

## PRESS RELEASE

### **Tradition and Innovation – 20 years of Würth Industrie Service Looking back on 20 years of corporate history**

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*Bad Mergentheim/Main-Tauber region.* Quite often one only realizes that something has changed when taking a look back. This also applies to Würth Industrie Service. A lot has happened ever since its inception on 13 January 1999. Before, it was the Industry Division of the parent company, Adolf Würth GmbH & Co. KG in Künzelsau, and only had 88 employees on the payroll. Very early on, Reinhold Würth realized the growth potential of catering to industry customers. Today, the business occupies a leading position in the field of C parts management and employs more than 1,640 staff at their very own location on Drillberg in Bad Mergentheim. The company has grown considerably and taken major steps forward in its development, yet there are aspects that will never change: Values such as a sense of responsibility, team spirit, respect, trust and fairness in dealing with each other never go out of style; they are the guidelines of the company and the basic principles connecting the colleagues of Würth Industrie Service—all over the world.

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### **20 years of people – 20 years of growth – 20 years of development**

In the 20 years of corporate history, more than 20,000 customers have been placing their trust in the solutions offered by Würth Industrie Service. Proximity to customers, tailor-made solutions, shared developments and personal advice and consultation are essential elements of the corporate strategy. All customers in Europe are directly catered to by central logistics; production materials and consumables are directly supplied to the point of use. Meanwhile, Würth Industrie Service runs 13 branch offices in Germany and permanent establishments in Switzerland, Great Britain, Poland, Israel and the Netherlands. The international network with more than 56 companies in 40 countries intensifies global cooperation and makes it possible to fulfill the highly individual requirements of industry customers operating production sites in different cultural areas all over the world while guaranteeing a high standard of quality across the board.

Würth Industrie Service is growing constantly and is always striving for future expansion. The current goal is being able to welcome the 2,000th employee on

Drillberg by 2025—which seems definitely feasible since the company's headcount reached a new record of 1,500 on 1 April 2018.

The business invests in additional benefits such as a company pension scheme, a nursery allowance, a summer camp for kids, regular events for staff, discounts at the company cafeteria on the grounds and many others. The compatibility of family and job is an important issue, which is why the different areas of the company offer part-time employment models or home office solutions. Würth Industrie Service also attaches great importance to the promotion of up-and-coming employees: The 13 branch offices in Germany offer a total of ten different commercial and industrial courses of vocational training and eight cooperative study courses. A novelty is the "Digital Business Management" study course preparing the up-and-coming staff for digital business and the changing processes in the era of Industry 4.0. Würth Industrie Service sets great store by both the promotion of up-and-coming staff and the promotion and development of staff in general since they constitute the basis of corporate success and are the driving force behind both corporate growth and corporate development.

Said development is visible both within the product and system strategy and in the logistics center of Würth Industrie Service: Today, the former, historically important compound of the Deutschordenskaserne (former Order of Teutonic Knights military base) is known as the most modern logistics center for industry supplies in Europe—the logical consequence of many investments.

The cornerstone was laid in 2000 with the construction of the first Kanban and pallet warehouse and in 2004 with the first high-bay warehouse. At the time, the business could avail itself of roughly 15,000 storage locations. Over the years, the company mainly invested in additional logistics capacity. Since 2017, a new, fully automated high-bay warehouse has been increasing the company's storage capacities by more than 49,000 to a total of currently roughly 650,000 storage spaces, 150,000 of these for pallets alone. In 2018, too, the business invested in expanding its location, one of these investment projects being the expansion of the high-bay warehouse by an additional 30,000 pallet spaces as well as the expansion of the OSR shuttle warehouse, a small-parts and buffer warehouse, by an additional 55,000 pallet spaces. This means that by mid-2019, the overall capacity will go up to 560,000 fully automated container places and 180,000 pallet spaces.

Additional investment projects are either being planned or already being implemented such as the new, fully automated tray warehouse. This warehouse operates according to the shuttle principle and therefore offers a highly flexible and efficient solution for the entire Kanban and container handling from goods receiving all the way to shipping. The tray warehouse is supposed to cover up to 360,000 pallet spaces and handle roughly 15,000 container movements per hour.

More than 1,00,000 pallet spaces are to be expected for 2020 that are intended to maximize the supply security of C parts for customers along with an even more customized and precise approach to customer requirements. With the aim of increasing supply security even further, initial preparations were made for a road relocation to use the old road in Unterbürgerwald as future one-way access road to the compound for trucks and build a large parking lot for trucks there. The business also tries to step up its automation level and today already uses both open shuttles as automated guided transport systems and picking and palleting robots. Ever since the years dedicated to the setting up of the business, more than EUR 227 million have been invested in both the location and the logistics center.

Apart from investing in the further development of the location, Würth Industrie Service has also been pushing ahead with the technological development of systems ever since its inception. C parts such as nuts and bolts and washers are absolutely indispensable for machines and plants. For 20 years now, Würth Industrie Service has been making sure that industry customers can use their small parts needed for the manufacturing process at the right time, in the right quantity, the right quality and at the right point of use. It is particularly this safety aspect that makes customers trust the solutions provided by Würth Industrie Service. Billions of screws in millions of containers and thousands of racks can be reliably supplied to tens of thousands of both national and international customers with widely varying individual requirements. The focus is on practical applications in C parts management related to Industry 4.0, digitalization, automation and robotics. Among these is the vending machine ORSY<sup>®</sup>mat for manufacturing and operating supplies. Used in materials planning processes or maintenance, this quiet helper is a convenient solution for the decentralized and secure supply of materials such as gloves, batteries, bits and other indirect material directly at the place where required. Further systems were firmly established in the field of C

parts management: from RFID technology (Radio Frequency Identification) in Kanban systems to electronic procurement systems, returnable systems in hazardous substance management and networked workplace supplies all the way to integral supplier integration and many more.

All solutions are based on a product range geared towards the needs and requirements of the industry sector comprising more than 1,100,000 million articles. Specialists and teams of experts in charge of various product groups such as PPE, chemicals, special and drawing parts as well as workplace design solutions ensure optimized utilization geared to the specific demands of the customer. Würth Industrie Service is focused on both the individual fields of application of its customers and the permanent orientation towards current trends in the market and the industry.

In the future, too, the business will strive for further development. New technologies and innovations are the driving force behind growth, and so it is going to be exciting to see what Würth Industrie Service will look like in retrospect when people in the future look back on the development.

**Captions:**



Picture 1: Industriepark Würth 1999.jpg

Picture 2: Industriepark Würth heute.jpg

Caption 1: The Würth Industrial Park in 1999 and today –  
Most modern logistics center for industry supplies in Europe

Photo credits: Würth Industrie Service



Picture 3: Logistikzentrum.jpg

Caption 3: Logistics, the key issue – supplying more than 20,000 customers from one location  
in Bad Mergentheim

Photo credits 3: Würth Industrie Service



Picture 4: Würth Industrie Service Mitarbeiter.jpg

Caption 4: From 88 employees at the beginning, Würth Industrie Service has developed into one of the big employers in the Main-Tauber region with today more than 1,640 colleagues

Photo credits 4: Würth Industrie Service