



 Electrical  
Electronics & Retail

 Türkiye

 5,000+

#### KEY BENEFITS

- Document and process management were institutionalized, eliminating dependency on individuals.
- Approval cycle times were reduced, increasing operational efficiency.
- Widespread adoption of QDMS modules was achieved across the company.
- Processes, performance indicators, and process maps became traceable through Ensemble.
- Traceability and control were strengthened in audit, customer complaint, and calibration processes.

## Sustainable Process Management with Fast Support, Strong Communication, and an Integrated Structure **QDMS & Ensemble**

### About **Daikin**

Founded in Japan in 1924, Daikin Industries Ltd. is one of the world's leading companies in heating, cooling, ventilation, and fluorochemical products, operating in over 150 countries with revenues exceeding USD 24 billion, more than 80,000 employees, and over 100 production facilities worldwide.

Daikin began its operations in Türkiye in 1978 through distributors and became one of the most significant investors in the Turkish HVAC sector by acquiring Airfel in 2011. Headquartered in Istanbul, Daikin Türkiye serves the entire country through its 105,000 m<sup>2</sup> manufacturing facility in Sakarya, 7 regional offices, 360 dealers, 500 sales points, and a network of over 500 authorized service centers. It has also introduced Europe's first air conditioning experience center to the industry and positioned training and development as a strategic focus through Daikin Academy.

### Needs

In line with its rapidly growing organizational structure at the Sakarya production facilities, Daikin Türkiye required a centrally managed document management system that would reduce workforce dependency, prevent complexity, and support centralized control.

Challenges such as difficulties in managing the existing documentation structure, inefficiencies in conducting audit activities, limited ability to effectively track customer complaint analyses, restricted traceability in equipment calibration processes, and fragmented records across departments revealed the need for an integrated quality and document management system.



## **QDMS – Integrated Management System**

QDMS brings quality, document, risk, and process management together on a single digital platform. It enables end-to-end traceability of audit and action processes while providing centralized document version control and approval management. With comprehensive capabilities such as risk analysis, process performance monitoring, and automated generation of management review reports, QDMS offers a holistic approach to quality management processes.

## **Ensemble – Process and Performance Management System**

Ensemble links organizations' strategic objectives with processes and makes performance indicators (KPIs) visible. By enabling the digital design of process maps and workflows, organization-wide performance analysis and benchmarking, and measurable KPI reporting that supports management decisions, Ensemble contributes directly to productivity goals.

## **Why QDMS & Ensemble?**

Key factors behind Daikin Türkiye's preference for Bimser solutions include:

- Fast and easy access to the Bimser team whenever support is needed,
- A solution-oriented and agile approach in support processes,
- An integrated and user-friendly structure,
- The ability to easily adapt to a growing organizational structure,
- Monitoring processes from both quality and performance perspectives.

## **Results & Benefits**

Key outcomes achieved:

- Business processes became independent of individuals, measurable, and evaluable,
- Effective company-wide use of QDMS modules was established,
- Approval processes were accelerated, delivering time and workforce savings,
- Process and performance management became centrally traceable through Ensemble,
- Corporate control across quality, audit, and operational processes was strengthened.