



WÜRTH BUSINESS SERVICES

JOURNAL

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FOREWORD

Dear Colleagues,

As the holiday season approaches and the year winds down, it is the perfect time to reflect on how we make operations smoother and smarter for the months ahead.

In this November edition of the WBS Journal, we share how our teams are helping you stay ahead of the curve. We present our Purchasing team that ensures timely order confirmations and resolves quality issues. Moreover, our Finance team simplifies query handling and improves cash flow management. The Quality & Designing team validates critical certifications and reviews article descriptions. Our focus remains on ensuring precision and reliability.

We are also proud to spotlight a remarkable initiative from our Purchasing team, where innovative strategies delivered significant cost savings and a 98% service degree. And for a quick behind-the-scenes look, check out our latest video series, [A Minute \(or so\) with the Business Support Team](#), now live on YouTube.

As we gear up for the festive season, let's keep the momentum going. WBS is here to help you finish the year strong and start the next one even stronger.

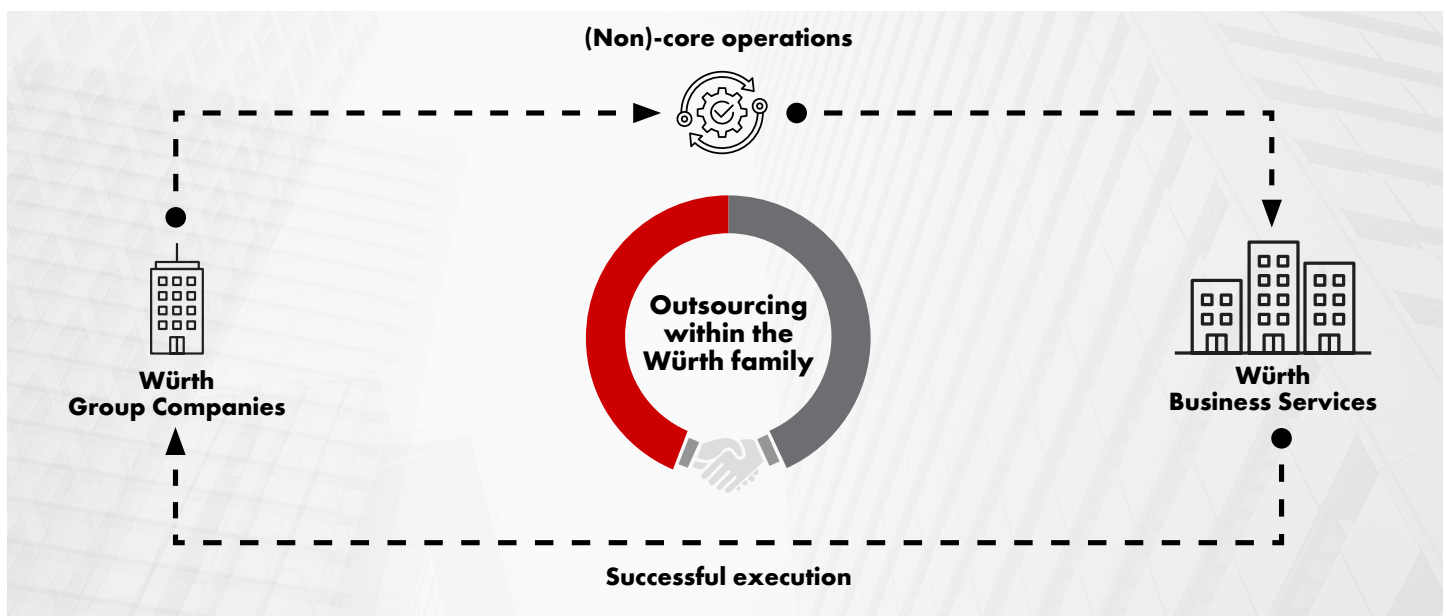
Warm regards,
Your WBS Team

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:

Akshay Mastakar (Sales Manager)

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PURCHASING



ENTERING ORDER CONFIRMATION

An Order Confirmation (OC) from your suppliers assures that orders will be delivered on time. Assistance in entering the OC data and resolving discrepancies can save you a considerable time. The Purchasing Team at Würth Business Services enters the data from OC in the Enterprise Resource Planning (ERP) system. We verify the data parameters, including

articles, price, delivery date, quantity, and others. Upon successful verification, we update the data in the ERP system. If there are any discrepancies, we coordinate with suppliers to resolve them. Once the OC documents are revised and corrected, we update the revised data in the ERP system.

