

WE'D RATHER WORK WITH PARTNERS THAN WITH SOMEONE WHO JUST DELIVERS A PRODUCT.

Quality policy

Creating memories for generations to come

We will always go the extra mile, in every situation. Everyone who comes into contact with Vinga in any way should always have an experience of something extra positive. When the customer experiences a problem, it is our job to solve the problem, regardless of who is at fault. This is also reflected in our products, we want the recipient to have the same experience when receiving a Vinga product. This is reflected in the small, thoughtful details of the product, the packaging materials and the appearance of the instructions and manuals provided.

Collaborations

Quality for us is more than a good product and the joy we hope our customers feel when they receive a gift. We'd rather work with partners than with someone who just delivers a product. Just as we see the relationship with our customers, we believe that more opportunities exist through close collaboration. We therefore prefer to work closely with a smaller number of customers, continually reviewing the customer base and measuring sales to adjust actions or tailor interventions for selected customer segments. We work with integrated procedures and contracts when we start partnerships with new suppliers to ensure that the supplier can meet our requirements.

Quality objectives

Vinga's quality work is managed through a well-integrated management system, accessible as an intranet. The management system shall have measurable and relevant objectives. The quality objectives aim to streamline processes and procedures, which in return creates time for us to focus on the customer, following up and communicating. They also aim to exceed customer expectations, which is why we continuously measure efficiency in the warehouse.

Improvement and development

Quality management allows us to manage and continuously improve the processes we work in. We are constantly working to improve this through our quality objectives and through training and personal development. We should bring the knowledge and the customer should be able to focus on other matters. We are always curious; technology, digital solutions and innovation are key areas in our improvement efforts and form large parts of our future strategy. We continuously monitor, and comply with current legislation in the areas we operate.



VINGA