

UKAS Selects AuditComply to Streamline & Automate Assessment Process

Case Study: Audit Management



AuditComply replaced UKAS' legacy audit and assessment systems, consisting of spreadsheets, emails, and Word documents—with a fully integrated Audit & Compliance platform. By digitizing operations, UKAS has accelerated accreditation turnaround times, increased transparency, and elevated the experience for more than 3,000 accredited organizations. The platform provides real-time visibility, improves auditor-client collaboration, and strengthens UKAS' position as the UK's sole National Accreditation Body.

The UKAS Story

UKAS (United Kingdom Accreditation Service) is the only national accreditation body recognized by the UK government. It assesses the competence, reliability, and integrity of organizations delivering certification, inspection, testing, and calibration services. UKAS underpins critical areas of daily life—from 800 million pathology tests annually used in 70% of NHS diagnoses, to 25 million tonnes of solid fuel testing supporting the renewable energy sector. With over 500 employees and more than 30,000 assessment days conducted each year, UKAS needed a digital solution to meet the growing demands of its evolving regulatory landscape.



CHALLENGES



Limited client engagement and communication delays created friction during assessments and slowed resolution of key issues.



Manual audit processes involving email, spreadsheets, and Word documents created inefficiencies and slowed service delivery.



Lack of visibility into audit status made it difficult to monitor auditor and client performance.



Disparate systems led to inconsistencies and delayed reporting across departments and schemes.



Resource-intensive audit prep limited productivity and focus.



AUDITCOMPLY SOLUTION

AuditComply's dedicated auditee portals give clients real-time access to findings, reports, non-conformances, and schedules—improving transparency, enabling faster responses, and strengthening collaboration throughout the accreditation process.

A centralized platform automates every stage—from planning to reporting—streamlining collaboration and reducing turnaround times.

Real-time dashboards and client portals provide instant access to findings, reports, and schedules—driving transparency and accountability.

Phase-based work programs standardize the assessment journey, enabling consistent audit execution and centralized data collection.

Automated templates, drag-and-drop assessments, and one-click reporting allow auditors to focus on higher-value tasks.



Impactful Business Outcomes

The Entire Audit Life Cycle at Their Fingertips

Auditors now operate within a single, user-friendly platform covering the full accreditation journey—from planning and data collection to non-conformance tracking and reporting. All audit activities are centralized and standardized across UKAS, eliminating the need to switch between tools and improving consistency, efficiency, and visibility at scale.

Smooth Client Interaction With Auditee Portals

Each UKAS client has access to a secure, dedicated portal where they can view findings, reports, non-conformances, and upcoming schedules. Self-assessments can be initiated remotely, enabling a continuous feedback loop between auditor and client for faster resolution and better preparation.

A Trusted Advisor to Over 3000 Clients

AuditComply provides both the technology and frontline support to ensure UKAS clients experience seamless interactions throughout their accreditation journey. By understanding each client's unique environment, AuditComply delivers tailored guidance that empowers better decision-making and outcomes.

Increased Accreditation Turnaround Times

Non-Conformances are captured and resolved faster with automated alerts, workflows, and dashboards. Auditors can assign tasks, set deadlines, and monitor corrective actions in real time—encouraging swift client responses and ensuring timelines are met without compromise.

Making the Lives Of Auditors Easier

AuditComply removes the manual burden of preparation, execution, and reporting. Auditors no longer spend hours compiling documents or tracking issues. With automation handling the admin, UKAS staff can focus on adding strategic value—and attracting top talent with smarter, tech-enabled workflows.

Assess Against Any International Standard

UKAS can now create assessments aligned with any global standard using a powerful template builder. Configurable logic, document integration, and drag-and-drop design allow new schemes to be deployed quickly and accurately, reducing risk and improving scalability across industries.

Effortless Audit Preparation

AuditComply's work programs allow auditors to build out and manage detailed, phase-by-phase plans for each client. Reports are automatically generated and include performance grading by phase, giving stakeholders instant insights into progress and priority areas.

Real-Time Visibility of Client Performance

Custom dashboards and one-click reporting deliver clear, real-time updates to both auditors and clients. Key performance indicators, trends, and risks are surfaced automatically—helping UKAS make faster, data-informed decisions and optimize overall performance.

Mobile On-Site Assessment

AuditComply's mobile app enables auditors to complete audits anytime, anywhere—online or offline. From scheduling and task execution to evidence capture and reporting, the app empowers field teams with everything they need on one device.



“We are excited to be entering into this partnership with AuditComply to deliver a web-based reporting platform which is a key part of our overall strategy to digitize our assessment services, enabling the use of data to further enhance the value we provide to customers and stakeholders. AuditComply, a British tech company, are at the forefront of technology development in the assessment and audit sector and we are confident that this partnership will further improve our service.”

Jeff Ruddle
Strategic Development Director, UKAS



Why AuditComply?

AuditComply empowers accreditation bodies like UKAS to simplify complex workflows, strengthen stakeholder relationships, and deliver high-quality, data-driven outcomes. The platform supports every stage of the audit lifecycle, ensuring clarity, consistency, and control from start to finish. As a result, UKAS has been able to:

Digitize the Entire Audit Lifecycle

Eliminate fragmented tools with a single platform that manages planning, execution, and reporting—all in one place. Auditors stay aligned, efficient, and fully informed at every step of the process.

Elevate the Client & Auditor Experience

Client portals provide a secure, real-time window into accreditation progress. UKAS clients gain transparency, reduce turnaround times, and stay proactive with instant access to findings and next steps.

"We are incredibly proud to be one of the trusted organizations selected by UKAS to help optimize current operations and enhance service delivery. The opportunity to work with like-minded individuals operating in highly regulated environments will deliver tremendous results for both our organizations. We are confident that AuditComply will increase UKAS' ability to 'check the checkers' and we look forward to delivering further confidence for all of their customers."

- Susan Fitzsimmons, Chief Customer Officer at AuditComply

Ready to see AuditComply in action?

Schedule your personalized demo

