowing the organization to evolve its processes over time.

“It’s the active knowledge base for the entire company. Instead of sending emails or messages to others, people can go ask Dottie. As long as the information is loaded in there, it’s searchable. It’s amazing. I’m a big fan.”

Heather Uva,
LMS Author at RAE

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