



WÜRTH BUSINESS SERVICES

JOURNAL

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FOREWORD

Dear Colleagues,

As we wrap up another productive month, we're reminded that great support isn't just about getting things done, it's about doing them smarter, together. This month at Würth Business Services, we're proud to showcase the behind-the-scenes engine helping teams across Purchasing, Finance, and Quality & Design Engineering run smoothly.

In September, we're especially excited to:

Celebrate a real win: our Purchasing team helped a customer achieve significant cost savings (yes, we're blushing a little).

Launch our new webinar series: "Strategic Cost Savings Through Smart Negotiation". Because who doesn't love saving money and sounding smart while doing it?

Support a meaningful cause through our CSR initiative: Helping underprivileged children with resources and care.

From smart sourcing to smarter hearts, we're here to make a difference. One process, one partnership, and occasionally, one bad joke at a time.

Let's keep the momentum going!

Warm regards,
Your WBS Team

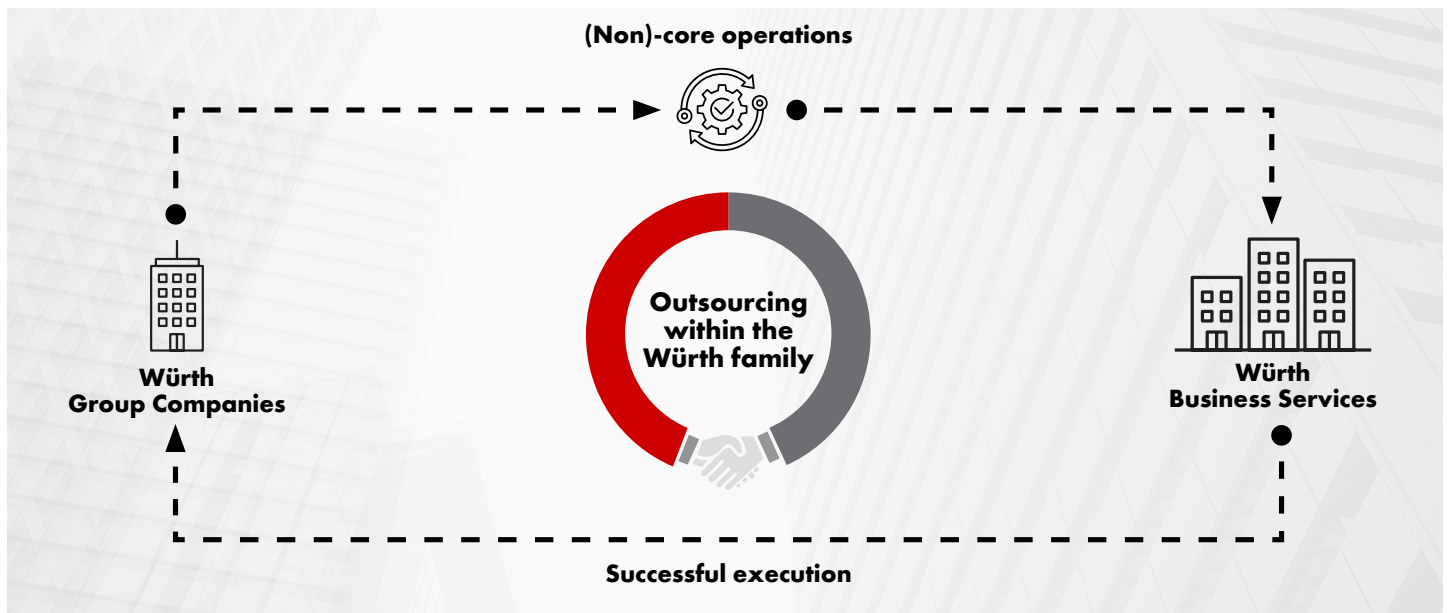
#WEMAKEITEASY

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)

✉ akshay.mastakar@wurthindustry.in

PURCHASING



EXPEDITING

An order confirmation assures that your order has been received and will be delivered on time. However, if some orders are still pending for confirmation from the supplier's end, the Purchasing Team at Würth Business Services follows up with reminders. Once the pending order confirmations are received, the team updates

the information in the Enterprise Resource Planning (ERP) system. Furthermore, the team sends reminders to suppliers for on-time delivery of orders. The team also makes inquiries about the offers to save costs on the next orders.

