



WÜRTH BUSINESS SERVICES

JOURNAL

ISSUE 11 / 2024

FOREWORD

Dear Colleagues,

As we head toward the end of the year, we reflect on the value of collaboration and teamwork in achieving our shared goals. At WBS, we remain committed to being your reliable partner, handling operational tasks so your team can focus on driving success. We are also excited to explore new areas of collaboration to continue supporting you in the future.

We are pleased to announce a special initiative to assist companies with collecting data for CBAM certificates. This process can be managed efficiently by the WBS Team, helping you maintain compliance.

In this edition, we also dive into our key services across various teams:

- **Purchasing:** Support with Quality Complaints and Subcontracting Calculations to maintain supplier performance and manage costs effectively.
- **Quality and Design Team:** Material Test Report Review and PPAP Review to ensure product reliability and compliance with standards.
- **Product Article Master Team:** Document Management and Pack Size Change, ensuring accurate data and flexibility in product configurations.

As always, WBS is here to provide the support you need to tackle challenges and streamline operations. Together, we can navigate obstacles, seize opportunities, and strengthen our partnerships as we move forward.

Thank you for trusting WBS as your partner. We look forward to continuing our collaboration and enhancing efficiency in the year ahead.

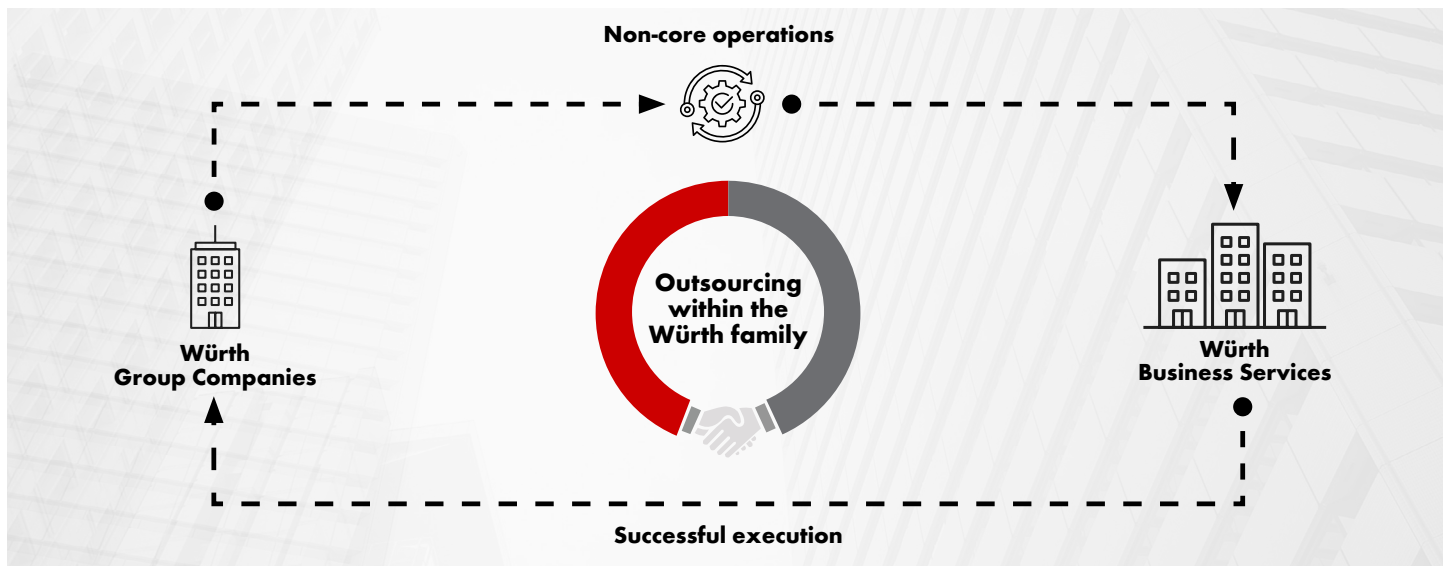
Warm Regards,
Your WBS Team

ABOUT WÜRTH BUSINESS SERVICES

WBS IS THE DOOR TO OPEN

Würth Business Services (WBS) is a shared service provider within the Würth Group. We execute non-core tasks for different departments such as Finance, Logistics, Product Article Master, Sales Operations, Purchasing and others. Operating from India, WBS allows you to focus on your core business operations and save time & costs.

