



WÜRTH BUSINESS SERVICES

JOURNAL

ISSUE 06 / 2025

FOREWORD

Dear Colleagues,

Welcome to the latest edition of the Würth Business Services (WBS) Journal!

Each edition gives us the chance to spotlight just a few of the many services we offer within the group – and how they help make every day work smoother, more efficient, and better connected. This time, we're focusing on highlights from three key areas that show the value of collaboration across departments.

From Sales Operations, we are showcasing the Order Line Value Matrix Report and the maintenance of Customer Price Conditions – both essential tools for improving transparency and supporting informed decision-making in sales.

In Logistics, we are putting the spotlight on Kanban: Storage of File and Loading List Creation, ensuring accuracy and structure in warehouse coordination and shipment planning.

And from our Product Article Master team, this edition features Pack Size Changes and Product Hierarchy Maintenance, helping to keep product data up to date and well-organized.

These examples reflect how WBS continues to support day-to-day operations across the Würth Group – behind the scenes, but always by your side. We hope you enjoy this edition and look forward to continuing our strong collaboration!

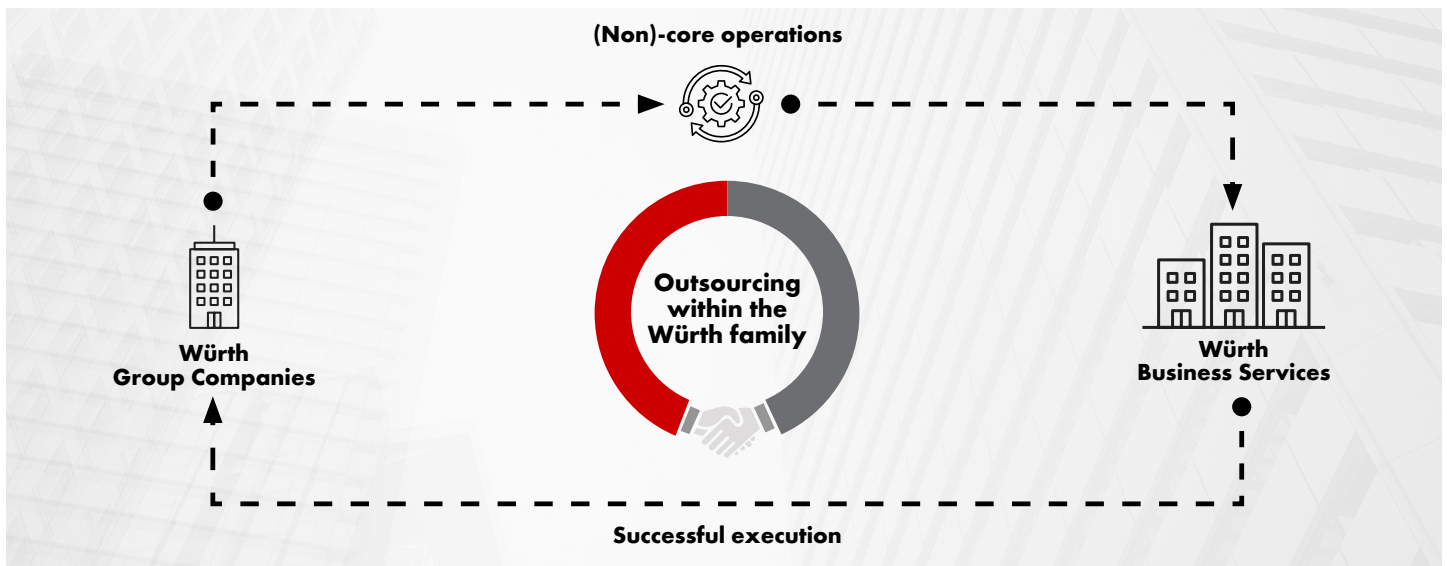
Warm Regards,
Your WBS Team

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

SALES OPERATIONS



ORDER LINE VALUE MATRIX REPORT

Identifying order lines that give low Gross Profit (GP) and do not cover costs (including product, labor and shipping costs) is essential to avoid financial losses. The Sales Operations Team at Würth Business Services identifies these order lines and prepares a report that gives insights into the key reasons behind the losses. Our team downloads the data from the Business Warehouse (BW) in an Excel sheet. Furthermore, the team analyzes the GP data and segments it into

clusters. Following the application of formulae and filtering out order lines with turnover below €50, the team develops a detailed report to highlight the low-performing order lines. The turnover limit can be set as per your requirements. We also segment the data in a country-wise format if needed. These reports are then uploaded to the Teams channel for your review and approval.

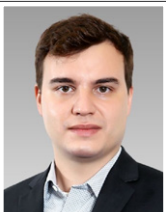
CUSTOMER PRICE CONDITIONS

The updated pricing data can help your sales teams in providing accurate quotations to customers and forming strategies to maximize revenue. The Sales Operations Team at Würth Business Services maintains the price conditions for different articles in the Enterprise Resource Planning (ERP) system. The team receives the Order Confirmation (OC) numbers for articles from you. Then the OC documents are

accessed through the ERP system to determine the article number. Once determined, the team enters the price conditions mentioned in the document for the respective article number in your portal. Your sales team can access the updated data through your portal and strategize accordingly to boost revenue and profitability.

