**Add value.
Inspire trust.**

Case study: Würth Group

Integrated auditing and certification of management systems

WÜRTH GROUP

The Würth Group has announced a partnership with TÜV SÜD that will support its continuing efforts to ensure consistent quality and outstanding customer service, strengthening the Würth Group's brand reputation worldwide.

Business challenges

The Würth Group is a world market leader in its core business, the trade in assembly and fastening material. It currently consists of over 400 companies in more than 80 countries and has 65,000 employees on its payroll. In the core business, the Würth Line, the product range for craft and industry, comprises over 100,000 products: from screws, screw accessories and anchors to tools, chemical products and personal protection equipment. The Allied Companies of the Würth Group, round off the range by offering products for DIY stores, material for electrical installations, electronic components (e.g. circuit boards) as well as financial services. Adolf Würth GmbH & Co. KG is the parent company of the Würth Group. It was founded in 1945 by Adolf Würth in Künzelsau, Germany.

Würth Group companies share a common commitment to understanding the needs of their customers and providing them with high quality products and services. To support this commitment, Würth Group companies have long embraced the management systems framework as a tool to bring consistency to systems and processes and to stimulate continuous improvement efforts. As a result, many Würth Group companies have achieved certification to one or more relevant management systems standards,

OVERVIEW	
Client name	Adolf Würth GmbH & Co. KG (AW KG)
Industry	Assembly and fastening materials
Profile	AW KG, parent company of the Würth Group, which operates globally with over 400 companies in more than 80 countries
Business challenge	To increase Würth Group benefits and coordination of world wide 3rd party and internal ISO auditing efforts to continuously improve management systems and consequently processes throughout all relevant group companies.
Our solution	Integrated auditing and certification of management systems of all Würth Group companies
Business benefits	Enhanced quality levels across all companies strengthens company brand identity and increases economic efficiencies

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including ISO 9001 (quality management), ISO/TS 16949 (automotive industry standard), ISO 14001 (environmental management), and ISO 50001 (energy management).

However, Würth Group executives were increasingly concerned that the Group's significant investment in management systems auditing and certification was not achieving consistent results. Würth Group was spending several hundred thousand Euros each year on management system certifications and assessments and was also dedicating significant internal resources and time. In addition, this annual expense resulted from efforts of more than 20 separate certification bodies who worked independently of each other. This led to wide disparities in the auditing and certification process found in individual companies, and significant variations in the resulting value.

TÜV SÜD's solutions
To address these concerns, the Würth Group initiated a request for proposals with the goal of identifying a single certification body that could address the external auditing and certification requirements across all Würth Group companies. The Würth Group eventually received proposals from four international certification bodies, including TÜV SÜD. Each proposal was evaluated in connection with multiple criteria, including global presence and the availability of relevant technical expertise at the local level.

According to Dr. Siegfried Beichter, Head of Quality Management of the Würth Group, one of the most important criteria was the certification body's own quality values and their compatibility with those of the Würth Group. "Our companies enjoy a strong reputation globally because of our commitment to quality and customer service," said Beichter. "We wanted a certification partner who not only had the necessary technical skills where we needed them, but who also understood and shared our values and our commitments to our customers. In that way, choosing the right certification partner would further strengthen our brand and our reputation."

Ultimately, the Würth Group selected TÜV SÜD as its certification and auditing partner. "We had previously worked with TÜV SÜD in selected Würth Group companies in Germany, France, Italy and China," said Beichter. "So we were fully aware of their global reach and the technical expertise of their auditors. But, throughout the evaluation process, we were continuously impressed with their genuine willingness to evaluate how our business objectives were systematically supported by the management systems."

Business benefits
The partnership between the Würth Group and TÜV SÜD is expected to provide Würth Group companies with a number of important benefits. These include a uniform auditing and certification approach, a strong project management system to facilitate audit planning, and a client portal that will allow Würth Group executives to track auditing and certification activities at the level of each individual company. In addition, TÜV SÜD's integrated management system auditing approach is expected to reduce the time associated with audit preparation, and minimise business interruptions associated with auditing activities.

Although the Würth Group expects to reduce costs as a result of consolidating its auditing and certification activities with TÜV SÜD, Beichter also sees more general benefits. "The real payoff for us will be an increase in the value of the certification process and routine audits," he noted. "The TÜV SÜD auditors we've worked with in the past have distinguished themselves by asking questions that are meaningful to our business. Instead of simply checking off what we have and haven't done, their auditors are engaged in identifying risks that might endanger the improvement of our processes, creating value for our customers."

The scope and complexity of today's global business environment can present significant challenges for organisations seeking to achieve consistent levels of quality and customer satisfaction. As the partnership with the Würth Group demonstrates, TÜV SÜD has the technical expertise and global capabilities to provide organisations with auditing and certification solutions that support their values and key priorities.

Add value. Inspire trust.
TÜV SÜD is a trusted partner of choice for safety, security and sustainability solutions. It specialises in testing, certification, auditing and advisory services. Through 24,000 employees across 1,000 locations, the company adds tangible value to customers and partners by enabling market access and managing risks. By anticipating technological developments and facilitating change, TÜV SÜD inspires trust in the physical and digital world to create a safer and more sustainable future.