CONCEPT OF OUTSOURCING



OUR VALUES



Mutual Trust

Open communication and transparency.



Accountability

Ownership of our support and execution.



Reliability

Streamlined and consistent support to rely on.



Quality

Strict adherence to high-quality standards.

CONNECT WITH US

Get our comprehensive support now and optimize your business operations. Kindly get in touch with us:

Franziska Romer (Head - Sales, Admin & External Communications)

✉ Franziska.Romer@wuerth-industrie.com

Akshay Mastakar (Sales Manager)

✉ Akshay.Mastakar@wuerth-industrie.com

MAKING IT EASY: COLLECTION OF DATA FOR CBAM CERTIFICATES



To impose tariffs on products imported from third countries in the European Union (EU), a new law has come into practice. The law is known as the Carbon Border Adjustment Mechanism (CBAM). The tariffs imposed on imported products are based on the quantity of Carbon Dioxide (CO₂) emissions generated during the production of those products. Along with protecting the environment by lowering CO₂ emissions, this law aims to provide equal treatment to both EU-produced and imported products while ensuring fair competition.

The EU proposed that importers from third countries need to purchase CBAM certificates based on the CO₂ emissions data provided by manufacturers. If

companies do not manufacture products themselves, emissions data must be collected from the supplier. For this, indirect emissions must also be taken into consideration along with the emissions generated from direct production.

Higher the emissions, higher will be the number of CBAM certificates to be purchased.

While it is not mandatory currently, you are encouraged to obtain certificates and contribute toward sustainability efforts. As many Würth Line companies source their products, the emissions data needs to be collected from suppliers. This can be a time-consuming task and many in-house resources need to be invested. This is where the Purchasing Team at Würth Business Services can help you. We collect the emissions data for you by coordinating with suppliers. You can utilize this data for further processes involved in obtaining certificates.

Once we receive the requirements from you, we begin our coordination with suppliers. We send the data requirement to suppliers through emails. From sending the request to receiving the required data, we address all of the supplier queries. Once all the queries have been solved, we receive the required data. If there is any delay from the supplier's end to send the required data, we take follow-ups by sending them reminder emails. Finally, we compile the data and send it to you.

With our support, you can save time in collecting the data and coordinating with suppliers throughout the collection process. The compiled data will help you accelerate the process for obtaining the CBAM certificate. You can also avoid potential penalties by staying compliant, track the emission levels, take definitive actions to lower the impact of emissions and pay the appropriate tariffs for imports. To know more about CBAM certificates, please follow this link - [CBAM](#).



Bhavna Alimchandani
Manager - Purchasing
Würth Business Services
bhavna.alimchandani@wuertth-industrie.com

Leverage our support in gathering and compiling data for CBAM certificates. Kindly get in touch with our representative.

PURCHASING



QUALITY COMPLAINTS

Maintaining the quality standards of articles is of utmost importance for their intended use. If there are issues related to the articles received from suppliers, resolving them promptly becomes important too. In such cases, you do not need to invest your time and resources in coordinating with suppliers and taking follow-ups to resolve them. The Purchasing Team at Würth Business Services handles complaints related

to quality by documenting issues and coordinating with suppliers. Once we receive the list of articles with quality issues, we thoroughly study them and coordinate with the supplier to resolve them. If required, we generate a debit note or request the replacement of parts from the suppliers. We adopt a systematic and customized approach while handling quality issues and coordinating with suppliers.

