

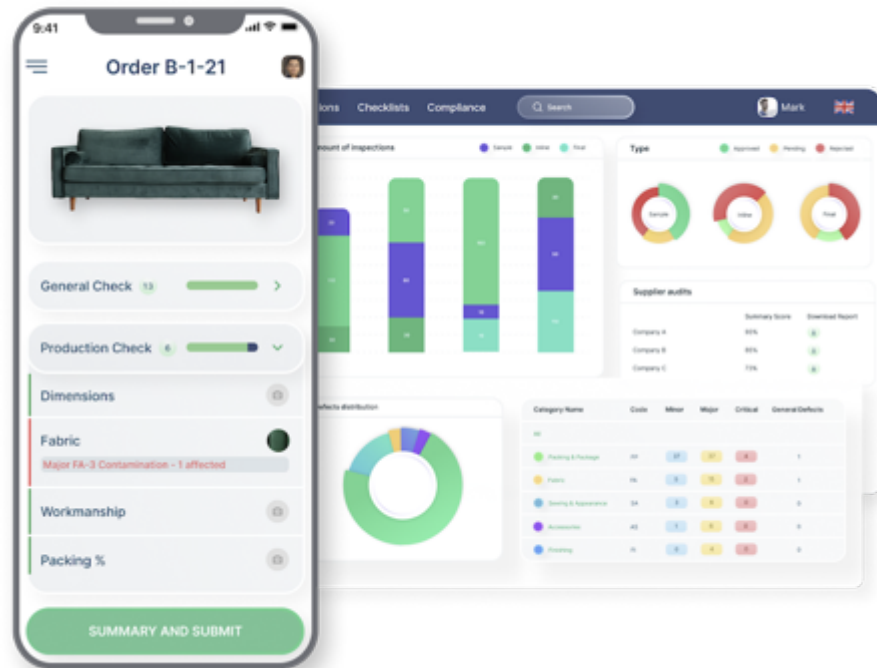




A Simple **Quality, Audit** and **Compliance** Tool



Jacob Nedergaard
CEO & Co-Founder, Qarma



A SUITE OF SUPPLY CHAIN TOOLS

QUALITY



AUDIT



COMPLIANCE



About Qarma

- Founded in **2016**
- Offices in **DK DE VN CN**
- **+4M** yearly inspections & audits
- Customers in **+35** countries
- **+250M yearly** pictures/videos
- **+12,000,000** yearly messages



IS THIS

A CUSTOMER PERSPECTIVE?



