



WÜRTH BUSINESS SERVICES

JOURNAL

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FOREWORD

Dear Colleagues,

In a large group like ours, there's a lot of knowledge, experience, and capability already available internally – and making good use of that is a strength. Tapping into what we already have across the Würth Group can make a real difference, especially when teams are facing tight deadlines, growing workloads, or even just looking for more efficient ways to get things done.

That's where Würth Business Services comes in. Whether times are challenging or business is booming, outsourcing certain tasks to our shared service teams helps free up time and resources, so local teams can stay focused on what matters most.

In this edition, we're highlighting just a few of the many ways we support our colleagues:

- From Purchasing, we support with Order Confirmation handling and Material Requirement Planning – helping secure supply and keep production on track.
- In Finance, we assist with Query Handling and run the Dunning Process, making sure questions get answered and payments stay on schedule.
- In Quality & Design, we contribute through Technical Item Review and Discrepancy Data Collection, supporting both accuracy and improvement.

These are just a few examples of how internal collaboration and shared services can drive value. No matter the situation, we're here to help – and always ready to explore new ways to support our group companies even better.

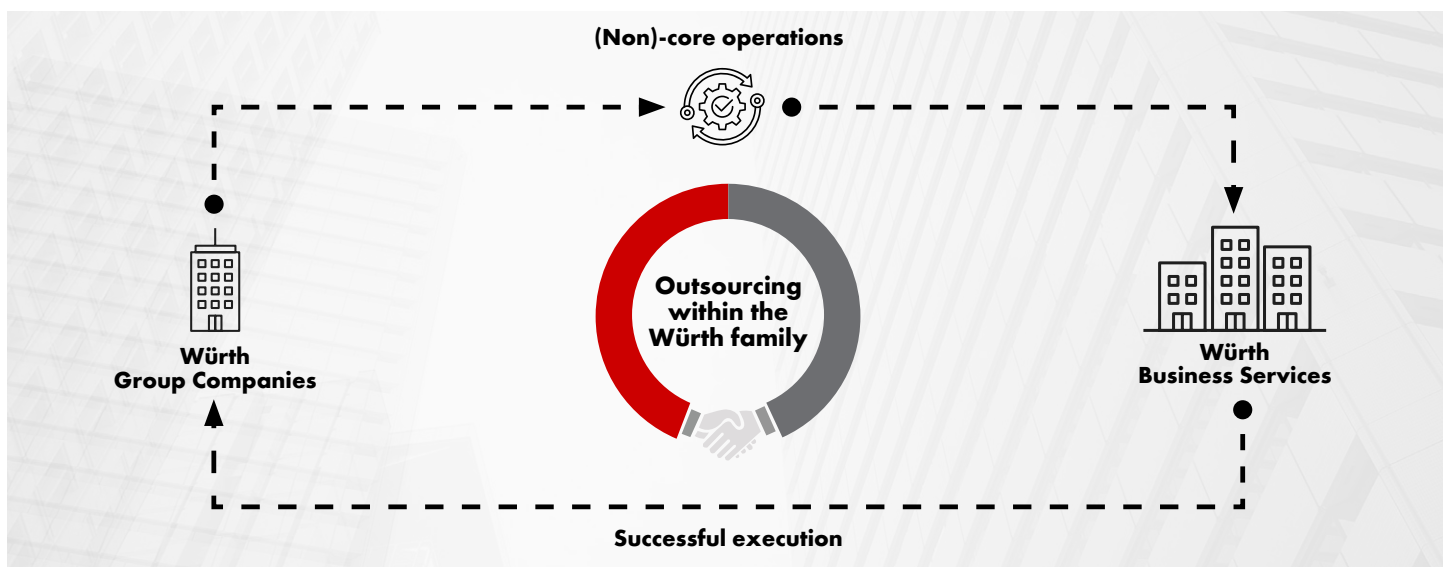
Warm Regards,
Your WBS Team

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:

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PURCHASING



MATERIAL REQUIREMENT PLANNING

The Material Requirement Planning (MRP) process involves numerous steps, from negotiating prices with suppliers to resolving discrepancies. The Purchasing Team at Würth Business Services executes the end-to-end process from receiving the material requests in the Enterprise Resource Planning (ERP) system to receiving materials in the warehouse. Based on the article name, quantity and deadline mentioned in the request, the WBS Team sends inquiries to Würth Industry-approved suppliers. Once offers are received from them, the supplier that will deliver the required quantity of articles in the shortest lead time and at the lowest price is selected. The WBS Team places the Purchase Order (PO) with the chosen supplier and requests the Order Confirmation (OC). After receiving

the OC, the team verifies its details. With successful verification, the OC is processed and attached to the PO. As the shipment is ready for shipping, the WBS Team receives delivery status details. A week prior to delivery, the Expediting Team sends reminder emails to the supplier to know if the order will be delivered on time and plan accordingly to address potential delays. When the shipment is received at the warehouse and discrepancies in delivered quantities and specifications are found, the WBS Team addresses them by coordinating with the supplier. If no issues arise, articles are booked under the respective PO. Finally, an approval to your Accounts Department is sent to make payment for the PO.

ORDER CONFIRMATION

Receiving an Order Confirmation (OC) from your suppliers is essential, as it allows you to reassure your customers that their orders will be delivered on time and as expected. Once the confirmation of orders is received from suppliers, the Purchasing Team at Würth Business Services enters the data from the OC in the ERP system. The WBS Team validates the parameters

such as articles, price, delivery date, quantity and others. Upon validation, the information is updated in the ERP system. If there are any discrepancies, the team contacts the suppliers to resolve them. Once the OC documents are revised and corrected, the new data is updated and saved.

