



The Würth product manager, Mr Tim Lissau, finds several considerable advantages owing to their Chemtox co-operation.

Outsourcing assures quality in chemical documentation

Additional kinds of chemicals and stiffening of chemical documentation demands from the outside world forces pace of environmental company departments. Würth Danmark A/S has managed the pressure through outsourcing of statutory chemical documentation to the consultancy firm Chemtox. This co-operation means an even better service to Würth customers and it assures quality of Würth products.

Interview

Work loads of environmental departments in

Danish companies have increased due to increasing statutory requirements on chemical documentation. Additional demands will come owing to, among other things,

the EU REACH program. This development has resulted in the outsourcing of the environmental function for the global company Würth dealing with, among other things, che-

Facts on REACH

In December 2005, the EU adopted REACH which means Registration, Evaluation and Authorization of Chemicals. It is now on its way through the EU system and it will enter into force in 2007.

mical products. Würth started their co-operation with the consultancy firm Chemtox in 1998.

Those days, the agreement only comprised Chemtox preparation of ordinary chemical documentation. However, the cooperation between the two companies has developed considerably through its eight years of existence.

Chemtox was chosen due to the fact that they were proactive and currently could advise Würth in environmental questions. It corresponded very well with the company's wish to make a virtue of necessity and use documentation actively and progressively for sales purposes. The aim is to make it easier for the Würth customers to find various workplace instructions through easy available information. It is possible for the customers to click their way into the Würth home page and see e.g. if the chemical bought demands wearing respiratory protective equipment or protective gloves during work. It is a very good service towards the customers and it makes the Würth image as a reliable supplier even better. 'Chemtox delivers considerable professional skills combined with the communication of the heavy, complex material whereof chemical documentation consists. We use especially this high quality actively in our sales work. It is a great advantage to our customers that, through our home page, they can click their way into updated instructions on the product which they hold in

their hand', tells Würth product manager, Mr Tim Lissau.

High degree of flexibility

The agreement also offers Würth flexibility. 'Our customers appreciate our service and high degree of flexibility. It is possible to phone Chemtox and say: 'I'm going to Poland and I need this chemical documentation to be translated not only on what concerns the language but also in a such way that they meet the demands of the Polish legislation.' tells Mr Tim Lissau.

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Facts on Chemtox

Chemtox is a Scandinavian consultancy firm advising companies within the fields of chemistry and environment. Chemtox services production, trade as well as retail companies within the private as well as the public sector. Chemtox delivers consultancy on chemicals, legislation and they prepare product registrations and safety data sheets. The Chemtox motto is: "From complex legislation - to simple solutions"

According to Mr Lissau, it will not be possible for Würth to perform the tasks themselves internally. It would demand a too high number of resources to be updated on all fields within the Würth products and it would not be economically. Another agreement advantage is the quality assurance which Chemtox is always able to guarantee.

Apart from delivery of different information on chemicals and ensuring updated chemical documentation and work environment instructions for the Würth home page, the Chemtox employees do also participate in Würth project meetings and internal Würth sales meetings which means that they always have an up-to-date knowledge and that they are able to communicate complex information to customers.

Outsourcing advantage

Würth's co-operation with Chemtox is a good example of the fact that outsourcing of environmental tasks comprise significant advantages. Apart from an increased focus on the core competences, Würth has ensured their access to updated special knowledge on chemicals and working environment. Mr Tim Lissau has a close cooperation with the managing Chemtox director Mr Jens Haugaard, frequently advising Würth on what concerns in environmental and chemical questions. These conversations combined with preparation of

Würth facts

Würth markets the widest ranging and diversified assortment of fastening materials, tools, chemical products, storage systems and personal protection equipment on the market for customers within the businesses of electricians, metal, woodworking, heating and sanitation as well as the automotive business. Würth has established their Danish branch with residence in Kolding in 1964, and today the turnover is EUR 83.6 million. Today, Würth Danmark has 30,000 active customers. Würth formulates their vision as follows: 'We will release customer resources and supply customers with competence'.

fact sheets, user instructions and product registrations ensure that Würth is able to meet the high demands of the surrounding world and the customers and that Würth conserves the profile as supplier of quality goods.

For more information

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