

Quality is the foundation of what we do, and this must be ensured internally and externally through knowledge and experience. Quality at Natdis consists of two cornerstones.

- The quality of the product:
 - Products delivered by Natdis must be of good quality in terms of durability and performance, and must be positioned above the market norm.
 - Customer must experience that the product has been thoroughly processed and lives up to expectations:
 - The product delivers what the customer expects
 - The product lasts for the time promised
- Quality in service:
 - The customer must experience that Natdis delivers the expected quality, which is why our quality parameter is to uncover the customer's needs, and communicate our solution to this need, as well as ensure that the physical delivery meets these.
 - The customer must experience that Natdis always backs its products up both in terms of operation and quality.

To ensure the quality of the products, Natdis continuously seeks to optimize the following:

- Suppliers:
 - Suppliers are selected primarily from experience or recommendations
 - Suppliers are considered "customers". They are the cornerstone of the business, which is why good relationships are an unconditional matter of course.
 - Fixed agreements and definition of expectations
 - Ongoing meetings for follow-up on cooperation
 - Ongoing quality control according to joint agreement
 - Complaints are handled as a joint task
 - Local suppliers are primarily sought.
 - Quality precedes local supplier selection
 - Technology precedes local supplier selection
 - Products that are imported/purchased are sourced as far as possible from the manufacturer.
 - Ensure direct communication about
 - Environment
 - Working conditions
 - Quality
- Design and production:
 - Natdis continuously ensures that all products comply with applicable legislation and standards.
 - Quality comes before design
 - If possible, these are combined
 - Natdis helps customers with an understanding of applicable legislation and standards as well as GMP, where there are no fixed guidelines

- Natdis must ensure ongoing quality control of all products:
 - Reception
 - All products received must undergo a reception control
 - Dispatch:
 - All products are tested and checked before dispatch

Natdis ApS commits to meet relevant applicable requirements, as well as to continuously work for an ongoing improvement of both operations and the quality management system in general.

Spring 2024
CEO, Pernille Snitkjær