

Quality Policy for Gavdi Group

Gavdi believes that our market expects a continually improving services in HR and payroll. We aim to continually improve the services we provide to meet our clients requirements and to produce finished work that we can justifiably be proud of.

We aim to achieve the above by implementing a management system that complies with the international standard of good practice ISO 9001:2015 for our consulting services. It also includes a commitment to meet the requirements of our customers, learn from customers feedback, as well as legal and regulatory requirements. In relation to this we are GDPR complaint as requested. Also, to continual development of our services and helping to ensure it remains effective.

Only by providing an outstanding service and support quality will we achieve our aims of long-term success and sustained improvements as a leading supplier in the SAP HR arena.

All Gavdi personnel are responsible for the quality of their personal work and have an obligation to secure the quality of the work provided by their team(s) and colleagues. The company provides training to develop our consultant's competencies on an ongoing basis and has established systems and procedures to assist all personnel to achieve the standards required.

While we endeavor to produce work and offer a service that we can be proud of, we have to recognize that we don't always achieve our own high standards. When a customer complaints, we are committed to investigating the complaint and will do our best to put right all justified complaints.

As SAP Partner we also apply to the requirements set by SAP for our consultants meaning that we will have the requested number of trained and certified consultants with the solutions implemented and that we need to maintain high professional and implementation quality standards.

The policy, organization and procedures necessary to achieve the required standards are described in our Quality Management System.

The Quality Manager is responsible for monitoring the quality system and reports regularly to the CEO on the system's implementation, status, effectiveness needed/potential improvements.

The objectives of Gavdi are set out in the Business Plan. Objectives for individual jobs are to carry out the stated services to the satisfaction of the client and in accordance, and preferable above expectations, with the contract as agreed with the client.



Søren Koppelhus

Gavdi Group, CEO



Lars Knudsen

Quality Manager

