SERENDIPITY ORGANICS
QUALITY MANUAL

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QUALITY MANUAL

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QUALITY MANUAL

Our mission is to create clean and natural high-quality clothing to be worn every day and last for years to come.

We are working with natural mono-fibres as an essential part of us. This is something that we pursue in every textile we make, whenever possible. The main part of our production is cotton, and it is all certified organic cotton.

Our goal is to use natural accessories where we can, and to remain consious about reducing the use of snap buttons, zippers and fusing. We keep a focus on this in all phases of our collection development.

These ambitions come from a care for the products we produce and a focus on ensuring the best options for sustainable care and recycling of the garments.



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WORK PROCESS

All our garments are made for Serendipity from scratch as we choose colour and composition of yarns, textile type and patterns. Textile designs will be sent from us, describing what yarn and textile to make. Collection designs will be sent from us in form of technical sheets. An overall view of the full sample collection is made in form of a document, where every single sample group is being quality tracked continuously.

Suppliers will send textile development swatches and garment prototypes for approval or further work. One by one the designs will be approved, and final samples will be made.

The collection will be presented to retailers on our online platform and on fairs, where they can pre-order the collection 5-6 months before delivery.

The suppliers will receive a final order of the full collection in form of excel sheets which clearly marks SKUs and states what GOTS product category and GOTS product detail groups, should be used for further tracking and TCs.

A document will follow the production, checking status of each product, if it's approved or it needs further work. A final check of garments and quality will be made again in form of production sheets and final production samples will be made if necessary.

Final production pieces are documented by photos from our suppliers. Each supplier has their own quality documentation, which we will receive if needed.

Our goal is always to send the full production by ship.

Asserted risks: We have a long term relationship with our main supplier and if any issues, they will be taken care of immediately. Our suppliers are far away and there will always be a risk of delay in the transportation. The risk is low.



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QUALITY PARAMETERS

TEXTILES/CLOTHING

Shrinkage control, colour fastness, stitching and measurements are checked according to our design tech sheets.

All circular knitted textiles are cut length washed before cutting, to keep dimensionality and shrinkage to a maximum of 3%.

For accessories we are using natural buttons to the extent possible for function. GOTS or Oekotex certified. When snap buttons and zippers are used these are nickel free and Oekotex certified.

All fabrics are checked for impurities on a “light roll”, before being approved for production.

Stitching and measurements are checked for alignment with relevant tech sheets for each product.

Residue and technical quality tests are made, according to our risk assessment.

We encourage our employees, our suppliers and warehouse to inform us if any quality flaws are detected.



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CHEMICAL INPUT PARAMETERS

We follow the GOTS manual for Chemical Residue Limits.

In general, all hazardous chemicals are banned in any form in farming and production.

Banned chemicals are for example: Alkylphenol, AOX, AP/APEO, Lead/Cadmium, Extractable heavy metals, PFAS, Polycyclic Aromatic Hydrocarbons, Chlorinated paraffins, Nickel, Formaldehyde, Banned Amines, Chlorophenols, Phthalates, Pesticides and many more.

Even though there are some residue limits on many chemicals, which are not used in production, we are testing for these every season according to risk evaluation. The residue limits can be seen in the GOTS 7.0 manual for the implementation of GOTS.

We will test on new fabric developments if any and have two or more tests made per season on Woven and Knits.

Asserted risks: The supply chain is long and far away. We have never experienced any incidents regarding chemicals throughout the years. We have a good and trustful communication with our suppliers and if they have a suspicion of anything, they will tell us. Low risk.



TECHNICAL QUALITY PARAMETERS

The technical quality parameters are all about a garment's longevity with focus on shrinkage and dimensionality but also on the ability of standards being met in regards of rubbing, sun fastness, ph-value and saliva.

We test each season for shrinkage/dimensionality, rubbing fastness, perspiration fastness, light fastness, ph-value & saliva fastness.

Asserted risks: Very limited, as we continuously are making tests, primarily on new textiles.



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ACCESSORIES

We are requiring certificates on all accessories used and are hand-testing for nickel in snaps.

Our goal is to minimize use of plastic, and therefore we use natural buttons made of coconut, taguanut, shell or wood. Snap buttons are nickel free and oekotex certified and are hard to replace in baby garments. We minimize the use of zippers and fusing, as well.



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WAREHOUSE

Our external warehouse is based in Denmark. Here we store our goods in our own picking modules and all goods are stored together in the same area. Each product has its own pick box and number. This information comes from our ERP system.
The warehouse has the responsibility of picking (by scanning) and sending correctly, keeping the area clean and visible. The warehouse has no communication with our customers. The stock is accounted for by us, through our system.

We will yearly gather the people from the warehouse that work with us and go through the GOTS manual and answer any questions.

We have an integrated communication system in which we can follow orders and ask questions. If any occurrence/issue is not solved this way, a person from our office will go to the warehouse and solve the issue. This would be if for example products are not found.



