

WÜRTH BUSINESS SERVICES

JOURNAL



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FOREWORD

Dear colleagues,

In this edition of our magazine, amongst other topics, we delve into the advantages of outsourcing the process of order confirmation to India. As businesses grapple with the challenges of managing complex supply chains, meeting customer demands and optimizing resource allocation, the outsourcing of non-core processes presents a compelling opportunity to focus on core competencies and strategic initiatives.

India, with its vast pool of talented professionals, proficient in a myriad of domains, emerges as a strategic partner for your businesses seeking to streamline their order confirmation processes.

Enjoy the read! WBS...We make it easy!



Best regards,
NORMAN DENTEL
CEO
Wuerth Industrial Services India Pvt. Ltd.



PURCHASING: ORDER CONFIRMATION



Orders are considered “confirmed” when the placed orders and the quotations received for them from the supplier are according to agreed terms. This confirmation is crucial for maintaining smooth operations and eliminating any potential discrepancies. Additionally, it guarantees delivery within the specified timeframe, enabling effective scheduling of further activities. To ensure the orders details and quotations are correct and free you up from worries about discrepancies, the Purchasing Support Team at Würth Business Services carries out Order Confirmation.

In this process, we send the Purchase Order (PO) to the Würth-approved suppliers through an email. Then we receive the Sales Order (SO), which is a quotation that includes quantity to be delivered, material type, pricing, delivery date and other information related to the order. We check if the details in the PO and SO are according to

the agreed terms. If the details match, we confirm the order and update the status in the Enterprise Resource Planning (ERP) system. However, if there are any discrepancies in SO, we contact the supplier and solve them.

In 2023, our team confirmed orders for approximately 352,000 products and saved more than 12,800 hours for customers.

With this process, your company's sales representatives can be sure that orders have been confirmed and delivered on time. You can also avail timely updates from the supplier for the delivery. Another important benefit is the time saved in solving discrepancies in PO and SO. As our team members take responsibility to solve these discrepancies, your teams can focus on core operations of your business.

Leverage our experience and seamless process in confirming orders and carry out seamless operations. Kindly get in touch with our representative.



Varsha Verma

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PURCHASING: GAUGE CALIBRATION



The calibration of gauges is necessary for maintaining accuracy and reliability of measurements. While carrying out the Gauge Calibration process from third-party calibration providers, coordination between your company, branch quality personnel and the selected third-party calibration provider is required. The Purchasing Support Team at Würth Business Services takes the responsibility of communicating with all the stakeholders and ensure a seamless collaboration.

Among the many steps we take during coordination, the first step involves determining the gauges that need calibration and develop the calibration schedule. Then we contact your trusted and selected third-party calibration service provider for availing a quotation. We also coordinate with the branch quality personnel of

your company and facilitate shipment of gauges to the location of the selected service provider.

In 2023, our team handled approximately 5,900 cases and saved more than 1,000 hours for customers.

The service provider carries out calibration process by strictly adhering to industry standards. Following the completion of calibration process, we avail certificates and detailed reports for the calibrated gauges. In the last step, we ensure the rapid return delivery to your branch location. With our support, you can minimize downtime & disruptions and eliminate the need to manage multiple communication channels for in-house personnel throughout the process.

Leverage our experience in coordination for executing Gauge Calibration process and improve operational efficiency. Kindly get in touch with our representative.



Varsha Verma

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FREQUENTLY ASKED QUESTIONS

Q. How often should gauges be calibrated?

A. Typically, gauges should be calibrated annually. However, it depends on the usage, environment in which they are used and the local regulations.

Q. Where can we check the detailed reports and certificates for calibrated gauges?

A. We upload the detailed report and certificates for calibrated gauges in the Enterprise Resource Planning (ERP) system for you to check. If there are any discrepancies, you can mail us and we will coordinate with third-party calibration providers to solve them.

Q. Can we avail the real-time updates for Order Confirmation?

A. Yes, we update the Order Confirmation status in the ERP system, from where, you can log in and avail the real-time updates.

EMPLOYEE CORNER

Working as a Junior Executive in the Purchasing Department of Würth Business Services, I have been working on Order Confirmation, Expediting and other Purchasing-related processes. My primary objective has always been to achieve customer satisfaction, for which, I meticulously check orders, pay close attention to each detail and solve customer queries promptly.