SOURCING

Sourcing the required quantity of articles at the right time and price needs strategic coordination and negotiation with suppliers. The Purchasing Team at Würth Business Services supports you in coordinating and negotiating with suppliers to source articles within the timeline. Our team receives article requirements from your Internal Sales Department in the ERP system. These requirements include quantity, specifications

and deadline for required articles. Our team assesses your requirements and sends the Request for Quotation (RFQ) to the list of Würth Industry approved suppliers. Based on RFQs, our team receives the offers from suppliers. These offers are assessed and negotiations are carried out with suppliers if required. Upon negotiating and achieving competitive prices, the WBS team sends the best offers to you.

BENEFITS OF PARTNERING WITH WBS

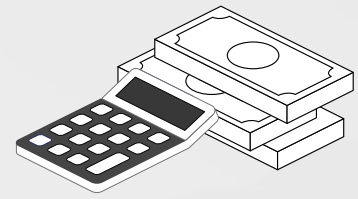
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|  Avail timely receipt of order confirmations |  Ensure on-time order deliveries |  Save time in analyzing offers and decide the best supplier |  Flexible process execution as per individual setup |
|---|---|--|--|



Bhavna Alimchandani
 Manager - Purchasing
 Würth Business Services
bhavna.alimchandani@wurthindustry.in

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

FINANCE



BLOCKED INVOICE RELEASE

Invoices with issues are blocked in the Enterprise Resource Planning (ERP) system. Until those issues are resolved, payments to vendors are put on hold. A significant amount of time needs to be invested to determine the issues, coordinate with vendors, and resolve them. While you are focused on core financial operations, the Finance Team at

Würth Business Services verifies these blocked invoices thoroughly. Our team determines the root cause of blockage, coordinates with concerned vendors, resolves the issues promptly, and releases those invoices in the ERP system. Once all the issues are resolved, payments can be processed to vendors.

CREDIT NOTE CREATION

Credit notes help maintain professional communication with customers regarding pending payments. The Finance Team at Würth Business Services assists you in creating credit notes based on data and template shared by you. Our team receives the credit note

templates and the Excel sheet containing the credit data from you through emails. The details from the Excel sheet are inserted into the templates provided by you. This way, credit notes are created and shared with you.

BENEFITS OF PARTNERING WITH WBS

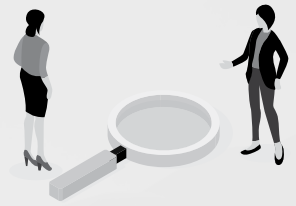
- ✓ Invest time & resources in executing core financial operations
- ✓ Maintain strong vendor relationships
- ✓ Save time in creating accurate credit notes
- ✓ Flexible process execution as per individual setup



Hetal Gangani
Senior Team Lead – Finance
Würth Business Services
hetal.gangani@wurthindustry.in

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

QUALITY & DESIGNING



SUPPLIER COMPLAINTS

Complaints about defects in products or quality documentation must be resolved to ensure smooth procurement. The Quality & Designing Team at Würth Business Services raises, handles, and closes complaints related to incoming goods. Our team reviews 8D reports related to incoming goods and coordinates with suppliers. Once the Quality Inspection Team of suppliers sends the list of defects, our team checks the article number and supplier information in the Enterprise Resource Planning (ERP) system. If there is no existing complaint for the article, the team raises the complaint and coordinates with the supplier's quality team to resolve it. Our team analyzes the defects addressed in the inspection of incoming goods quality, deviations in

quantity and others. The team addresses them by raising a complaint to supplier, requesting for a 8D report and the action plan for non-recurrence of observed defects for the future deliveries. If there are defects in goods, our team determines if the defected goods need to be replaced or scrapped. If the received 8D report does not contain the action details for defects or any other errors, the incorrect report is downloaded and sent to the Supplier Quality Inspection Team for clarification. Once the corrected 8D report is received, our team sends it to your quality team for approval. Upon receiving your approval, the 8D report is saved in the ERP system and the complaint is closed. This way, you can save your time in coordinating and resolving supplier complaints.

2D/3D DESIGNING

The 2D drawings and 3D models offer the best visualization of products before the beginning of production. Any bottlenecks and shortcomings in products can be detected in early phases and potential losses can be avoided. The Quality & Designing Team at Würth Business Services assists you in creating

2D drawings and 3D models based on various norms, reference drawings, and your specific requirements. Once created, our team reviews them to ensure that your requirements are met. In the final step, these designs are sent in the requested format to you.

