



BATCHMASTER[®]
Process Manufacturing Software



Kuumba Made Selects BatchMaster Web ERP to Strengthen Compliance and Streamline Batch Manufacturing

Customer Success Story:



**kuumba
made**[®]

Kuumba Made is a well-established manufacturer of natural fragrances, facial care products, and herbal salves with a 45-year legacy in the personal care industry. With a diverse portfolio of approximately 136 products, the company is known for its commitment to quality, craftsmanship, and clean formulations. As Kuumba Made pursues USDA organic certification and navigates increasingly strict FDA and MoCRA regulations, leadership recognized the need for a modern, reliable ERP platform built specifically for batch manufacturing.

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The reliability, scale integration, and deep lot tracing we gained will help us achieve full organic certification and drive operational excellence.

Abhi Sharma

Director of Manufacturing
Kuumba Made

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THE NEED FOR AN INDUSTRY-SPECIFIC ERP

Kuumba Made’s production process involves multi-day batch manufacturing, where raw materials are combined to create bulk intermediates and finished products. The company initially attempted to use a generic ERP system, but quickly found it unsuitable for a regulated manufacturing environment.

CUSTOMER	Kuumba Made
INDUSTRY	Personal Care & Cosmetics
LOCATION	Tucson, AZ
PRODUCT	BatchMaster Web ERP

The system lacked robust lot traceability, forcing operators to rely on manual, paper-based documentation to meet compliance requirements. This not only slowed production but also introduced unnecessary risk. The technology itself proved unreliable, frequently freezing or locking orders for hours at a time, particularly during peak B2C sales periods. Static data formats and outdated architecture made reporting and analysis difficult, while poor system performance ultimately cost the company months of lost productivity.

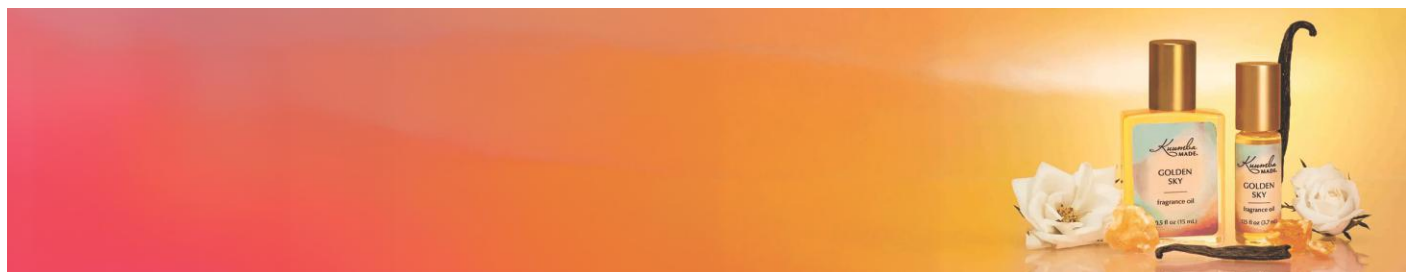
After only three months of use, Kuumba Made determined that a generic ERP was not a sustainable solution.

WHY BATCHMASTER WEB ERP

Kuumba Made evaluated several ERP solutions, including ECI Deacom, before selecting BatchMaster Web ERP. The deciding factor was clear: BatchMaster was purpose-built for regulated, batch-based manufacturers.

“BatchMaster was able to assure us that they know our industry,” said Abhi Sharma, Director of Manufacturing. “I was thrilled to see the features in it.”

Key reasons for selecting BatchMaster included:



- **End-to-end lot traceability**, ensuring complete visibility from raw materials through finished goods to support FDA, MoCRA, and organic certification requirements
- **Direct scale integration via Ethernet**, automating data capture, reducing manual entry, and generating variance analysis reports
- **Cost-effective scalability**, allowing Kuumba Made to start with core manufacturing functionality while integrating with QuickBooks and expanding modules over time
- **Mobile-enabled operations**, with support for Android handheld scanners to manage releasing, filling, and packing directly on the production floor
- **A modern, intuitive interface**, providing the right level of complexity to simplify procurement, recipe management, and controlled adjustments during production

BatchMaster delivered the industry-specific functionality Kuumba Made needed—without forcing the company into an overly complex or expensive enterprise system.

WHAT'S AHEAD

With implementation underway, Kuumba Made is preparing to digitize and centralize its core manufacturing, quality, and procurement processes within BatchMaster Web ERP.

The company anticipates several immediate and long-term benefits, including:

- **Accurate Cost of Goods (COG)** through detailed tracking of labor, consumables, and production inputs
- **Improved compliance readiness**, with automated documentation and audit-ready traceability
- **Faster innovation**, with plans to adopt BatchMaster's R&D module to support new product development and recipe experimentation
- **Operational consolidation**, aligning manufacturing and warehouse processes to improve efficiency further

By choosing BatchMaster Web ERP, Kuumba Made is investing in a secure, scalable platform that supports compliance, operational excellence, and continued growth—while preserving the craftsmanship and quality that define its brand.



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Abhi Sharma, Director of Manufacturing,
Kuumba Made

ABOUT BATCHMASTER SOFTWARE

BatchMaster Software is a leading provider of ERP solutions that help growing formula-based manufacturers streamline operations, reduce costs, and comply with stringent regulatory mandates. BatchMaster ERP is designed specifically for the Food, Nutraceuticals, Cosmetics, Pharmaceuticals, Chemicals, and Specialty Manufacturing industries, and can be deployed on-premise or in the cloud.



BatchMaster Software

9861 Irvine Center Drive, Irvine, CA 92618

Ph: 949-583-1646

sales@batchmaster.com