BENEFITS OF PARTNERING WITH WBS

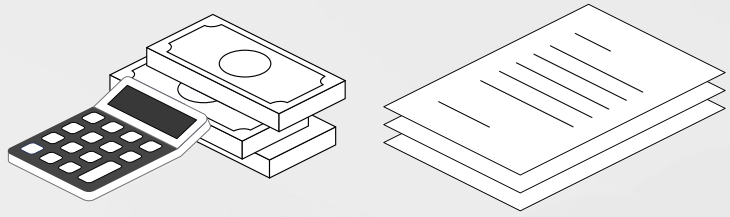
- ✓ Improve profitability by addressing loss-making order lines
- ✓ Avail insights to capitalize on high-value opportunities
- ✓ Access the data under a single platform or file
- ✓ Flexible process execution as per individual setup



Niklas Kolb
Head of Operations
Würth Business Services
niklas.kolb@wuerth-industry.vn

Leverage our experience and support in different processes related to Sales Operations and help your Sales Teams make data-driven decisions. Kindly get in touch with our representative.

LOGISTICS



KANBAN: STORAGE OF FILES

The storage of files and documents in the appropriate sections and sub-sections provides ease in access. The Logistics Team at Würth Business Services uploads and saves the files and documents related to shipments in the Kanban Management System (KMS). Based on the information provided by you, our team saves the files in the requested locations. The team receives files

to store from you through emails or a shared drive. The Logistics section in the KMS is selected, followed by the sub-section as the folder, in which, files are to be stored. Then the files are uploaded and saved in the folder. You can refer the files in the future whenever needed.

LOADING LIST CREATION

Creating loading lists helps keep track of loading items and planning the warehouse spaces accordingly. The Logistics Team at Würth Business Services assists in creating loading lists based on details such as net weight, gross weight and amount. The team extracts the documents from the Enterprise Resource Planning (ERP) system and uploads them with loading lists in the Transport Management Information System (TMIS) portal. The team receives the loading list details sheet, invoices and TMIS numbers through emails from you.

Then the documents are extracted from the ERP system for the material numbers mentioned in the loading list sheet. To create the loading list sheet, the team adds the columns, such as net weight, gross weight and amount. By referring the documents from the ERP system, the team mentions the details in each of these columns. To simplify understanding, the team creates the pivot table with details such as product name, net weight, gross weight and amount. In the last step, the team uploads these loading lists in the TMIS portal.

BENEFITS OF PARTNERING WITH WBS

- ✓ Save time in uploading the files in the KMS
- ✓ Avail loading lists and gain all the details in a single file
- ✓ Assistance in creating pivot tables to improve understanding of loading items
- ✓ Flexible process execution as per individual setup

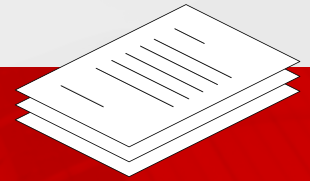


Akshay Raikwar
Associate Manager – Logistics
Würth Business Services
akshay.raikwar@wuertth-industrie.com

Leverage our expertise and experience in different logistics operations and improve the speed of operations. Kindly get in touch with our representative.

PRODUCT ARTICLE MASTER

PRODUCT HIERARCHY MAINTENANCE



Assigning the articles to the correct hierarchical levels helps customers determine the product family and make informed purchasing decisions. The Product Article Master Team at Würth Business Services maintains the product hierarchy by assigning the articles to the correct Würth Group product hierarchy. The team filters the items with unassigned product hierarchy. The article description, specifications and norms of each article are checked to identify the parent category. If the parent category cannot be identified,

the team checks the drawing of the article from the ERP system or the supplier's website. Then the parent category of the article is identified and assigned to the correct hierarchy level. In case, the attributes of the article are unclear and the parent category is difficult to identify, the team initiates the clarification process. Once clarified and the articles have been assigned to the correct hierarchical level, the team sends the list for your review.

PACK SIZE CHANGE

The size of packaging units is already entered in the Enterprise Resource Planning (ERP) system as per your requirements before the supplier sends the shipment. However, owing to unforeseen circumstances, if you need to change the pack size, the Product Article Master Team at Würth Business Services updates the pack size in the ERP system. This way, the supplier will know about the change in pack size and send the shipment with the updated pack size. The team

receives old and new pack size details, checks the quality checklist and the status for the old pack size and then creates a new pack size and pack quantity. Furthermore, the team adds details such as buyer code & price in the newly created size. Then, the team changes the status of the pack size to active in the ERP system, deactivates the old pack size according to email instructions and notifies you about the creation of a new pack size.