SUBCONTRACTING CALCULATION

Determining the total cost of coating the article surfaces is essential for overall cost management. The Purchasing Team at Würth Business Services can support you in calculating this cost and coordinating with different suppliers to obtain quotations. Our team calculates the price for coating different types of articles along with the average moving prices. Furthermore, we coordinate with suppliers and store

the price conditions sent by them in the Enterprise Resource Planning (ERP) system. With our support, you can save the time required for subcontracting calculations and coordination with suppliers. Also, you can save costs by comparing quotations provided by different suppliers and selecting the appropriate supplier for subcontracting.

BENEFITS OF PARTNERING WITH WBS

- ✓ Maintain high-quality standards
- ✓ Systematic handling and rapid resolution of quality issues
- ✓ Save time in calculations and analysis
- ✓ Flexible process execution as per individual setup



Bhavna Alimchandani
Manager - Purchasing
Würth Business Services
bhavna.alimchandani@wuertth-industrie.com

Leverage our expertise and experience in executing different Purchasing-related processes and focus on core operations. Kindly get in touch with our representative.

QUALITY & DESIGNING



MATERIAL TEST REPORT REVIEW

Ensuring safety and maintaining quality as per the applicable standards are essential to make materials fit for use. For this, tests are conducted on these materials and a Material Test Report (MTR) is generated. However, this report may contain discrepancies and errors that can lead to potential issues. To check for such discrepancies and errors, the Quality & Designing Team at Würth Business Services reviews those MTRs. Once our team receives an MTR from a supplier, we review it according to the applicable standards, drawings and specifications along with

the requirements set by you. Once the verification is successful, we accept the report and send it for your approval. However, if any discrepancies or errors are found, we contact the supplier and request for necessary information. As we receive the information, we record it in the Enterprise Resource Planning (ERP) system for future references. Moreover, we request for the revised MTR from the supplier. You can rely on our team for end-to-end support for MTR reviews and save time & costs as potential issues are resolved in the early stages.

PPAP REVIEW

As we have read about the importance of reviewing MTRs in the previous article, reviewing the Production Part Approval Process (PPAP) documents is equally important. This review ensures that all the compliance and quality standards for production parts are met. The Quality & Designing Team at Würth Business Services supports in reviewing PPAP documents and ensuring those reports do not contain any discrepancies and errors. Once we receive PPAP reports from the suppliers, we verify each PPAP element as per the 4th edition of AIAG PPAP manual or your PPAP manual. If

any discrepancies are found, we revert to the supplier and request the rectification of errors or additional information. Once we receive the information, we enter it into the ERP system. Moreover, we request a revised report from the supplier. Upon successful review, we prepare the submission package and link the package to the ERP system. This process ensures that all the PPAP reports are error-free, production parts comply with the regulations and are fit to be used for production.

BENEFITS OF PARTNERING WITH WBS

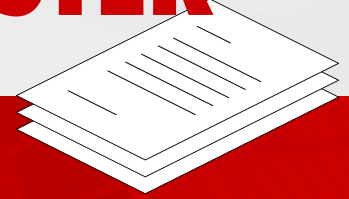
- ✔ Maintain compliance with the industry standards
- ✔ Save time in reviewing and entering data in the ERP system
- ✔ Identify potential issues in the early stages
- ✔ Flexible process execution as per individual setup



Abhay Jadhav
Senior Team Lead – Quality & Designing
Würth Business Services
abhay.jadhav@wuerth-industrie.com

For availing support for different Quality & Designing-related processes, kindly get in touch with our representative.