BENEFITS OF PARTNERING WITH WBS

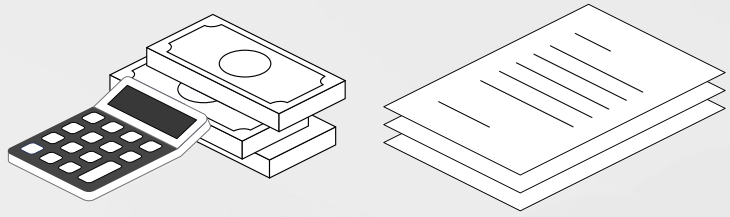
- ✓ Seamless coordination with suppliers
- ✓ Save time in acquiring required materials
- ✓ Timely confirmations to facilitate order fulfillment
- ✓ Flexible process execution as per individual setup



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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 matters is essential for smooth operations. The Finance Team at Würth Business Services resolves queries by coordinating with vendors, verifying vendor accounts, determining the root cause of issues and taking necessary further

steps. Our professional and efficient approach helps resolve queries for different Accounts Payable and Accounts Receivable processes promptly. The WBS Team keeps track of queries and responses from vendors and updates you once all the queries are resolved.

DUNNING

Effective cash flow management lays a foundation for a successful business. For this, companies need to implement different proactive financial practices. One of the effective and efficient practices is sending reminders to customers whose payments are pending. The Finance Team at Würth Business Services supports in sending reminders to these customers on your

behalf. The WBS Team schedules a Dunning run on a weekly basis for the customers who have not made the due payments. The team checks the overdue invoices in the ERP system and uses a professional approach to send payment reminder emails. In addition to this, the WBS Team shares the statement of accounts with you on a monthly basis or the frequency set by you.

BENEFITS OF PARTNERING WITH WBS

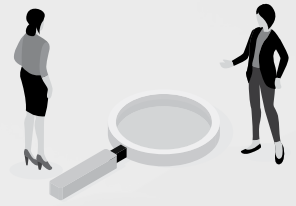
- ✓ Save time in resolving queries related to financial operations
- ✓ Improve cash flow management
- ✓ Focus on core financial operations
- ✓ Flexible process execution as per individual setup



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

QUALITY & DESIGNING



TECHNICAL ITEM REVIEW

To reduce quality-related complaints and ensure that the technical specifications are met as per your requirements, it is essential to conduct a thorough review of article descriptions. 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 descriptions, the WBS Team coordinates with you to resolve them and reviews the descriptions accordingly. If there are no discrepancies, the review report is sent to you through email.

DISCREPANCY DATA COLLECTION

Resolving discrepancies in data ensures that the data remains consistent, accurate and updated. The Quality & Designing Team at Würth Business Services assists in entering the basic information related to the Return Merchandise Authorization (RMA) and other discrepancies in the Enterprise Resource Planning (ERP) system. Once you send the RMA information

or other discrepancy data, the WBS Team selects the incompletely filled fields in the ERP system and fills up the data. Then the RMA is assigned to the responsible contact person from your organization. Our assistance ensures prompt handling of returns and discrepancies along with improving visibility into the updated data.

BENEFITS OF PARTNERING WITH WBS

- ✓ Save time in collecting and filling up data
- ✓ Meet the specification and compliance requirements
- ✓ Avoid inefficiencies in the supply chain and avail defect-free articles
- ✓ 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: EXCEPTIONAL NUMBER OF INVOICES VERIFIED BY THE WBS FINANCE TEAM



Demonstrating strong commitment and resilience by understanding the situation and adapting as needed are outstanding qualities in an outsourcing partner. These qualities were demonstrated by the Finance Team at Würth Business Services (WBS). One of our customers from Europe requested the team to clear backlogs of invoices by verifying the details such as invoice number, supplier name, amount, delivery date and others.

As the Finance Team received the task, it was allocated among team members based on their strengths and experiences. Given the volume of invoices and the tight deadline, the team voluntarily processed and verified more invoices than allocated to each member. Despite the increased workload and the requirement for more processing speed than usual, the team maintained the accuracy and quality of the work. The strong work ethic and collaborative spirit came to fruition as the team completed the task within the assigned deadline.

The Finance Team at WBS cleared the backlog of more than 6,500 invoices in a span of one month.

The customer expressed satisfaction with clearing the backlog in time and appreciated the team's hard work. Along with resolving the backlog issue of the customer, the team reinforced trust, confidence and reliability in the customer. In recognition of the team's effort, WBS awarded the Finance Team with the "Team of the Month – February 2025" award. The timely execution, maintenance of accuracy and dedication to serve the customer always defined WBS as a trusted partner for (non)-core tasks. WBS reiterates its commitment to going the extra mile and looks forward to forming a lasting & successful partnership.

#WEMAKEITEASY



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NUMERIC WBS

**NEARLY 5,000
QUALITY COMPLAINT CASES
SOLVED FOR CUSTOMERS BY**

WBS QUALITY & DESIGNING TEAM

IN 2024.

DEMONSTRATING



**UNWAVERING
COMMITMENT
TOWARD
CUSTOMERS**



**EXTENSIVE
TECHNICAL
KNOWLEDGE
TO SOLVE CASES**

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

GET IN TOUCH: contact-wbs@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.



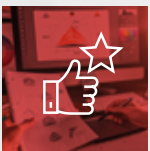
PURCHASING

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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