What I value the most about Würth Business Services is supportive work environment, in which my colleagues and senior managers provided invaluable guidance and mentorship at the initial stage of my career. I am currently prioritizing the development of my communication, project management and analytical skills to serve customers in a better manner and achieve collective development.



Aditya Sonwal

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Working as a Senior Engineer - Supplier Quality in the Purchasing Department of Würth Business Services, I have been handling Gauge Calibration process along with coordinating with suppliers to ensure quality of articles. As each case I work upon is different than others, the work provides so many opportunities to learn and work with cross-functional teams, which is the best part of my job.

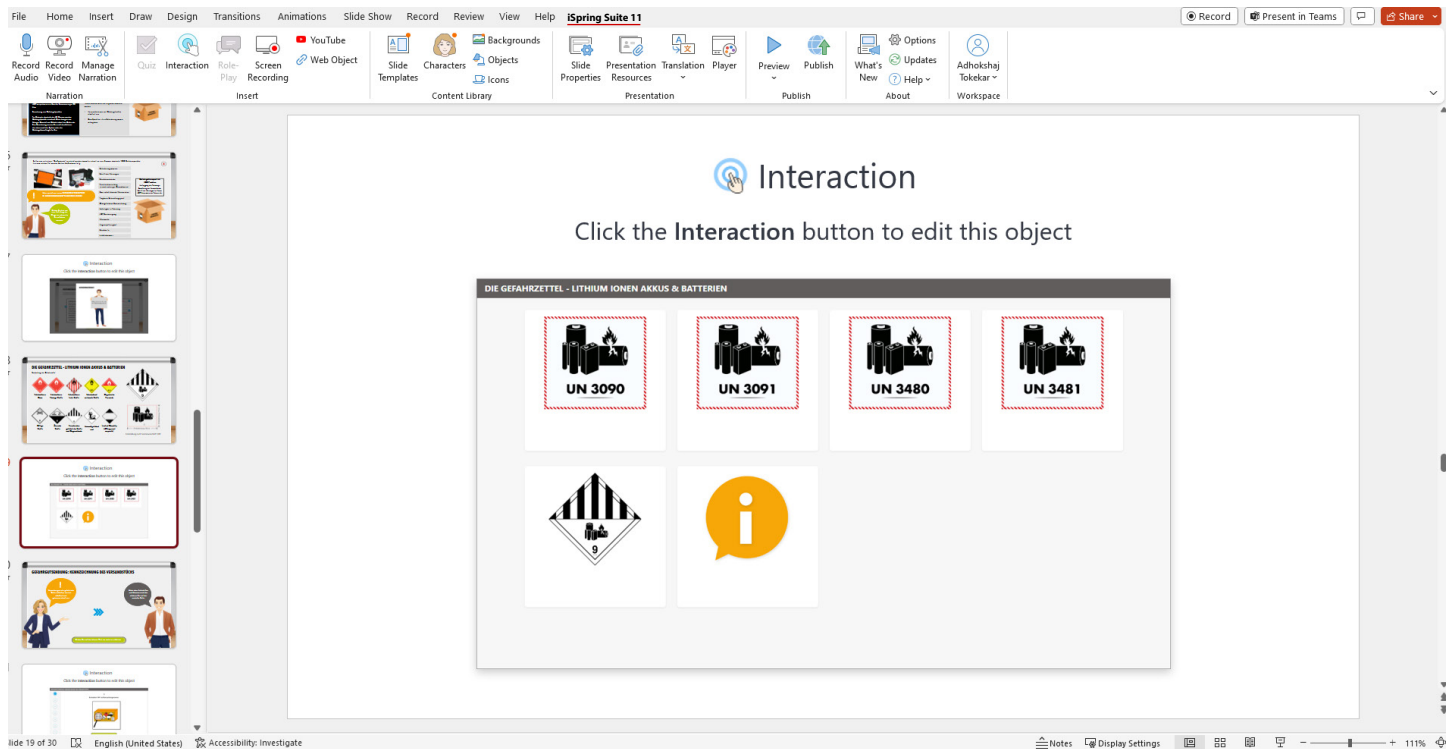
What I value the most about Würth Business Services is the opportunity to learn and support from my senior managers to develop my skillset. I am learning about core quality tools, which would help me to be in a better position to solve more problems for our customers.