WORKING ON QUALITY NOTIFICATIONS

Eliminating article-related errors and meeting quality standards ensure customer safety and reduce compliance risks. The Purchasing Team at Würth Business Services supports in identifying, documenting, and resolving quality issues related to articles. Following a thorough inspection of quality issues, we coordinate with suppliers, take necessary follow-ups, and resolve those issues. Each step

during coordination with suppliers is noted down in the ERP system. Following supplier discussion and identifying the nature of issues, we either create a debit note or request article replacement. With each step documented, you can access the data whenever required. We provide customized approaches to address your specific requirements to achieve optimal results.

BENEFITS OF PARTNERING WITH WBS

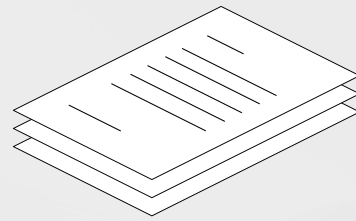
- ✓ Professional approach & systematic handling of quality issues
- ✓ Comply with the industry standards
- ✓ Save time in coordination with suppliers
- ✓ Flexible process execution as per individual setup



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

FINANCE



QUERY HANDLING

Resolving queries related to payment status, account statements, and other financial transactions is essential for smooth operations. The Finance Team at Würth Business Services resolves queries by verifying vendor accounts and coordinating with them. We determine the root causes of issues and take necessary actions to resolve them promptly. Our professional and efficient

approach helps resolve queries for various Accounts Payable and Accounts Receivable processes. We keep track of queries and responses from vendors and update you once all queries are resolved. This way, you can focus on core financial operations and save time in resolving queries.

SEND/UPLOAD INVOICES

Sending invoices for due payments acts as a reminder, helps collect payments, and improves cash flow management. The Finance Team at Würth Business Services supports you in uploading invoices for due payments from the ERP system to your authorized portal. These invoices contain details such as invoice number, quantity, delivery date, purchase

order number, and others. Once uploaded on your authorized portal, you can view them whenever required for auditing purposes. To support you further, we send copies of these invoices to your customers via email. This way, we send reminders for due payments on your behalf on a regular basis.

BENEFITS OF PARTNERING WITH WBS

✓ Focus on core financial operations

✓ Improve cash flow management

✓ Save time in coordinating with vendors and resolving queries

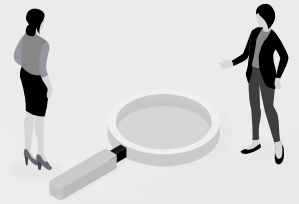
✓ Flexible process execution as per individual setup



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For availing support for different Accounts Payable and Accounts Receivable processes, kindly get in touch with our representative.

QUALITY & DESIGNING



VERIFICATION OF 3.1 CERTIFICATES

A certification assures the safety of a product for its practical application. Among various standards that certify metallic products, EN 10204 is one of them. Under this standard, 3.1 Certificate is issued by the manufacturer. This certificate showcases the results of tests conducted on metallic products. Even after certification is issued, there is a need to validate before releasing the product for practical use. The Quality & Designing Team at Würth Business Services helps you in validating this certificate. We check the information

such as product description, manufacturer name, the person who authorized the certificate, and others. We also validate heat numbers, batch numbers, and other identifying marks of the product. In the last step, we compare test results on the certificate with standards or specifications required for the product's intended use. If needed, we also contact the manufacturer to confirm authenticity. Following the successful completion of these steps, we provide the validation of the certificate and proceed to release the goods from the ERP system.

TECHNICAL ITEM REVIEW

A thorough review of article descriptions helps reduce quality-related complaints and meet technical specifications. The Quality & Designing Team at Würth Business Services assists in reviewing the article descriptions by referring to the reports, compliance requirements, drawings, and descriptions sent by you.

If there are any discrepancies found in the description, we will coordinate with you to resolve them. If there are no discrepancies, we send the review report to you through email. This way, you can avail accurate article descriptions and save time in reviewing them.

BENEFITS OF PARTNERING WITH WBS

- ✓ Ensure 3.1 certificate is authentic and as per standard requirements
- ✓ Save time in collecting and filling up data
- ✓ Meet the specification and compliance requirements
- ✓ Flexible process execution as per individual setup



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

EXTRA MILE: HIGH SERVICE DEGREE AND COST SAVINGS BY OUR PURCHASING TEAM

At Würth Business Services (WBS), our contribution goes beyond the measurable results. Our value addition goes beyond what we get paid for. This is what one of our team members, Akshay Shendage, demonstrated recently. While handling regular tasks such as Material Requirement Planning (MRP), order confirmation, and expediting, he developed a communication template that the customer's teams began utilizing for supplier coordination. The template helped the teams resolve quality-related issues, address complaints, and ensure a smooth and effective resolution.



