

Würth New Zealand Limited is an importer and distributor of high-quality products for the automotive, cargo, engineering, construction, and wood industries. Würth New Zealand is dedicated to continually improving its business operations which includes a commitment to ensuring top-quality products with service standards maintained and continuously improved throughout all levels and functions of the company.

All members of the organisation assist in maintaining and improving the operations of the business and quality system, as outlined below:

- **Management** who is responsible to operating every aspect of the business to those standards that offer the highest possible quality of service and products to all customers.
- **Recruitment team** who ensures that suitable and qualified persons are employed in all positions throughout the company.
- **Purchasing staff** who safeguards that Würth New Zealand is able to supply all ordered goods.
- **Marketing department** who analyse the needs of our customers and respond with a modern and complete product range.
- **Sales force** who ascertain our client's needs and meet and exceed those needs.
- **Warehouse staff** who manage orders and dispatch goods accurately on time.
- **Customer service** and order processing who efficiently process customer orders and manage customer accounts.
- **Support staff** who are engaged in every stage of the quality and business operations process.
- **Information Technology** who ensures that all systems are secure and compliant.

Würth New Zealand is committed to ensuring compliance with (i) customer requirements, (ii) regulatory and statutory requirements related to products and services, and (iii) other standards (e.g., ISO9001) in all relevant areas of operations. The annual setting and review of objectives and targets provides a framework through which employees are involved in the implementation of the quality system.

The quality management system provides direction for all staff in helping the company comply with all requirements to provide our customers with a recognised standard of quality.

David Paterson
Managing Director



Date: 24/10/24