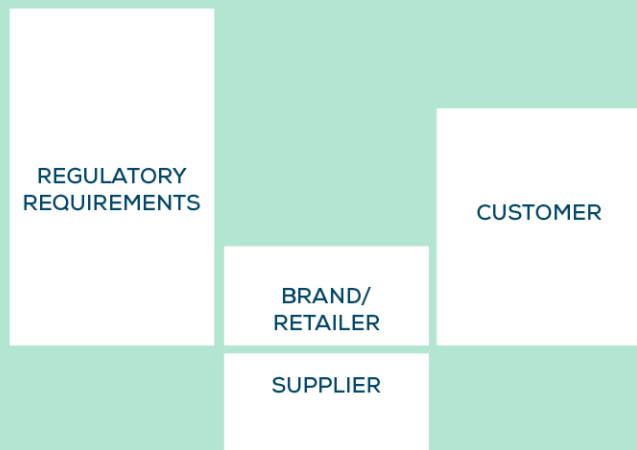


A Customer-centric Perspective

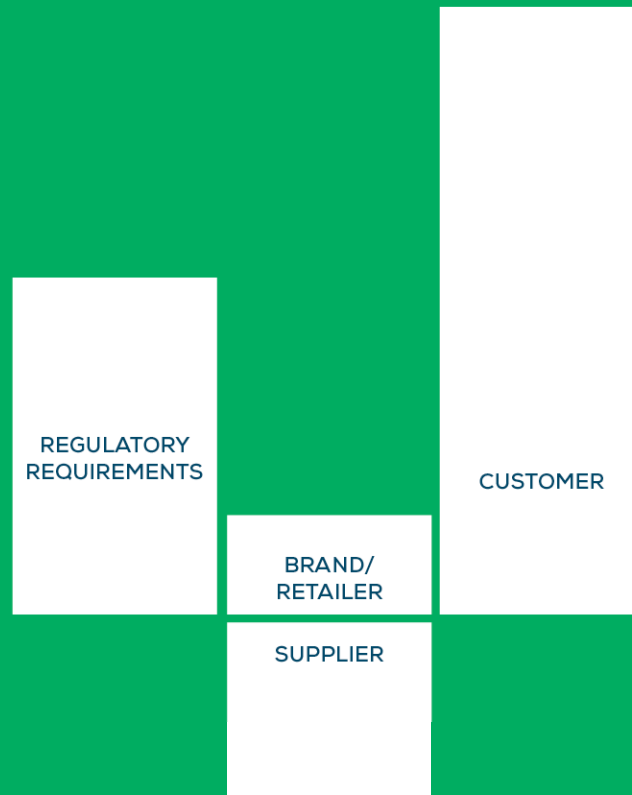
- > Speed of compliance & sustainability
- > How to keep pace
- > Learning from quality



BEFORE



TODAY





FSC

www.fsc.org

100%

Wood from well-
managed forests

FSC® C162045

Compliance – what's new?

	SOCIAL & TECHNICAL COMPLIANCE	PRODUCT SAFETY AND REGULATORY	MARKET DEMAND (CUSTOMERS, MARKETPLACES ETC.)
EXAMPLES	BSCI, Sedex, Internal requirements	Safety, CPSIA,, FFA, FHSA ,TB 117, CE certification,, LFGB, RoHS, REACH (EU)	GOTS, FSC, OEKO-TEX, GRS
MAIN FEATURES	Overview of gaps Audit module CAP module	Organize product requirements Efficient fulfillment Identify gaps	Organize requirements Efficient fulfillment Identify gaps
LEVEL OF DATA	Suppliers and Production units TIER 1 – X	Product	Supplier Product Order



Review summary

5

4

3

4.2

1,542 Reviews summary

amazon.co.uk Deliver to Denmark All

Best Sellers Gift Ideas Customer Service Music New Releases Today's Deals Books

Amazon.co.uk Today's Deals Warehouse Deals Outlet Subscribe & Save Vouchers Amazon Family Prime

Charles Bentley FSC Wooden Furniture Oval Table > **Customer reviews**

Customer reviews
 ★★★★★ 4.2 out of 5
 184 global ratings

5 star 60%
 4 star 18%
 3 star 9%
 2 star 4%
 1 star 9%

Write a review

How customer reviews and ratings work

Top positive review
 All positive reviews >
 Edie Girling

home24

Liebungsprodukte finden... Suchen

Möbel Garten Lampen Accessoires Textilien Kinder Küche Bad

Startseite > Möbel > Sofas & Couches > Ecksofas

EXKLUSIV

Kundinnen und Kunden:
 Erhält eine Produktbew.
 eine gesonderte Benach.
 zum Produkt aufweisen.

★★★★★ Silke 11.08.2022

Bin total zufrieden!

★★★★★ Merret 05.08.2022

Wir sind bisher sehr begeistert von unserem neuen Sofa! Optisch sehr schick und total bequem! Leichtes aufbauen und einfach ein tolles Preis-Leistungs-Verhältnis!