DISTRIBUTION

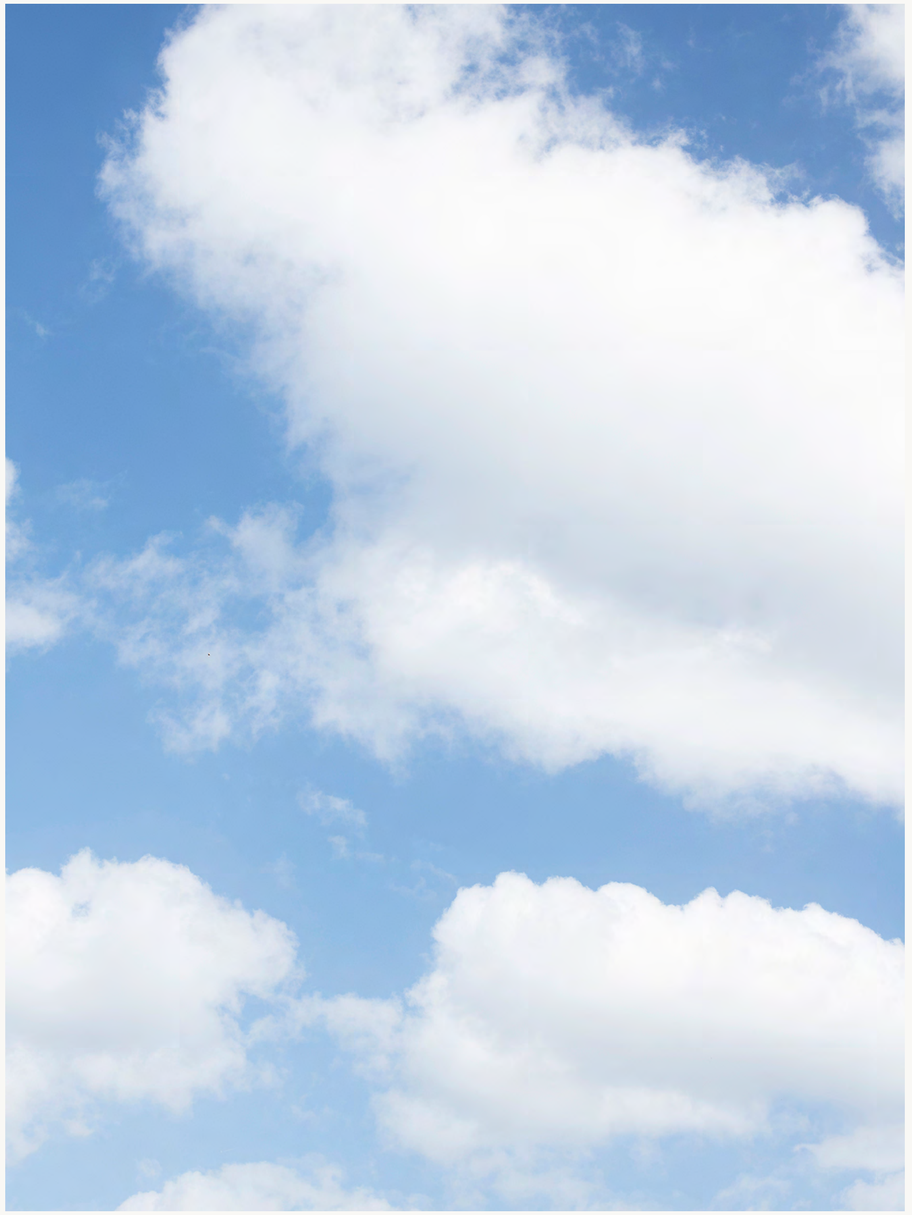
When we receive the production at the warehouse, we check if everything looks as it should by random sampling. The packing and distribution to our retailers will begin and pick boxes for our stock will be established.

Each product/colour will have its own pick box with a placement number and product SKU on it. All GOTS goods, which means all goods except alpaca and llama wool, are clearly marked with a GOTS logo on care label and hangtags. The orders are scanned to be sure the correct product is picked.

In our system, that integrates with the warehouse system, the full collection will now be “online” and documented. When we receive an order from retailers the order will be approved by both parties and will then be sent for packing at the warehouse.

When consumers order via our webshop, the order goes directly into the integrated warehouse system, and if payment is fulfilled, the order will be picked and packed and sent to the consumer with a delivery notice of which items is in the package. If not paid or if there are consumer questions, this will be dealt with at our office, directly with the customer.

Asserted risks: Packing mistakes: Rarely happens as all goods are scanned.
Very low risk. Transportation: We are dependent on external transportion companies. Mistakes can happen, but rarely. Low risk.



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PACKAGING

Our products are single packed in LDPE bags. Our hangtags always state what the garment is composed of and for the organic cotton styles, they have visible GOTS logo and barcodes with clear statement of style nr - name - colour and size.

Production from our suppliers is packed in cardboard boxes wrapped with plastic - due to seashipment. We reuse these cardboard boxes to distribute our garments to our retailers.

Webshop packing is in re-useable paper bags, FSC certified.

Our goal is to reduce the use of plastic in packaging, but it is difficult to find a substitute, that has the needed durability and protection for chalenges with water and humidity.

Developments in the sustainable packaging industry seem to be going our way, and we are looking at alternative options as fx. paper bags..

