

CASE STUDY

CHALLENGES

Maintaining DOT Inspection Compliance

Reducing Legal Exposure

TAKEAWAYS

Benefits of Compliance Safety Manager™

- Avoid costly fines and unnecessary legal exposure and litigation
- Master reports on vehicle and personnel documentation for audits
- All documents in one place and accessible from multiple locations



**150-Vehicle Concrete Company
Passes Rigorous DOT Audits
with Flying Colors and Reduces
Legal Exposure with
Compliance Safety Manager™**

Mid-America Redi-Mix

Mid-America Redi-Mix

Marc Westhoff purchased Mid-America Redi-Mix, Inc. in 1999, joining the organization as president. As the business grew — Mid-America Redi-Mix now operates from six locations in Kansas and has a fleet of approximately 150 vehicles — Westhoff and his team faced the challenges of organizing their maintenance, inspection, and licensing data so that they weren't vulnerable to the steep fines and lost time associated with running afoul of regulators or litigants. For these potential threats to his business, Compliance Safety Manager™ proved to be a forward-looking choice, including when federal Department of Transportation inspectors came knocking when one of his company's vehicles was involved in a tragic accident.

While Westhoff had some compliance safety software in place, its limited functionality and problems handling the sometimes enormous amounts of data associated with licensing, inspections and repairs for all vehicles and staff were of concern. This made him receptive when Craig Safety Technologies CEO Brenda Craig gave a presentation to the Kansas Redi-Mix Association. Mid-America Redi-Mix adopted Compliance Safety Manager™ soon after.

"For starters, we eliminated the geography problems," said Westhoff. "All of our team members who need to can access our Compliance Safety Manager™ account and see and manage records specific to their location. All of our data is in one system and we can track everything from when a driver's medical card is expiring to when a truck's inspection is due."

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President

Passing an Exhaustive Federal DOT Inspection with Flying Colors

Since adopting Compliance Safety Manager™, Mid-America Redi-Mix has undergone both state and federal DOT inspections. Seven days in advance of the federal inspection, the company received a letter with a list of documentation that the inspector would be looking for. Federal inspectors examine for all levels of compliance, and can also randomly request driver and equipment files. A requested driver file, for example, can mean coming up with several years' worth of annual reviews and licensing

“We were able to use Compliance Safety Manager™ and see that our files were up to date and that everything was right,” said Westhoff. “The audit was a three-day process. These inspectors are trained to dig until they find infractions. When they left, we had no violations. The auditor was amazed, and called the thoroughness of our paper trail ‘unprecedented,’ and told us that we were the best company he’d ever audited. That is just not possible without a tool for tracking all that data. When an auditor finds something out of place, you can face steep fines if you can’t provide the documentation they want. CSM helps us get it right the first time.”

Avoiding Unnecessary Legal Exposure

Compliance Safety Manager™ helped Mid-America Redi-Mix avoid more than fines. When one of the company's drivers was involved in an accident that resulted in a fatality, the insurance company helped Westhoff's team prepare for a lawsuit even though the Redi-Mix driver was not at fault. Liability protection is another advantage of thorough compliance safety management.

“Fines are one thing, but having a truck involved in an accident can mean a lawsuit,” said Westhoff. “And if you don't have your documentation in order, you're going to get sued and lose. With Compliance Safety Manager, we have the documentation management that has helped us avoid costly litigation and meet federal DOT inspectors with confidence. It ensures that we are continually on top of all our compliance

For more information, please contact us toll-free at (888) 257-0124 or visit www.compliancesafetymanager.com.

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