PRODUCT ARTICLE MASTER



DOCUMENT MANAGEMENT

Correct and updated documents enable accurate article identification and a smooth ordering process. Based on your company's terms and conditions, it is mandatory to update the documents whenever there are either errors or changes in the product offerings. Along with updating, it is also necessary to store these updated documents properly. This is where the Product Article Master Team at Würth Business Services assists you. We store the correct and updated documents, such as drawings, specification sheets, technical data sheets and others, in the Enterprise Resource

Planning (ERP) system. Once you send the updated document through an email to us, we identify the document type and check the previously uploaded document. Then we upload the updated document by either replacing the old ones or adding the new one as per your instructions mentioned in the email. This way, you can access the correct documents whenever required and send the documents to suppliers for ordering. Moreover, you can save time and resources in uploading documents.

PACK SIZE CHANGE

To fulfill an order placed by you, the supplier decides the packaging (pack) unit size. However, if you want to change the order quantity and request a special pack size, it needs to be changed in the ERP system. In this case, the Product Article Master Team at Würth Business Services changes the pack size details in the ERP system on your behalf to inform the supplier about the change. Once you send the pack size change details through an email to us, we check the status

of the old pack size and create the new pack size. Moreover, we add details such as price and buyer code along with mentioning the quality checklist. As the details are added, our team changes the status of the new pack size to active and notify you about the creation of the new pack size. This way, you can save time in changing the pack size in the ERP system, focus on core operations and provide the knowledge of new pack sizes to suppliers.

BENEFITS OF PARTNERING WITH WBS

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|  Access the correct documents whenever required |  Save time in manually entering data in the ERP system |  Provide the updated data and information to suppliers |  Flexible process execution as per individual setup |
|--|---|---|--|



Priyanka Shende
 Manager – Product Article Master
 Würth Business Services
priyanka.shende@wuerth-industrie.com

Leverage our experience and support in different processes related to Product Article Master Department and maintain article data efficiently. Kindly get in touch with our representative.

EXTRA MILE: EXECUTION OF PRODUCT HIERARCHY TASK BY PAM TEAM



A huge amount of workload and a swift Turnaround Time (TAT). Have you ever heard of the story before? You must have in our previous editions of the WBS Journal. Our Logistics and Purchasing teams went extra miles to deliver the huge amount of workload in the shortest TAT. This is how we have been operating in the past year. Along with these teams, another team carved a story of delivering a huge amount of workload in the shortest TAT. The team is Product Article Master (PAM). The catch was that the PAM Team executed a huge number of cases in the Product Hierarchy Maintenance process in the shortest TAT while handling the regular workload. The task involved assigning the articles to the correct hierarchical level according to the product family. The team executed the task for Würth Industrie Service GmbH & Co. KG on a regular basis. The additional responsibility came from 5 Würth Group companies from the Asia-Pacific region.

The PAM team did not deter from its determination to deliver the additional work without affecting the regular workload. For this, the team adopted a systematic approach and began strategizing the execution. The team members realized that we needed more

team members to handle the additional workload. This is why they decided to utilize the team members of another team. With careful consideration, three team members from the Sales Operations Team were selected for the task. They received the training for the task for a week and then started working on the task.

The responsibility was not over with assigning the work and ensuring it was delivered within the deadline. The task also involved ensuring that the hierarchies have been assigned correctly. So, two of the team members from the PAM Team took the responsibility to check the quality of work and ensured the highest service degree. The entire team worked extra hours whenever needed and maintained the highest quality of work.

The efforts and the systematic approach came to fruition as the assigned work was delivered before the deadline and within the shortest TAT.

For such enormous and intense efforts, the team received an appreciation from the customers. Their swift response and the shortest TAT helped customers meet their urgent needs. The team's dedication, quality of work and unwavering commitment did not go unnoticed by Würth Business Services. The team received an award, "Team of the Month – October 2024." We remain committed to going an extra mile, ensuring the highest levels of quality & accuracy in task execution and delivering the assigned work in the minimal TAT.

Leverage our experience and resources in executing different Product Article Master operations and count on us to go an extra mile. Kindly get in touch with our representatives.

