

IN CONTROL OF QUALITY

The creation of fabrics and made-to-measure garments is a complex, painstaking process – at Scabal's headquarters, we meet five employees who play key roles in ensuring quality control.

“Without our dedication to the finest quality materials, inspection processes and production techniques, Scabal would not be in a position to offer to its clients the level of workmanship and finish that have established our name as a market leader in the world of fine fabrics and personalized clothing.”

So says Scabal CEO Gregor Thissen, immortalizing the philosophy that is echoed throughout the company in its perpetual pursuit of quality.

This attention to detail is applied across every section of the business, be it selecting the finest fabrics, or daily interaction with old or new clients. Without maintaining and improving the standards of quality, reputations are lost.

Great emphasis is placed on quality control. To ensure this, there is a total reliance on people who have the knowledge, skill and enthusiasm to make quality a reality.

**LINO FANELLO,
FABRICS QUALITY CONTROLLER**

“It is incredibly important that the systems set up to manage the high number of fabrics passing through the department work smoothly and efficiently. With these in place, my team and I can concentrate on ensuring that the product sent forward to the next stage has already met with the high standards demanded by Scabal”

With some 37 years’ experience and a staff of ten, Lino is in charge of an area of the business that is rarely seen by clients.

Some 10,000 rolls of fabric pass through his control every year and, while this can be logistically and bureaucratically intensive, it is a key part of quality control.

Checking for imperfections is a daily ritual that is crucial to ensuring that each fabric meets Scabal standards. Many are rejected – the very nature of this labour-intensive work means the fabrics are subjected to the closest scrutiny, and this is where Lino and his team apply the quality controls that are needed.

Working closely with the fabric-buying department, Lino’s wealth of experience and knowledge are crucial.

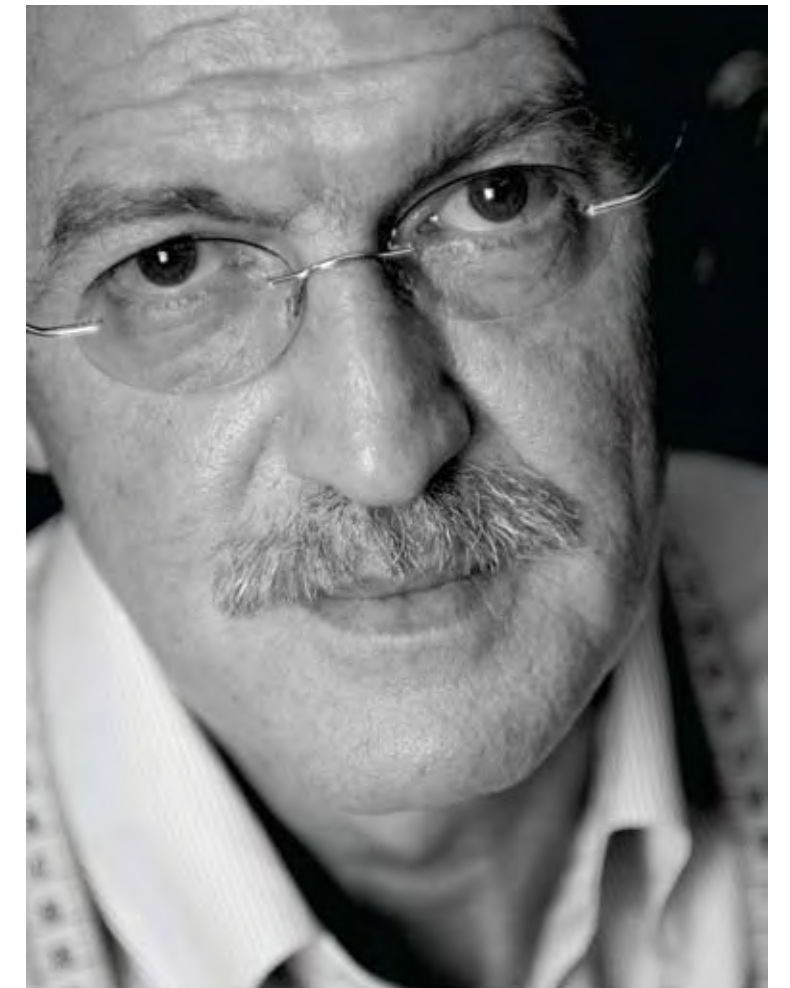
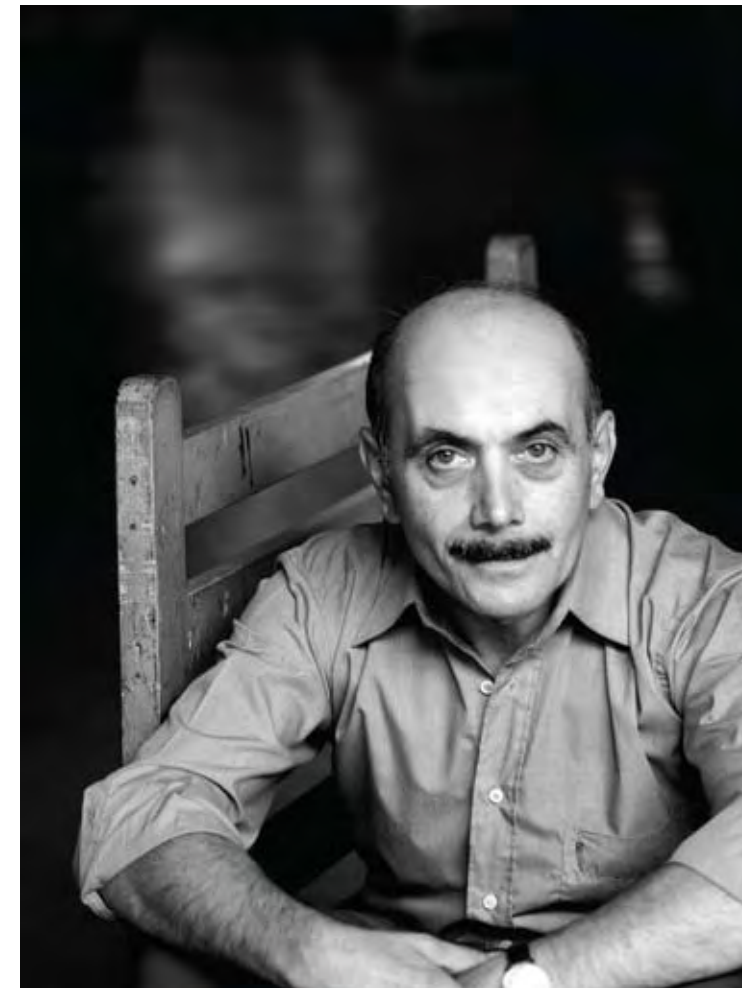
**NORA KRAËMER,
FABRICS DESIGN ASSISTANT**

