Our Success Story
ALBARAKA TÜRK

bimser

alBaraka

Finance

Türkiye

4.000+

ACHIEVEMENTS

- Quality processes began to be centrally managed through a single platform.
- Existing systems gained a more flexible and sustainable structure with QDMS.
- The implementation process was completed quickly and smoothly.
- A flexible, controlled, and traceable structure was established in document publishing and management processes.

Albaraka Türk Strengthened Quality and Document Management on a Single Platform with QDMS!

About Albaraka Türk

As one of the leading institutions of participation banking in Türkiye, Albaraka Türk Participation Bank was established in 1984 and began its active operations in 1985. Founded through the partnership of Albaraka Banking Group (ABG), one of the Middle East's strong capital groups, and the Islamic Development Bank (IDB), together with Türkiye's prominent industrial groups, Albaraka Türk continues its operations in line with international banking standards and compliance requirements.

Today, with 212 branches across Türkiye and a workforce of approximately 4,000 employees, the bank prioritizes supporting its growing organizational structure through digital solutions.

Requirements

In parallel with its organizational growth, Albaraka Türk needed a more flexible, scalable, and sustainable structure for its document management and quality processes. Document management was being carried out through an in-house application. However, with the increasing number of branches and growing document volume, the existing system gradually became insufficient. At the same time, the need arose for a solution that could reduce the documentation workload, send alert e-mails, simplify processes through notification and reminder mechanisms, and provide a flexible structure compatible with the bank's existing systems. In line with these needs, Albaraka Türk sought a solution capable of consolidating quality and document management under a centralized structure. At the time, more than 1,600 documents were stored within the bank's system, making the effective management of this structure critically important.

QDMS – Integrated Management System

Bringing quality, document, risk, and process management together on a single digital platform, QDMS enables end-to-end monitoring of audit and action processes while centrally managing document version control and approval workflows. In addition, with comprehensive features such as risk analysis, process performance monitoring, and the automatic generation of management review reports, QDMS provides a holistic approach to quality processes.

Why QDMS?

During its search for a solution, Albaraka Türk conducted detailed market research and held meetings with various application and solution providers. QDMS's widespread use in the banking sector and its strong references became decisive factors in the selection process.

The bank also carried out reference meetings with companies outside the finance sector and evaluated QDMS from multiple perspectives. As a result of these evaluations, it was concluded that QDMS offered a flexible and reliable solution capable of meeting both the bank's current and future needs.

Results and Benefits

Key benefits achieved:

Consolidated quality and document management under a centralized structure,
Provided flexibility and control in operational processes,
Established a sustainable and scalable structure for document management,
Strengthened standardization within a multi-location organizational structure.

QDMS