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FIRST BATTERY™

Battery Manufacturing

South Africa

1000+ Employees

ACHIEVEMENTS

- Document control, device management, and CAPA processes were brought together on a single platform.
- Quality management became more structured and traceable.
- Device-related information and processes are managed in one place.
- Corrective and preventive actions are tracked within a clear framework.
- A solid foundation was built for continuous improvement.

Structured and Traceable Quality Management with Bimser QDMS

About **First Battery**

Established in 1931 in East London, South Africa, First Battery is a prominent manufacturer of lead-acid batteries and is known as South Africa's battery specialists. Its product range covers automotive, commercial vehicle, and motorcycle batteries, as well as solar, standby and backup power, forklift, mining, and specialised batteries.

With 160 branches across sub-Saharan Africa and an export reach spanning more than 40 countries, First Battery places effective quality management at the heart of its operations to support operational consistency, document control, and continuous improvement.

Business Needs

Managing quality documentation, monitoring devices, and following up on corrective and preventive actions are core components of an effective quality management system. First Battery needed to manage these processes in a structured and traceable way, within a system that would support both its day-to-day quality management activities and its continuous improvement efforts.

Objectives

First Battery's objectives with this project were as follows:

- Managing controlled documents within a structured and traceable system.
- Keeping device-related information and processes under control in one place.
- Tracking corrective and preventive actions through a clear framework.
- Building a solid foundation for continuous improvement.

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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 QDMS?

First Battery has been using Bimser QDMS for three years, running its quality management processes on the Document Management, Device Management, and CAPA modules.

Document Management supports the organization and control of quality documentation. Device Management keeps device-related information and processes under control, while CAPA provides a framework for tracking corrective and preventive actions and driving continuous improvement. Bringing these modules together within QDMS gives First Battery a centralized, structured platform for managing its key quality processes.

Results and Achievements

Over three years with Bimser QDMS, First Battery has brought three key areas of quality management (document control, device management, and corrective and preventive actions) together on a single platform. Managing these processes within one system has made quality management more structured and has improved traceability across documents, devices, and actions.

Most importantly, QDMS has provided a solid foundation for First Battery's ongoing continuous improvement initiatives, supporting the operational consistency that a manufacturer of its scale depends on.

> ***Bimser QDMS has given us one structured and traceable system for our documents, devices, and corrective actions, and a solid foundation for continuous improvement.***

Maritza Diedericks

Quality Document & Data Controller
First Battery

> *First Battery has been a long-standing QDMS customer in South Africa, and it has been a pleasure to see how the solution supports their day-to-day quality management. Bringing documents, devices, and corrective actions together in one system gives their teams a more consistent and traceable way of working.*

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Global Account Manager