Adding QAD CEBOS Enterprise Quality Management System (EQMS) to our organization, in this very exacting industry, has improved many areas of Saft.”

Sherry Campbell, Quality Systems, Saft
SAFT CUSTOMER CASE STUDY

QAD CEBOS EQMS IMPROVES PRODUCTION, MAINTENANCE SCHEDULING AND TRACKING, AND STREAMLINES AUDITS

THE COMPANY: SAFT

Saft is a world leader in the development and manufacturing of high-technology batteries. Their multi-technology battery systems meet the needs of a wide variety of customers worldwide, and even interplanetary – Saft batteries are currently on several satellites in orbit and the company is scheduled to develop, qualify and test a specific lithium-ion (Li-ion) battery system to power the ExoMars Rover vehicle.

They produce nickel-based and primary lithium batteries used in industrial infrastructure, transportation, civil and military electronics and lithium-ion solutions for energy storage, telecommunications, marine, vehicles, aerospace and defense.

Their customers include original equipment manufacturers (OEMs), distributors and final end users, all of which require Saft to meet exacting requirements of specific applications. They also serve in a wide range of back-up or mission-critical applications in civil and military markets around the world and demand the highest degree of compliance and quality.

Headquartered in France, Saft has manufacturing facilities, R&D sites and sales offices located in 18 countries around the world.

Saft was founded in 1918 and currently employs more than 4,000 people with annual revenue exceeding 600 million €.

HIGHLIGHTS

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THE CHALLENGE: CHOOSING THE BEST ENTERPRISE QUALITY MANAGEMENT SYSTEM TO COMPETE IN A DEMANDING MARKET

Saft competes in a marketplace with exacting and varying client and industry standards. In addition to constantly meeting client needs, to continue to be competitive the company is required to pass frequent, usually annual, audits to maintain their ISO9001, ISO14001, ISO18001, and TS16949 certifications.

“Compliance and quality are high priorities for Saft and a demanding space in our market. We had a team of four people dedicated full-time to tracking production, preventive maintenance and calibration of machines and tools,” states Sherry Campbell, Saft Quality Systems Specialist. “We were able to meet
our compliance and quality needs but it wasn’t as
cost efficient or reliable as it needed to be.”

Production and maintenance tracking were partially
automated via a Manufacturing Execution System
(MES) system, but largely were tracked manually
using forms and spreadsheets. Records were
scattered throughout the plant, and analyzing
production data was very time-consuming.

“There was no transparency to the process, and
no cohesive, plant-wide method of analyzing
maintenance data to establish predictive
maintenance or determine effective preventative
maintenance schedules, track the need for spare
parts inventory modifications, and trace equipment
issue recurrences,” continues Campbell.

“Equipment was being purchased and not reported
to the person who was responsible for calibrated
equipment tracking,” notes Campbell. “Creation
of crucial calibration schedules was very much a
manual process. We knew there was a better way to
handle things and we needed to find the best QMS
system for our needs.”

THE SOLUTION: QAD CEBOS ENTERPRISE
QUALITY MANAGEMENT
SYSTEM (EQMS)

“As Quality Systems Specialist,
I was charged
with discovering
the best solution for our plant
in Jacksonville, FL,” notes
Campbell. “QAD CEBOS
EQMS was one of several
options I explored. Ultimately, after seeing an on-site
demonstration, QAD CEBOS EQMS was chosen due to
its robust operating system and configurability.”

THE BENEFITS: CONSOLIDATED SYSTEMS,
GREATER TRANSPARENCY, LOWER COSTS,
REDUCTION OF ERRORS

“We have realized a lot of benefits with QAD CEBOS
EQMS,” states Campbell. “We are saving money
because we’ve been able to reduce the amount
of man hours spent on manual production and
maintenance tracking by our quality control team
by 50%. The greatest benefits have come with
automation, efficient consolidation and transparency.”

Benefits Saft has seen since implementing QAD
CEBOS EQMS include:

• **Breaking Down Silos:** Replacement of multiple stand
alone silos with one robust system, translating into
productivity gains as data is entered one time and
automatically populated to all appropriate areas.

Auditors have come in and
stated ‘With your EQMS system,
it’s never been so easy’.”

Sherry Campbell, Quality Systems, Saft

• **Ease of Expansion:** “We are bringing on 40-60 new
engineers this year,” notes Campbell. Without
a great EQMS system we would not be in the
position to increase productivity, capacity and
profitability.”

• **Improvement in the Quality Control:**
Improvements in the problem solving process
because of easier data analysis, particularly when
there are repetitive issues.

• **Calibration System Control:** “Calibration is critical
to our success,” adds Campbell. “It’s essential for
our accreditation audits but even more, it helps
prevent Saft from getting into a recall situation,
which would be very expensive and damaging to
our reputation in the industry.”

• **Transparency and Error Reduction:** People
are now out of their silos and better able to see
the big picture with information being more
effectively shared.

“QAD CEBOS EQMS has proved to be an essential
tool for facilitating daily production and, more
importantly, when an audit is required,” finishes
Campbell.