"I aim to maintain a high service degree and achieve huge cost savings for customers. Every day, I try to uphold the values of quality and customer-centricity. This is what makes working for a Würth company rewarding."

Akshay Shendage
Senior Executive - Purchasing

Well, he did not stop there. He went the extra mile and tried every approach to achieve cost savings for the customer. He availed parts at reduced prices by placing bulk orders. Moreover, he reviewed past purchase orders to compare pricing and negotiate. He improvised his approach and contacted new suppliers when existing suppliers were not able to provide parts at reduced prices. In this approach, he ensured the quality and availability of parts. His strong relationship with suppliers played a huge part in securing orders at the best prices and terms. He also coordinated closely with them to expedite for the critical parts.

Through these negotiation strategies, he was able to achieve a significant cost savings of more than €3,500 for the customer.

Along with such savings, he was able to attain the **service degree of over 98%**. He always supported team members with training for new processes and solving existing process-related queries. In recognition of his efforts, WBS honored him the "Employee of the Month - September 2025" award. We, at WBS, are committed to going the extra mile and delivering beyond measurable results.

#WEMAKEITEASY



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

LIGHTS, CAMERA, WBS! – A MINUTE (OR SO) WITH BUSINESS SUPPORT TEAM

Thank you so much for the overwhelming response to our official YouTube channel!

We continue to share insightful and engaging videos. These videos highlight the services we offer, how our teams function, and the benefits for your organization.

Continuing our series, A Minute (or so) with the Team, we showcase how our Business Support Team functions in a minute. The team members, who handle everyday operations, explain the overall functionality and how they add value through various services.

Please go through the videos below and note that WBS is the door to open if you are looking for a trusted and reliable partner for (non)-core task execution.

Click on the thumbnail or scan the QR code below to watch the full video.



**SCAN TO WATCH
FULL VIDEO**



**SCAN TO WATCH
FULL VIDEO**



Stay tuned for regular updates and enriching content.

Please remember to subscribe to our channel to stay informed about our latest videos and initiatives.



CONNECT WITH US

To know more about our service portfolio and avail our comprehensive support to optimize your business operations, kindly get in touch with us:



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Sales Manager

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NUMERIC WBS

NEARLY 5,000

**QUALITY COMPLAINT CASES SOLVED
FOR CUSTOMERS BY**

**WBS QUALITY &
DESIGNING TEAM
IN A YEAR.**

DEMONSTRATING



**UNWAVERING
COMMITMENT
TOWARD CUSTOMERS**



**EXTENSIVE TECHNICAL
KNOWLEDGE TO
SOLVE CASES**

WANT TO **SAVE TIME** WITH ASSISTANCE
TO YOUR QUALITY TEAMS?

**GET IN
TOUCH**



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WBS SUPPORTFOLIO

OUR INDIVIDUALIZED SERVICE PORTFOLIO AT A GLANCE



FINANCE

With an extensive service portfolio under the Accounts Payable and Accounts Receivable departments, our competent and well-trained Finance Team helps accelerate accounting processes and enable efficient financial management for your business.



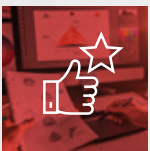
PURCHASING

Ranging from material requirement planning to pricing & sourcing, our Purchasing Team executes many (non)-core as well as major tasks to help you ensure a smooth procurement process while saving costs.



PRODUCT ARTICLE MASTER

With a comprehensive service portfolio, our Product Article Master Team aims to manage article data, maintain product hierarchies and ensure smooth data management while you focus on core operations.



QUALITY & DESIGNING

To ensure the highest quality standards and compliance with regulations, our Quality & Designing Team supports in maintaining error-free documentation, certifications and drawing specifications along with solving quality issues.



BUSINESS SUPPORT

Ranging from market research & support for human resource operations to SEO & translation services, our Business Support Team helps handle different (non)-core operations, connect with your target audience and provide leads to optimize the possibility of sales conversion.



SALES OPERATIONS

Aiming to help your sales teams reach their highest potential and accelerate operations, our Sales Operations Team handles (non)-core operations ranging from booking sales orders and creating daily reports to processing backorders and S&O customer management.



LOGISTICS

Catering to various logistical operational needs and ensuring smooth operations, our Logistics Team executes different (non)-core tasks ranging from transport damage management & documentation to determining country of origin and shipment tracking.



MARKETING

Ranging from social media & email marketing to campaign management, we provide marketing services based on your requirements. We focus on engaging your audience, building a strong online presence, and expanding your brand outreach.

WÜRTH COMIC



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our website:
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✉ contact-wbs@wurthindustry.in

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