#WEMAKEITEASY



Priyanka Shende
Manager – Product Article Master
Würth Business Services
priyanka.shende@wuertth-industrie.com

Leverage our experience and support in different processes related to Product Article Master Department and maintain article data efficiently. Kindly get in touch with our representative.

INDUSTRY INSIGHTS

HOW GLOBAL CAPABILITY CENTERS MAINTAIN QUALITY STANDARDS

Global Capability Center (GCC) is a company or firm established by a larger or parent organization to support itself in executing various tasks. As organizations are establishing their own GCCs in different countries, the Würth Group has Würth Business Services (WBS), its own GCC in India. As each GCC plays a different role for its parent organization, WBS plays a crucial role by supporting companies within the Würth Group with their non-core operations. To ensure the most efficient and seamless support, GCCs need to implement a few important measures. One of those measures includes maintaining the quality standards. These standards ensure the consistent delivery of high-quality service and support while optimizing the performance.

For adhering strictly to the quality standards, WBS developed the Quality Management System (QMS). This QMS contains well-defined and detailed process documentation to execute tasks in the correct flow set by the customer, ensure consistency and comply with the industry standards. Moreover, if there are any loopholes or defects in the execution of processes, they can be identified and corrective actions can be taken to maintain the quality. Based on the changing requirements, the quality standards can be improved continuously.

One of the major steps GCCs such as WBS takes is to establish a team that consistently checks if the quality standards are met. This in-house team ensures that each parameter in QMS is followed and updated as per the requirements. The team regularly conducts audits and ensures adherence to the quality parameters. Furthermore, the external companies also conduct audits. In the case of WBS, TÜV Nord AG conducted an audit to determine whether WBS meets the quality standards set by the International Organization for Standardization (ISO). Following a rigorous audit of our QMS, it was found that the required quality standards were met successfully.

In 2023, WBS received the ISO 9001:2015 certification in recognition to commitment to quality.

WBS continues to adopt a systematic approach to ensure the quality standards are met and improve the QMS continuously to address the changing needs. We aim to become the best service provider and continue to implement necessary measures to provide high-quality services consistently to companies within the Würth Group. To know more about us and our extensive support portfolio, kindly visit our website or get in touch with our representatives.

#WEMAKEITEASY

Franziska Romer

Head - Sales, Admin & External Communications
Würth Business Services
✉ Franziska.Romer@wuerth-industrie.com

Akshay Mastakar

Sales Manager
Würth Business Services
✉ Akshay.Mastakar@wuerth-industrie.com

CUSTOMER FEEDBACK

Dear WBS Colleagues,

Here within, I offer a short feedback from our perspective of the performance for your team over the last six months, including our transition to the new TCG tool and WS1.

In general, we are pleased with the performance and it is satisfactory to our expectations. Since we deal with a timing difference, relevant especially at month end, we appreciate some of the changes made post go-live to get on a similar schedule. The flexibility of your team is greatly appreciated for this. Also, more regular touch bases (weekly) help us identify the issues (some out of our control) and find solutions rather quickly instead of back and forth emails which just causes delays. Communication in general was very good. I feel this especially from Nikhil, Mahesh and Madhavi when they write/communicate.

Using a new invoice validation tool and ERP system created challenges for all. I am very pleased with the transition and your Teams focus to the various process changes. There was a quick understanding and follow through with new instructions. I can tell they were engaged, following along, and not repeating mistakes. This may have been an issue in the past that has improved this year.



John D'Amico
Head of Finance
Würth International Trading America, Inc.



SHARE YOUR FEEDBACK ON OUR WBS JOURNAL

Dear Valued Colleagues,

We express our gratitude and truly appreciate the time and support for our WBS Journal.

We are always looking for ways to improve and make the journal more valuable to you. We would love to hear your thoughts and suggestions on how to make it even better.

Please share your feedback in the form link below. It will only take a few minutes.

[Click here to share feedback now](#) 

Thank you again for your continued support!

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✉ contact-wbs@wuerth-industrie.com

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