

PURCHASING

The Purchasing Department of Würth Business Services is equipped with a team of highly experienced procurement and purchasing professionals. We are instrumental in fulfilling the business-specific requirements by handling different processes related to Purchasing and serving customers across the globe. Among many non-core procurement and Purchasing-related processes handled by us, Complaint Management for Incoming Goods Department is one of the major processes.

COMPLAINT MANAGEMENT FOR INCOMING GOODS DEPARTMENT

In this process, our team collaborates with suppliers, purchasers and colleagues from Würth Group companies for solving the complaints regarding incoming goods. We process and close the complaints effectively using the Enterprise Resource Planning (ERP) and emails. We also reviewing the 8D reports with details and answer the technical queries of suppliers with relevant standards.

PROCESS FLOW AT WÜRTH BUSINESS SERVICES:

- **Step 1:** Receive complaints about non-conformities and defects about incoming goods
- **Step 2:** Process the complaints through ERP with defect protocol and inspection reports
- **Step 3:** Receive the 8D report with necessary corrective and preventive actions to avoid the recurrence
- **Step 4:** Review the received inspection reports as per the standards and norm requirements
- **Step 5:** Verify 8D report with mentioned suitable actions relevant to defects
- **Step 6:** Follow up with suppliers with terms and negotiations to take decisions on acceptance and rejection of goods



BENEFITS:

- Resolve quality-related issues and reduce the workload with our technical proficiency
- Technical guidance for the implementation of quality systems for suppliers
- Improve customer satisfaction with streamlined complaint management

Reach out to Franziska Romer, Head of Sales, Admin & External Communications, Würth Business Services and understand more about offerings: [✉ franziska.romer@wuerth-industrie.com](mailto:franziska.romer@wuerth-industrie.com)