“The opportunity to keep learning on a day-to-day basis, and thus gain a greater knowledge of all aspects of the supply process, places me in a position whereby I can, with confidence, guarantee that the standards set by the company are met, and where possible, improved.”

As assistant buyer in the fabric department, Nora is in daily contact with Lino. This continuous chain of quality control extends to her dealings in the supply of a multitude of fabrics to various markets, from Russia to the Mexico.

As it is often the first point of call for production sites, the aspect of a quality service extends not only to that of the correct fabrics being chosen, presented, recommended and delivered, but also that partners are dealt with in a polite and courteous manner. With more than 5,000 fabrics in the collection, an organized and knowledgeable approach is required.

This knowledge, gained from the wide experience that Kraëmer has in her work and in conjunction with an ongoing product-knowledge development, puts her in a position where she has an important part to play in the overall process of quality control.



From top, left to right: Lino Fanello, Danny Terrijn, Nora Kraëmer, Nadia Droyers and Roxane Van Maldegem

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DANNY TERRIJN, MASTER TAILOR

“Some clients will not be fully aware of the degree of quality control that goes into their new suit. But, for me, I very much enjoy being part of the overall process that delivers the finished product and being in a position whereby I can have a direct impact on our customers’ satisfaction.”

Having worked for Scabal for 19 years, and with some 37 years’ overall experience in the world of tailoring, Danny’s knowledge is invaluable.

As a master tailor within the company, he often has direct contact with customers worldwide. While this may mean dealing with different languages and cultures, his philosophy does not change – every suit is individual, and deserves the exacting standards necessary to carry the Scabal name.

In Brussels, Danny ensures that strict quality guidelines are met concerning the overall finish of the garment, which includes lining, buttons and threads, before the finished articles are sent for international distribution to countries such as the UK and Canada. Should a minor adjustment be needed, he is on hand to ensure the work is completed.

Danny enjoys the interactive processes involved, and fully adheres to the maxim that ‘Quality is King’.

NADIA DROYERS, MADE-TO-MEASURE DEVELOPMENT ROXANE VAN MALDEGEM, PRODUCT DEVELOPMENT

“We both enjoy the diversity and challenge of our work and the opportunity to then pass on this knowledge to others, both here and abroad. In being part of the quality control team and individually responsible for two different product ranges, we see immediately the importance of maintaining the very high standards necessary to ensure a top-quality product.”

While Nadia’s role is made-to-measure development and Roxane’s product development, they both ensure that activities under their control meet the necessary exacting standards.

Both provide in-house seminars on how to measure for a garment and also visit Scabal retailers worldwide to provide their expertise. In doing so, they ensure that the standards adhered to by the company are maintained.

Nadia predominantly deals with the Scabal No.12 collection – hand-made suits using traditional work methods. In this, she is responsible for any day-to-day enquiries, concerning cut, workmanship and patterns.

She oversees a team whose responsibility is to analyse and process each individual made-to-measure order from customers around the world – this is absolutely

essential to ensure that a suit fits a client perfectly.

Roxane has a similar quality-control role for garments made in Scabal’s German factory. This requires her to regularly visit the factory, to ensure stringent quality control.

In any company where quality is the key aspect, it is absolutely vital to ensure that the people and systems are in place to ensure its delivery. As individuals, they all have very different roles, expertise, knowledge and experience but it is this very mixture, when they are working as a team, which ensures that the process runs efficiently.

This in turn guarantees that a client is provided with a product that, via the very nature of the journey it has taken to arrive, has undergone and passed the many rigorous quality tests set by the company.

As Gregor Thissen explains: *“The knowledge, expertise and enthusiasm of Scabal’s staff in the quality control department and their ability to interact and work as a team, ensure that the highest standards associated with the brand are maintained, and wherever possible, improved upon.”*

Long may this continue.

Text and photographs: Stephen Papandropoulos