



 Energy Sector

 Azerbaijan

 10.000+

### **ACHIEVEMENTS**

• Quality processes were consolidated on a single platform.

• Traceability within the quality management system increased.

• Audit and reporting processes became more systematic.

• A unified quality approach was strengthened across the organization.

• It became possible to manage the quality management system effectively on both local and global levels in large organizations like SOCAR.

• A collaborative culture was established where different teams can work together toward the same goals through a shared system.

## **Bimser QDMS for a Single Integrated and Sustainable Platform**

### About **SOCAR Azerbaijan**

As one of the well-known and largest energy companies in the region, SOCAR is engaged in exploration, production, transportation, refining, chemical production, marketing, fuel retail, gas distribution, and development of renewables.

SOCAR operates in more than 15 countries and successfully contributes to sustainable development and energy security locally, regionally, and internationally by enhancing its glorious oil and gas heritage with advanced technology and competencies. As per the approved 2035 Corporate Strategy, SOCAR's long-term vision is to develop its operations through digitalization, innovation, and the green energy transition.

### **Business Needs**

Quality and document management processes were carried out across different departments and platforms. While this structure enabled operations to continue, it also revealed areas for improvement in terms of standardization, traceability, and institutional knowledge.

In particular, the need emerged for a single, integrated, and sustainable platform to enable end-to-end tracking of the document lifecycle, centralized monitoring of actions and CAPAs, comprehensive visibility in audit and reporting processes, and improved traceability in change management. This need was shaped as a natural outcome of the organization's vision to further strengthen its quality culture across the enterprise through digital tools.

## Objectives

SOCAR Azerbaijan's objectives with this project were as follows:

- Not only to digitalize quality management processes, but also to simplify them and make them sustainable.
- Transparency and speed in accessing processes and documents.
- Traceability of actions and CAPA processes.
- Reduction of audit preparation time.
- User adoption and integration of the system into daily workflows.
- Corporate maturity, user adoption, and operational discipline.

## QDMS – Integrated Management System Solution

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 and provides centralized document version control and approval management. In addition, with comprehensive features such as risk analysis, process performance monitoring, and the automatic generation of management review reports, QDMS offers a holistic approach to quality processes.

## Why Bimser?

The primary reason for choosing Bimser was its expertise in corporate quality management and its flexible platform structure. Instead of a ready-made solution, a system tailored to the organization was designed by taking SOCAR's organizational structure, authority, and responsibility matrix, as well as audit and quality expectations into consideration. This approach provided a critical advantage in terms of long-term sustainability and scalability. After implementation, support and consultancy processes were carried out with a fast, accessible, systematic, and solution-oriented approach. The responsiveness to support requests, along with remote support and consultancy capabilities, ensured operational continuity and enabled a smooth transition to the system's live usage.

## Results and Achievements

As a result of this project, quality processes were consolidated on a single platform, increasing traceability within the quality management system and making audit and reporting processes more systematic. A unified quality approach was strengthened across the organization, enabling the quality management system to be managed effectively at both local and global levels in large organizations like SOCAR. The most significant achievement, however, was the development of a collaborative culture where different teams can work together toward shared goals through a common system. This success was achieved through a combination of strong teamwork, existing QDMS experience within the organization, decisive leadership, trust-based relationships with business units, and the right partnership approach.



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**This project is not just the implementation of a system; it represents the digital enablement of cross-team collaboration, collective expertise, and a sustainable quality culture.**

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### **Günel Atakishiyeva**

Deputy Head of QA & QC Department  
SOCAR Azerbaijan

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In the QDMS project we carried out with SOCAR HQ, our goal was to support the existing strong quality approach with a more centralized, traceable, and sustainable structure. With QDMS, the SOCAR team became able to manage quality processes in a more integrated and systematic way. I believe this collaboration will contribute to operational excellence and the strengthening of corporate standards in the long term.

**bimser** | Gizem Sunar

EMEA & APAC Sales Account Manager