Store Locator Newsletter

Women Men Divided Baby Kids H&M HOME Beauty Sport Sale Sustainability

H&M HOME Furniture Chair/Low lounge stool

DETAILS

Reviews (165)

WHAT OTHER CUSTOMERS THINK
 ★★★★★ 4.8
 Based on 165 customer reviews

Sort by

★★★★★ 11 Sep 2020
 Bought: Beige in size NOSIZE
 Very beautiful and quite easy to assemble. The seat is a bit lower down than I had expected. The one... [Show more](#)

★★★★★ 8 May 2022
 Bought: Black in size NOSIZE
 This seats beautifully in my hallway. This piece triggers conversations all the time. It doesn't on... [Show more](#)

★★★★★ 9 May 2022
 Bought: Beige in size NOSIZE
 Extremely easy to assemble and very chic, my only issue is that it looks like a child's chair, very... [Show more](#)

IKEA

What are you looking for?

Products Marketplace Rooms Design Deals

Products > Furniture > Tables & desks > Accent tables > End tables & side tables > LACK Side table

DETAILS

Reviews

4.7
 ★★★★★ 486

Write a review

Average customer ratings

Ease of assembly/installation	★★★★★ 4.8
Value for money	★★★★★ 4.8
Product quality	★★★★★ 4.6
Appearance	★★★★★ 4.7
Works as expected	★★★★★ 4.8

Filter on rating

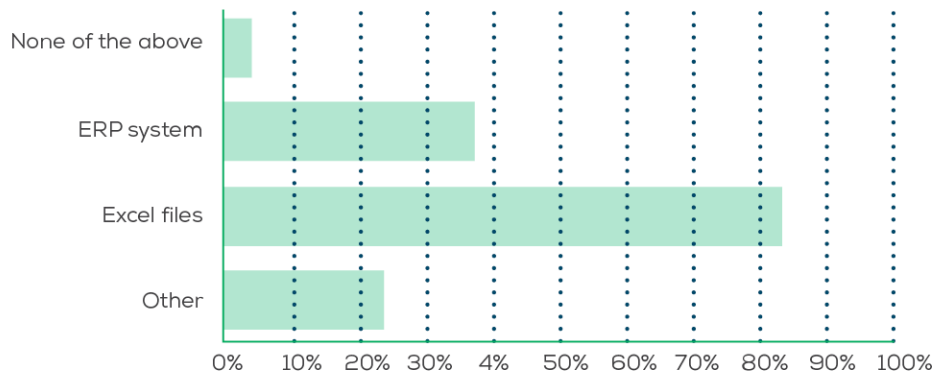


SPEED OF COMPLIANCE

HOW TO KEEP PACE?

DO YOU

HAVE ANY EXISTING SYSTEMS THAT PLAY A ROLE IN MANAGING COMPLIANCE?



Workload

Reversed 80/20

Knowledge

- Law's & regulations
 - Product safety
 - Chemical
 - EUTR/UKTR
- Marked requirements
 - FSC
 - BEPI
 - GRS
 - Oeko tex
 - GOTS

Operation

- Governance & traceability
- Define needed document
- Collect documents
- Mapping on Supplier/PO/product level
- Make available to stakeholders
- Supplier engagement
- Risk assessment

Workload

Reversed 80/20

Knowledge

- Law's & regulations
 - Product safety
 - Chemical
 - EUTR/UKTR
- Marked requirements
 - FSC
 - BEPI
 - GRS
 - Oeko tex
 - GOTS

20%

Operation

- Governance & traceability
- Define needed document
- Collect documents
- Mapping on Supplier/PO/product level
- Make available to stakeholders
- Supplier engagement
- Risk assessment

80%



SPEED OF COMPLIANCE

HOW TO KEEP PACE?

- > Prepare yourself for more **exposure** - start reading reviews 😊
- > **Think outside in** – engage with the frontline & understand the customer touchpoints
- > Demonstrate due diligence – **communication** is key
- > Automation of operation – **reversed 80/20**
- > Data is king – **centralize and connect it**
- > **Collaborate** with your suppliers – it's a joint effort

CITY
FURNITURE

[illegible]