BENEFITS OF PARTNERING WITH WBS

- ✓ Save time in resolving complaints and coordinating with suppliers
- ✓ Gain a better visualization of products and determine their usability
- ✓ Focus on core Quality and Designing-related processes
- ✓ Flexible process execution as per individual setup



Abhay Jadhav
Senior Team Lead – Quality & Designing
Würth Business Services
abhay.jadhav@wurthindustry.in

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

EXTRA MILE: CONSIDERABLE COST SAVINGS BY OUR WBS PURCHASING TEAM



Leaping from complaint calls to strategic discussions is no easy feat. But when we went an extra mile, we made that happen. Along with achieving cost savings too. The Purchasing Team at Würth Business Services (WBS) left no stone unturned in demonstrating commitment, teamwork, and dedication while serving one of our esteemed customers, Thomas Warburton. The team handled the customer's complex and specific requirements, worked diligently to build trust, and streamlined processes. The collective efforts to maintain the high-quality service and effective reporting also led to customer appreciation.

Our Purchasing Team went an extra mile to achieve cost savings and strengthen the relationship with the customer. One of the team members, Soham Mahajan, took over responsibilities as MRP Controller, coordinating with suppliers, obtaining the best prices for articles, and saving costs through clever negotiation strategies. Another team member, Saurabh Kulkarni, gained a deeper knowledge of Request for Quotation (RFQ). He began actively supporting buyers in evaluating the offers and assisting the customer on whether to accept supplier offers.

Supporting these members, Tapasya Panhalkar also made her contribution by availing extensive knowledge of Order Confirmation process. She also undertook the responsibility of negotiating with suppliers on pricing based on historical order data and pricing lists. They complimented and assisted each other with the guidance of their mentors, Shweta Amrutkar and Bhavna Alimchandani. Collectively, the team was able to achieve cost savings for the customer.

Our Purchasing Team achieved considerable cost savings of nearly AUD 81,885.95 in June 2025.

The customer expressed satisfaction and recognized the efforts of the team members and mentors, especially in maintaining the quality and paying attention to detail. As a result, the team received new tasks from the customer. In recognition of the team's effort, WBS awarded the Purchasing Team with the "Team of the Month - June 2025" award. Our team reaffirms its commitment to delivering beyond expectations by going the extra mile and strives to become a reliable partner for customers.

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Shivani Joshi

Senior Manager - Operations
Würth Business Services
shivani.joshi@wurthindustry.in

Kindly get in touch with our representative to know more about our services.

IDEAS, INNOVATION, AND INDUSTRY PROFESSIONALS: 1ST WEBINAR ON COST SAVING

Würth Business Services (WBS) is excited to announce the launch of our first webinar, featuring seasoned industry professionals and experts as guest speakers. This session will offer valuable insights into how WBS supports customers across various tasks. It will include in-depth discussions on streamlining operations, improving overall efficiency, and especially saving costs through smart negotiation strategies.

As you have seen in the previous article how our Purchasing Team saves cost, we demonstrate various cost saving strategies for your Purchasing teams in detail in this webinar. By attending this webinar, you will learn:

- ✓ **Best practices for cost savings**
- ✓ **Proven negotiation strategies implemented by our teams**
- ✓ **Benefits beyond cost savings**
- ✓ **How WBS makes collaboration easy for you**

WEBINAR

STRATEGIC COST SAVINGS THROUGH SMART NEGOTIATION

SPEAKERS



Varsha Verma
Senior Manager - Operations



Shahrukh Zari
Team Lead - Purchasing



Juber Bargir
Associate Team Lead - Purchasing

 **Wednesday, October 15th, 2025**

 **6:00 PM IST**

Whether you are curious about cost savings, task execution, process optimization, or strategic support, this webinar is designed to give you a clearer understanding of how WBS can add value to your business.

