Dot Compliance

How Walker SCM Took a Unified Approach to Quality Across a Growing Enterprise with Dot Compliance

Challenge

Walker SCM was expanding quickly and needed a unified way to manage quality across transportation, warehousing, and specialized services.

Before Dot Compliance, each site used its own processes and systems, which created inconsistencies and made collaboration difficult. The company relied on paper and Excel, which limited data visibility and reporting.

Robert Tennant, Walker SCM's Director of Quality and Corporate Programs, described the challenge clearly:
"Each site was siloed and developed their own systems, their own processes, their own quality system."

This lack of consistency risked less quality oversight across their diverse operations.

Walker SCM needed a centralized digital system for its core quality processes. Their goal was to bring 16 sites into one platform and gain structure, control, and visibility across the organization.

Solution

Walker SCM implemented Dot Compliance as its first electronic Quality Management System (eQMS), replacing paper and spreadsheet processes with a single integrated platform.

The team deployed multiple processes out of the box including Document Management, Training, Change Control, Quality Events, Deviations, CAPA, Audit Management, and Supplier Quality. They introduced the system in phases, starting with their most mature sites to support smoother onboarding. Dot Compliance's implementation team provided strong support throughout the rollout.

Walker SCM also evaluated AI capabilities and sees value in expanding into Dottie AI in the future.
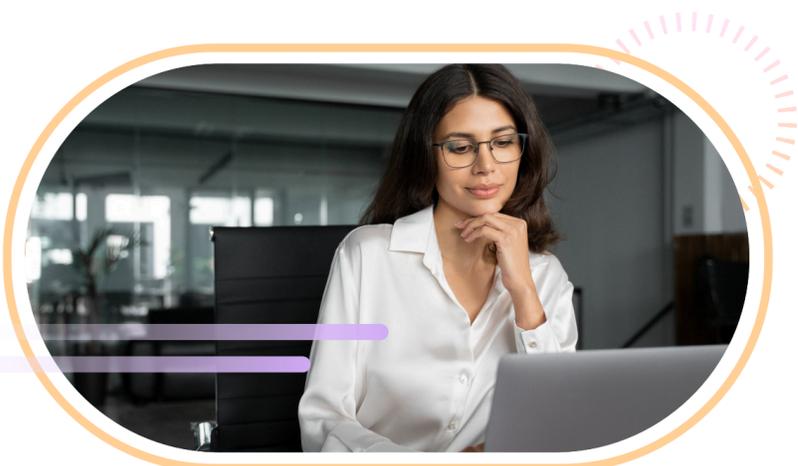
WALKER SCM®

Employees	500+
Industry	Logistics
Location	USA

About

Walker SCM is a global supply chain and logistics provider with locations across 13 states and representation in 25 countries. Founded in 1989, the company supports industries including automotive, high tech, consumer products, life sciences, and medical devices. Their services include procurement and supplier management, global freight forwarding, domestic transportation, warehousing, distribution, and 3PL operations.

Benefits

Walker SCM has already seen improvements in consistency, data visibility, and internal collaboration. Sites are adopting the Quality Events module and using data to identify issues faster.

Tennant shared an example:
"There was one instance in a North Carolina facility where a trend was identified and the team was able to initiate a corrective action because of Dot Compliance."

He also noted the strategic advantage of digital transformation for customer trust and credibility:
"It gives us credibility with our customers because we are investing in a system that is going to help us identify data and trends to improve."

The company sees long term opportunity in predictive insights:
"Once we get data into the system, the more data you have, the better analytics you are going to have."

They also anticipate sustainability benefits through a reduction in paper usage and digital workflows.

> "By switching from our paper-based QMS to Dot Compliance we have successfully digitalized how we manage quality. It has given me the advantage of checking the performance of our quality unit across our organization with just a few clicks. It also gives us the benefit of a turnkey QMS solution for each new facility startup we have, saving valuable time and money while reducing errors."
>
> **Robert Tennant,**
> **Director of Quality and Corporate Programs**