

How EisnerAmper
reimagines quality
management at
enterprise scale
with QMCORE



From documentation to orchestration

Before QMCORE, EisnerAmper's system of quality management was grounded in well-developed policies, procedures, and firmwide documentation aligned to prior quality control standards. But as SQMS 1 introduced a more dynamic, risk-based approach, the firm recognized a fundamental shift: quality management could no longer live primarily in static documents.

At EisnerAmper's scale, managing quality through spreadsheets and disconnected systems created friction. Relationships between risks, controls, and objectives were clear at the time of design, but became harder to trace over time. Tracking ownership required manual coordination. Producing leadership-ready insights meant pulling together data from multiple sources.

"Connections that are well understood at the point of documentation can become harder to follow over time."

About the firm



EisnerAmper is a Top 20 accounting firm

with more than \$1 billion in revenue, operating across multiple service lines and functional groups. As new quality management standards (SQMS 1) took effect, the firm saw an opportunity not just to comply but to modernize how quality is managed across a complex, growing organization.

Just as important was the challenge of visibility. Quality management at EisnerAmper spans multiple groups, from professional practice and quality management to HR, IT, and learning and development. Ensuring alignment across those teams and keeping leadership informed required significant effort.

What emerged was a clear need: not just to document quality, but to actively manage it through a centralized, connected system. EisnerAmper approached SQMS 1 as a firmwide transformation initiative.

Designing a firmwide system for a new standard

The process began at the top, with executive alignment around the implications of the new standard. From there, the firm established a Steering Committee and brought together stakeholders across assurance and operations to build its System of Quality Management collaboratively.

Working sessions played a central role. Teams came together to define objectives, identify and assess risks, and map the controls already in place to mitigate them. The process was iterative by design, refining the system over time while ensuring broad ownership across the organization.

QMCORE became the platform that brought this work to life.

By embedding SQMS 1 objectives directly into the system, QMCORE provided a clear framework for building and organizing the SOQM. It also introduced a level of structure that made it easier to connect the pieces, linking risks to controls and controls across components.

Equally important, the platform made accountability tangible. Responsibilities could be assigned directly within the system, allowing teams to move away from informal tracking and toward a more coordinated, transparent approach.

For a firm of EisnerAmper's size, where many processes cut across departments, that shift was critical.

"Having the objectives embedded in QMCORE made it straightforward to identify and document our responses."

Bringing clarity and control to a complex system

With QMCORE in place, EisnerAmper has moved from a piecemeal approach to a more unified, structured system for managing quality.

Documentation, monitoring, and collaboration now happen within a single environment. Evidence can be captured and accessed in context, and the system maintains a complete audit trail of activity over time—reinforcing a core principle of the profession.

Perhaps the most visible change is in how the firm monitors and communicates quality.

Dashboards provide leadership with a real-time view into risks, monitoring activities, and overall system status. Instead of assembling reports manually, teams can now focus on interpreting results, followed by identifying where attention is needed and allocating resources accordingly.

At the operational level, QMCORE has also streamlined how teams work together. Monitoring activities, requests, and responses are all managed within the platform, reducing reliance on email and external trackers. This not only improves efficiency but also precipitates continuity, even as responsibilities evolve.

For EisnerAmper, the result is greater clarity and control across a system that is inherently complex.

“The dashboards are particularly useful to identify key monitoring outcomes”

Key takeaways that EisnerAmper benefits from QMCORE

✓ **Enterprise-wide visibility**

Real-time dashboards and reporting give leadership clear insight into risks, monitoring activities, and system performance across the firm.

✓ **Connected system of quality**

QMCORE maintains the relationships between objectives, risks, and controls — ensuring the integrity of the SQQM as it evolves over time.

✓ **Accountability at scale**

Responsibilities are embedded directly into the system, enabling coordination across departments and reinforcing ownership throughout the organization.

✓ **Always-on quality management**

With continuous monitoring and centralized workflows, quality management becomes an ongoing discipline, not a periodic exercise.

Quality management as an always-on discipline

For EisnerAmper, the adoption of QMCORE marks a shift in mindset as much as in technology.

Quality management is no longer something that happens periodically or in response to specific events. Instead, it operates as an always-on discipline: continuously monitoring risks, evaluating controls, and refining the system over time.

With QMCORE at the center of that effort, the firm is able to maintain a persistent connection between its risks, responses, and monitoring activities. That continuity is especially important as the organization grows and standards continue to evolve.

**“We remain focused on enabling our people
to deliver high-quality work by monitoring
risks, testing our responses, and continuously
improving.”**

This approach not only supports compliance with SQMS 1 but also strengthens the firm’s broader performance. The end result is enhanced accountability, improved coordination, and a reinforced commitment to audit quality.

At enterprise scale, sustaining that level of alignment is no small task. QMCORE provides the structure to make it possible.

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