



## How passion increases the quality of products

The most sophisticated technology is no use if its C-parts are mediocre. All strategic procurement managers know that. This, however, could be news to them: The best technology can improve, if the supplier of C-parts is a thoughtful contributor. In this interview, Daniel Oberdanner, Head of Strategic Purchasing at Katadyn, is interviewed about professional passion and how he experiences it at Angst+Pfister: “This passion influences the quality of the product as well as operational efficiency.”





It is about life and it is about survival: Mankind needs clean water. Katadyn has been developing, producing and selling water cleaning systems and products for individual use for the past 80 years. With its water filters, its well-established water disinfectant Micropur and its desalination technology the Swiss company maintains its market share of more than 50%.

**Herr Oberdanner, your business revolves completely around human health. On the part of the supplier, that presupposes technical expertise, high quality-awareness, as well as a great sense of responsibility. These are all qualities Angst + Pfister can provide. But still, that does not seem to be everything...**

Daniel Oberdanner: No, that is indeed not everything! Let's start with a specific example: We had a problem with an extruded, parted off sealing in our production. Angst + Pfister analysed the production process and recommended an alternative step in the process that included a moulded seal. Not only did this solve our problem, but in addition we were also able to lower our total cost of ownership.

Through this and with other examples, Angst + Pfister has distinguished itself as a great business partner who not only accepts orders but who is proactive, committed and passionate. Their great commitment on all levels, including the management level, as well as a thorough analysis of Angst + Pfister on our part, led to us appointing them to be our main supplier of C-parts. Over the past 5 years, we almost doubled our order volume. We get solutions, which are technologically convincing, and at the same time are very attractive economically. And of course all the components coming from Angst + Pfister meet the specific drinking water regulations from around the world!

**Obviously C-parts are so important to you that you treat them as if they were A-parts. For that reason, you are already including Angst + Pfister experts at the development stage of new products.**

Daniel Oberdanner: There is a second reason! Development not only requires technical competency but also speed. Angst + Pfister's experts can support us twice over – on the one hand with their know-how and experience and on the other hand with their passion and commitment. We can safely assume that they are always readily available to work side by side with our developers. In this way we can save time and costs, and we can profit from their know-how at the same time.

**Time as well as costs have a role in the supply chain as well. Do they show passion and commitment here as well?**

Daniel Oberdanner: Our production takes place at our headquarters in Kempththal, Switzerland as well as at our plant in Romania. Our Katadyn-Kanban-System is based on physical maps, which are then given to the purchasing department. Our warehouse is neither too large nor overfull and turnaround is quick. We call off small batch sizes at frequent intervals and our packaging sizes are in line with the assembly-U dimensions. This is a challenge, which Angst + Pfister reliably copes with. The replenishment time of seven days is also quite short. This is possible because of framework contracts which we have entered into and which reassure both sides. Logistics also works well, because Angst + Pfister's employees are highly motivated and pro-active. Incidentally, it is possible that soon all our orders will be processed electronically. We have already exchanged some ideas regarding Electronic Data Interchange (EDI).

**Your personal conclusion?**

Daniel Oberdanner: We depend on O-rings and moulded sealings of the highest quality. Likewise we depend on first class silicon tubes which are not only technologically perfect, but which will also remain flawless in the way they look and feel. This is exactly what Angst + Pfister provides us with, because from production through to logistics we can see their personal dedication and passion, which goes beyond the mere selling of products.



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Daniel Oberdanner, Head of Strategic Purchasing, Katadyn