Pallav Joshi

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E-LEARNING: ACCELERATE LEARNING WITH RAPID E-LEARNING METHODOLOGY



Consider a scenario in which you need to train employees within short deadline before assigning them new projects. In this case, going through existing & thorough training materials and books becomes time-consuming and prevents employees from learning flexibly while working on existing tasks. This is where rapid E-Learning comes in the picture. Rapid E-Learning refers to the design, development and delivery of learning materials within tight deadlines.

The E-Learning Team at Würth Business Services has an extensive experience in developing rapid E-Learning trainings as per your training requirements. This type of training involves developing modules and courses, which last for less than 10 minutes. Different types of modules such as video-based, animation and others can be integrated into a single piece of training. Our team considers your requirements, refers to training materials &

subject matter and carries out its own research to develop rapid E-Learning courses.

Rapid E-Learning implies using advanced tools and technologies to develop courses that last for less than 10 minutes.

This way, you can focus on core activities. The training sessions developed by us are easy to understand, enabling employees to retain information at the higher rate. We are equipped with authoring tools such as iSpring Suite to develop rapid E-Learning courses while improving engagement through visual and auditory experiences.

iSpring Suite is a user-friendly tool that has built-in graphics and designs to help develop engaging modules. Furthermore, it can compress audio, video and images compatible with different gadgets. Thus, it provides flexibility and accessibility in learning to employees.

Leverage our experience and expertise in availing rapid E-Learning courses to train employees and achieve your business goals. Kindly get in touch with our representative.



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EXTRA MILE: TALENT MANAGEMENT WITH WÜRTH STARTER PROGRAM

MODULE 1



The Learning & Development (L&D) is an integral part of our operations to improve our efforts toward providing the best support to our customers. Our leaders, Vishal Bhanare (Sales Operations Support), Hetal Gangani (Finance Support) and Chandrakant Patil (U.S. Purchasing Support), went on an extra mile to learn more about the Würth Group and culture in order to optimize operations and serve customers in the better manner. They participated in the Würth Starter Program, organized by Würth Business Academy (WBA), to train employees of the Würth Group companies from Asia-Pacific (APAC) countries. They attended two modules of the Würth Starter Program held at Würth (Thailand) Co., Ltd. Out of these two modules, the Module 1 was held in September 2023.

The Module 1 started with the introduction of employees from different Würth Group companies from APAC countries. Following the introduction, participants engaged in interactive group activities designed to familiarize them with the diverse ideologies and perspectives across various APAC countries. The next

program included tips on how to prepare and deliver the remarkable presentations.

The introduction and interactive group activities enabled networking among Würth employees from APAC countries.

Furthermore, Visinee C. shared a detailed knowledge on the Würth Group's Big Five (Stock Turnover, Productivity, Collection Days, Gross Profit in %, Staff Turnover) and Key Figures. Then Albert Moritz held a roundtable discussion. In this discussion, he shared his experience of working in the Würth Group and provided valuable lessons he learnt during his journey.

The first module concluded with a training program by Dominik Fischer, in which, he gave an overview of different types of sales in the Würth Line, such as B2B, B2C, e-commerce, pickup shops and others. At Würth Business Services, we value continuous learning, opting for required training and practicing the Würth culture. We continue to participate in training sessions, programs and activities in line with those objectives.

EXTRA MILE: TALENT MANAGEMENT WITH WÜRTH STARTER PROGRAM

MODULE 2



Following the successful Module 1, the Würth Business Academy (WBA) decided to continue the Würth Starter Program with the Module 2. The second module took place in December 2023. It began with the program on “Fixed Mindset vs Growth Mindset,” which helped participants understand how the mindset can make a difference in their career development. In the next program, trainers conducted “Chinese Whisper,” a communication skill development exercise. In this exercise, the participants worked on communication encoding and decoding.