BENEFITS OF PARTNERING WITH WBS

- ✓ Save time in maintaining the updated data
- ✓ Make it easy for your customer to place orders
- ✓ Provide accurate knowledge of pack sizes to suppliers
- ✓ Flexible process execution as per individual setup



Prajakta Patil

Associate Manager – Product Article Master, Sales Support - Germany
Würth Business Services
prajakta.patil@wuerth-industrie.com

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

EXTRA MILE: EXCEPTIONAL EFFORTS FOR CLEARING BACKLOGS BY OUR WBS LOGISTICS TEAM



In another remarkable demonstration of commitment and teamwork, the Logistics Team at Würth Business Services (WBS) went the extra mile to support one of the valued customers. Recognizing the urgent requirement for support and potential impact on the customer's operations, the team handled its daily workload while providing the required support. This collective effort not only helped the customer get back on track after the holding season but also reinforced our customer-centric values.

One of our esteemed customers experienced a significant increase in cases regarding Fast-East order adjustments during the holiday season. As business operations began during the post-holiday season, customers needed to make adjustments to the Far East orders that had piled up during the holiday season. Our Logistics Team accepted the task of completing the backlog cases. Each case involved two sub-cases, the Creation of Loading List and the Article Data Registration. The team distributed the cases and kept the timeline in mind while planning the execution.

Demonstrating dedication and commitment, the team completed the cases within the timeline given by the customer. Furthermore, the team maintained quality and accuracy in adjusting the Far East orders in the Enterprise Resource Planning (ERP) system, completing the task as promised.

The assistance by our Logistics Team brought the number of backlog cases from more than 75 to zero in nearly 22 working days.

The customer appreciated the hard work and efficient management by the team for clearing the backlog in time. Along with finding the solution to the backlog issue for the customer, the team strengthened trust, cooperative approach and reliability. In recognition of the team's effort, WBS awarded the Logistics Team with the "Team of the Month – January 2025" award. The rapid turnaround time, accuracy & efficiency in execution and dedication to solving issues of customers always defined WBS as a reliable partner for (non)-core tasks. WBS is always committed to taking exceptional efforts to solve existing issues and form a lasting partnership.

#WEMAKEITEASY



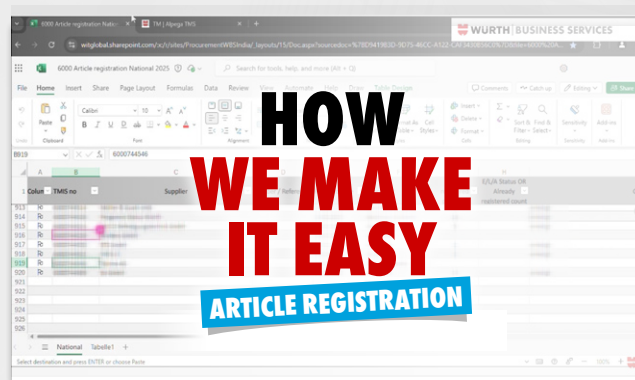
Akshay Raikwar
Associate Manager – Logistics
Würth Business Services
akshay.raikwar@wuertth-industrie.com

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LIGHTS, CAMERA, WBS! – DIVE DEEP INTO HOW WE MAKE IT EASY

Würth Business Services (WBS) recently launched its official YouTube channel. This channel features insightful videos about the journeys of our dedicated employees, the comprehensive services we offer and how we make it easy for you. Continuing our “How We Make It Easy” series, we demonstrate the breakdown of how WBS executes various processes under different departments and benefits you will get once you transfer the processes to us.

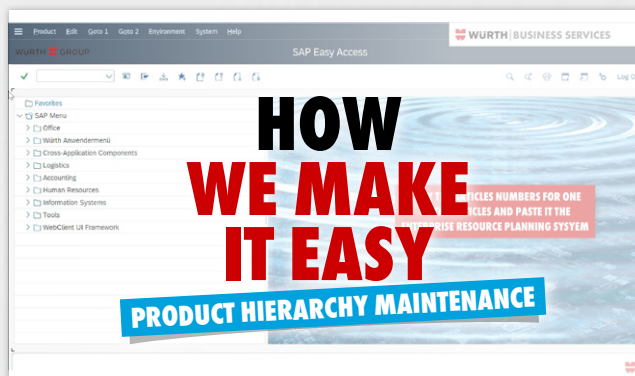
Our newest video of the “How We Make It Easy” series shows how the WBS Logistics Department executes the “Article Registration” process by registering the articles from different suppliers in the Transport Management Information System (TMIS) portal. Click on the thumbnail or scan the QR code to watch the full video.



**SCAN TO WATCH
FULL VIDEO**



Furthermore, you can view how the WBS Product Article Master Department executes the “Product Hierarchy Maintenance” process by assigning the articles to the correct Würth Group product hierarchy in the Enterprise Resource Planning (ERP) system. Click on the thumbnail or scan the QR code to watch the 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:



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



Akshay Mastakar
Sales Manager
✉ Akshay.Mastakar@wuerth-industrie.com

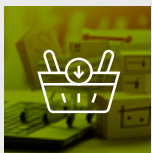
WBS SUPPORTFOLIO

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.



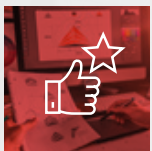
PURCHASING

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.



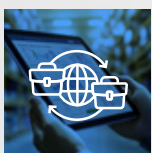
QUALITY & DESIGNING

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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✉ contact-wbs@wuerth-industrie.com

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