Nordvale GmbH
Flow measurement for process industry

Quality and delivery report, Q3 2026

For the management of Nordvale GmbH · Prepared by Quality · 2026-10-09

Summary

Shipments rose 14% on the quarter, driven by the water treatment orders in Germany and the first stocking order from the US distributor. On-time delivery recovered to 96% after the liner supply problem in Q2. Field returns stayed below target. One calibration rig was out of service for nine days in August.

Key figures

MEASURE	Q2 2026	Q3 2026	TARGET
Sensors shipped	1,240	1,412	1,350
On-time delivery	91.5%	96.2%	95%
Field returns (12 months)	0.42%	0.38%	below 0.5%
First-pass calibration yield	97.1%	97.8%	97%
Open customer complaints	7	4	below 5

Deliveries

The DN50 and DN80 sizes made up 71% of shipments. Lead times for PTFE-lined sensors returned to four weeks in September once the second liner supplier was approved. Hastelloy electrodes remain on six weeks.

Returns and complaints

Of the 23 sensors returned in the last twelve months, 14 had installation faults (grounding rings missing or reversed flow direction), 6 had cable damage and 3 had electrode coating. Installation faults are down after the revised installation guide went out in July.

Actions for Q4

ACTION	OWNER	DUE
Second calibration rig into service	Production	2026-11-30
Grounding check added to commissioning checklist	Service	2026-10-31
Datasheets and declarations moved to one template set	Marketing and Quality	2026-12-15
US distributor installation training	Sales	2026-11-20

> Example document: Nordvale GmbH is a fictional company and these figures are invented.