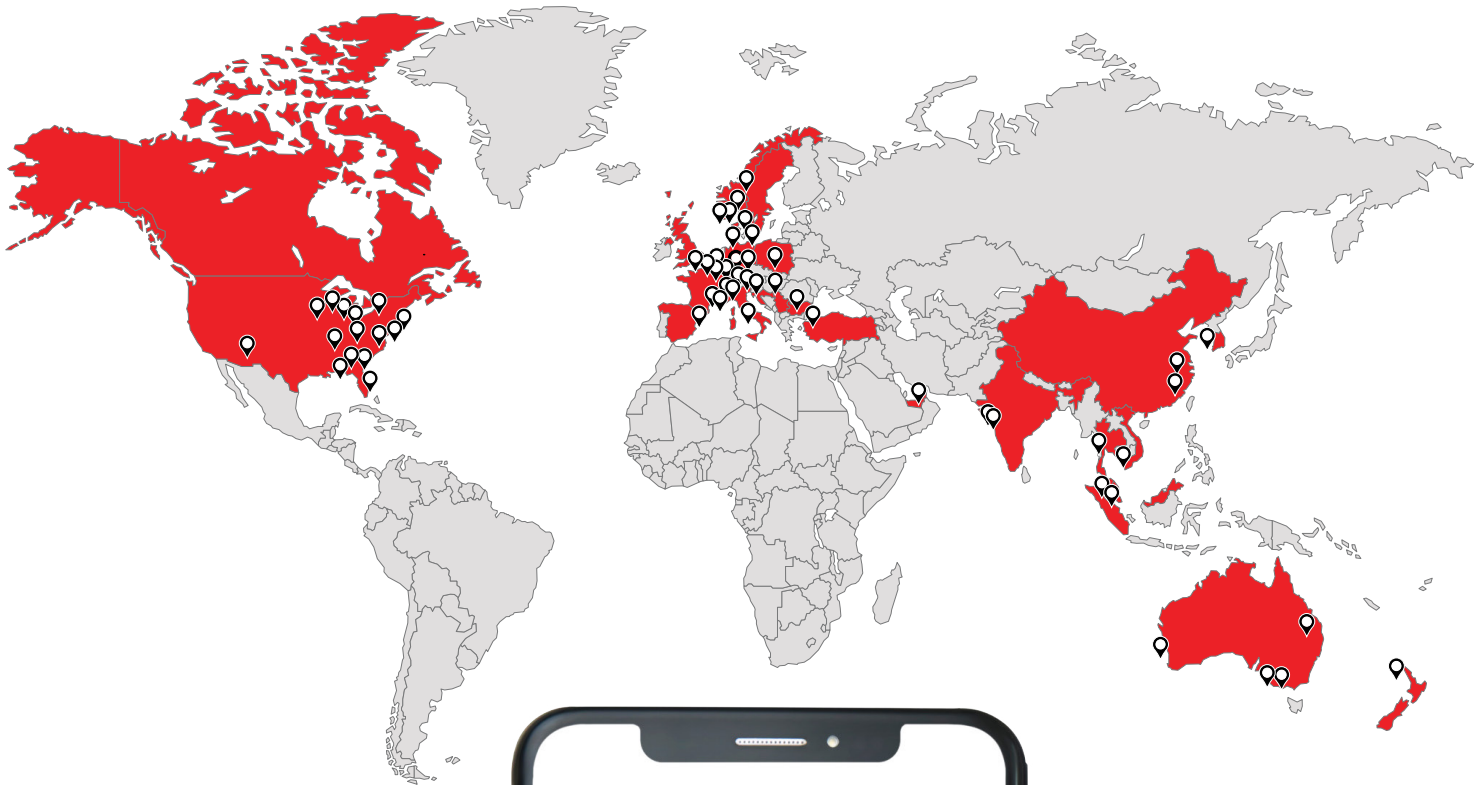
Communication is culture and culture is communication.

One of the most fascinating programs in the Module 2 was intercultural communication. In this program, participants interacted with employees coming from

different cultures and discovered that “communication is culture and culture is communication.” Moreover, they gained a fresh perspective on critical communication and how to resolve conflicts. In the next program, Christian Olsen joined participants for a roundtable discussion. He shared his own experiences and fascinating facts about working in the Würth Group.

In both modules, interactive programs and activity-based trainings helped participants learn significantly about career development along with Würth Group’s business and culture. These modules also enhanced the cross-cultural understanding and guided participants to work in a more inclusive workplace. Würth Business Services thanks WBA for such initiatives and opportunities to learn. We remain committed to employee development and participate in such programs in the future.

OUR WORLDWIDE CUSTOMERS



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