# SUCCESS STORY

**CAMBi**

## INDUSTRY
→ **Manufacturing**

## PRODUCTS/SOLUTIONS
→ **BPA Quality & Risk Management**
→ **Microsoft Office 365**
→ **Microsoft SharePoint**
→ **Microsoft Power Automate**

## THEMES
→ **Nonconformity Management**
→ **Audit Management**
→ **Risk/Opportunity Management**
→ **Supplier Management**

## SUMMARY
**What do you do? Describe your company.**

Cambi is the global leading provider of thermal hydrolysis, advanced anaerobic digestion and biogas solutions for sewage sludge and organic waste management. Cambi's management system is ISO 9001:2015 and ISO 14001:2015 certified.

## CHALLENGE
**What was your problem, and what challenges prevented you from easily solving the problem?**

Before BPA, Cambi had several Quality related databases, but there were no links between them. Non-conformance reports (NCRs) were each captured in a Word document. Data analysis and follow-up actions to manage the NCRs were completely manual and at risk of being overlooked or forgotten. With oversight being difficult, NCRs were sometimes open for too long.

**How did you find out about our solution? Did you consider other providers? What criteria did you use to select BPA and Microsoft?**

The Quality Manager knew several digital QMS solutions on the market and wanted to introduce a suitable one for Cambi. The IT partner working on Cambi's CRM told him about the BPA Quality system, and a demo was planned. After benchmarking against 2 or 3 other providers, BPA was selected. The reasons for selecting BPA were cost, foundation in SharePoint and the easy configurability.

**What was the solution? How did it address your challenges?**

The most important module to implement was for NCRs. BPA helped us customise the standard solution to make it fit our NCR process. We introduced automatic notifications for people who were assigned actions and reminders for upcoming due dates or overdue actions. Alongside the system, we appointed an NCR Review Board which monitors dashboards defined in the system and meets every 2 weeks to review the open NCRs and decide on necessary actions With easily accessible, high quality data available, our internal NCR process has improved.

**BPA** Solutions

## STRATEGY

**How did you implement the solution? How long did it take? What new challenges did the implementation create?**

It took 12 months to introduce, customise, test and refine the NCR module.

Two Cambi users were trained to demonstrate the new system to their colleagues in internal workshops. During these workshops, we collected valuable feedback, which was used to improve the system configuration. The iterative process facilitated user engagement and improved the quality of the final solution.

In addition to the NCR module, several other modules have been implemented e.g. audits, verifications and training. A recent update added a supplier module.

While the BPA modules were initially designed for our on-premise SharePoint environment, Cambi has now fully migrated to the Office 365 cloud and NCR automation was redesigned with Power Automate.

## RESULTS

**What results did you gain from BPA Solutions – both anecdotally and measurably?**

Cambi successfully introduced the software and achieved high user adoption by taking the time to customise the solution based on user feedback, and by providing good training and follow-up.

As a result, the number of NCRs open longer than desired has reduced significantly.

**Was there anything spectacular about how easy it was to deploy, or engage employees?**

As we use the system extensively, more and more colleagues have been asking for access.
Industry

**BPA Solutions SA (Switzerland)**
**BPA Solutions USA LLC (Seattle, WA)**
http://BPA.Solutions

Microsoft
Microsoft 365
Business Applications
Partner Program
Charter Member

Microsoft
Preferred
Microsoft 365
Business Applications