REGISTER NOW

Please fill up the form here - <https://forms.office.com/e/C5KrJXnm8> 

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:



Varsha Verma
Senior Manager - Operations
Würth Business Services
varsha.verma@wurthindustry.in

LIGHTS, CAMERA, WBS! – UNDERSTAND HOW TO WORK WITH US

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

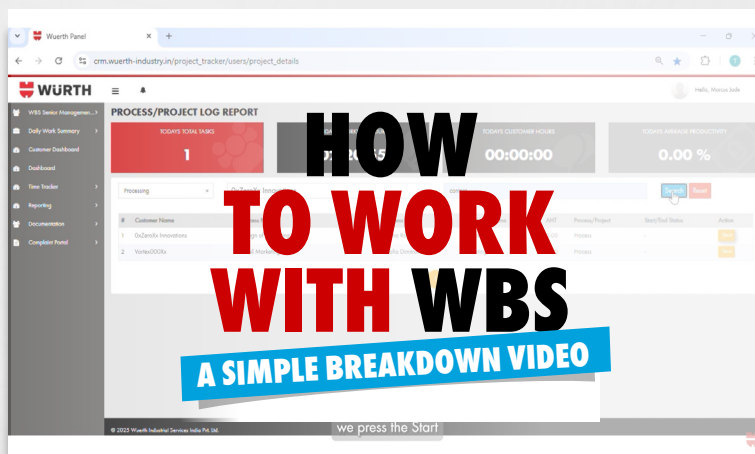
We continue to share insightful and engaging videos that highlight journeys of our dedicated employees, the services we offer, and how we make easy for you. In recent editions, our “How We Make It Easy” series showed how WBS handles tasks across departments. In this edition, we are responding to viewer requests for a more detailed and specific video about collaborating with WBS.

Many viewers appreciated the task breakdown but had questions about how collaboration with WBS works. They had queries, especially around task transfer, tracking, and execution. Based on their feedback, we have created a step-by-step breakdown video that explains how to work with WBS. And now, the video is ready for you to watch. In this video, you will discover:

✓ **How easy it is to work with WBS, from task transition to successful execution**

✓ **The simple steps to delegate tasks, sign a contract, and begin collaboration**

✓ **How we track billing hours and maintain full transparency**



SCAN TO WATCH FULL VIDEO



SCAN ME!

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:



Akshay Mastakar

Sales Manager

✉ akshay.mastakar@wurthindustry.in

KINDNESS DIARIES – MAKING IT EASY WITH SCHOOL KITS



Würth Business Services (WBS) views Corporate Social Responsibility (CSR) as more than a mandate. It is a reflection of our core values and purpose. We undertake initiatives that empower communities, support education, and create meaningful impact. Recently, we conducted a CSR initiative that involved distributing school kits among students. During the first week of August 2025, we visited 3 different schools in Pune district and distributed the kits.

Collaborating with Seva Sahayog Foundation for this initiative, we chose schools with underprivileged students, who struggled to meet basic education needs. During our visit to schools, we experienced that teachers and executives were welcoming, grateful, and appreciative. Following the formal introductions and facilitations, we began the distribution of school kits, which contained necessary educational materials.

In those kits, we included the foremost important material, a school bag. Then, additional materials were chosen according to the grade. For first to fourth grade students, the kit contained 6 notebooks, a drawing book, crayons, a pouch, a scale, an eraser, a sharpener, pencils, and customized books containing educational content such as letters, words, tables, and

fun activities. For fifth to eighth grade students, the kit contained 6 notebooks, a book related to the Sanskrit language, a pouch, a scale, an eraser, a sharper, and pencils. The kits were well-received by students and teachers expressed their gratitude toward us.

While interacting with energetic and passionate students, we recognized that many of them had to walk bare foot for around 5 miles every day to reach school. Their dedication, determination, and will to become educated and responsible citizens of the country impacted us massively. It also made us feel more grateful for all the facilities and privileges we received throughout our lives. Furthermore, we felt more connected to the Würth Group that cares about education and students.

As we continue our journey of responsible growth, WBS remains committed to creating meaningful change through our CSR initiatives. Together, we believe that business success and social progress can go hand in hand. We align our efforts with societal needs & sustainable practices and aim to build stronger communities for a better future.

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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.



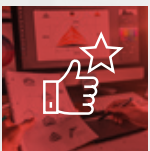
PURCHASING

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.



E-LEARNING AND GRAPHICS

Würth Business Services specializes in Digital Learning and Design, delivering innovative digital solutions such as E-Learning modules and Learning Videos to enhance engagement and knowledge retention.

WÜRTH COMIC



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