



QUALITY ASSURANCE

Würth International Asia



INTRODUCTION



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Würth International Asia performs the central purchasing function for the Würth Group. We offer a wide range of products including, tools, chemicals, work protection gear, material treatment, automotive equipment, fasteners, lighting and more. The active supply chain consists of over 400 suppliers.

THE GOAL of our quality assurance department & lab is to assess the quality of the products, ensure they fit the customer and market requirement, and to confirm that the products are compliant with local regulation.

Our team consists of 10 experienced quality engineers with an average of **15 YEARS** of experience within the Würth Group. This collective experience allows Würth International Asia to be expert on a wide range of technical products and categories.

Established in 1997, the **QUALITY ASSURANCE LAB** holds testing capabilities that include evaluations of personal protective equipment (PPE), technical chemical substances, product life-cycle assessments, and material treatment analyses.

The laboratory is certified under ISO 9001:2015 and engages in the Round Robin test on an annual basis, as outlined in ISO 17025.

Our strategy is based on conducting in-house tests on essential attributes of products, ensuring compliance with the highest standards that meet the utmost Würth requirements, thus safeguarding the quality of the items delivered to you and your end-user partners.

THE MISSION of our QA department include pre-shipment inspections, comprehensive audits and supplier development initiatives, prioritization of the assessment of production quality and supplier capability.

Key operations include weekly inspections guided by expert engineers resulting in an average of 9,000 reports generated, 4,000 onsite inspections conducted, and more than 150 laboratory tests completed every year.

THE FOCUS of these activities encapsulate our primary mission: a steadfast commitment to providing exceptional support to our partner sales subsidiaries.

Feel free to get in touch with us! We're eager to chat about customizing our support to fit your exact requirements.

We live up to the "**Würth is Quality - And We Take Care Of That**" statement. We take the steadfast initiative to provide **ALL-ROUND** quality support to our partner sales subsidiaries.

ALL ROUND SUPPORT

Along with the quantitative and qualitative growth of Würth, supplier development activities are continuously developed according to the expectations of its customers.

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QUALITY MANAGEMENT OF WÜRTH INTERNATIONAL ASIA

Würth International Trading (Shanghai) Co., Ltd., established in 1995, has been certified by TÜV SÜD for compliance with the DIN EN ISO 9001 quality management system since its inception. The company operates with a strong process-oriented approach and is committed to continuous improvement, fostering close interdepartmental collaboration to enhance customer satisfaction.

Key elements of the quality management system include:

- **Customer Satisfaction Measurement:** Regularly assessing and addressing customer needs and expectations.
- **Management Effectiveness Evaluation:** Periodic reviews by company leadership to ensure operational efficiency and strategic alignment.
- **Process Optimization:** Conducting internal audits to identify areas for improvement and drive continuous process enhancement.
- **Quality Assurance:** Implementing systematic and consistent testing protocols to ensure production quality.
- **Supplier Evaluation:** Fair and transparent assessment of suppliers to maintain high standards across the supply chain.
- **Complaint Management:** Efficient handling of customer feedback to monitor product performance in the market and address issues promptly.
- **Work Process Improvement:** Ongoing refinement of workflows to boost customer satisfaction and operational excellence.



6-TO-1 STRATEGY

In 2024, Würth International Trading (Shanghai) Co., Ltd. aligned its management system with the global headquarters in Switzerland under the new 6-to-1 Strategy. This integration ensures consistent and seamless sourcing services across all Würth International Group companies worldwide, reinforcing the group's commitment to delivering high-quality solutions to customers globally. To learn more about Würth International Group, visit [Würth International Group](#).

WHAT SERVICES DO WE PROVIDE?



In-production quality control

Identifying quality problems early to avoid wasting production time.



Supplier audit & qualification

To have a stable and sustainable supply chain from the start.



Supplier quality development

High production capability can guarantee stable quality, and allows for the skip of the final inspection. This leads to cost and time saving.



Pre-shipment Inspection

Avoiding high cost which would result if the end customer found the defects in the quality of the products.



Quality complaint handling & judgment

To solve the customer complaints in a professional way.



Laboratory Testing

To have an effective understanding of Würth product, through extensive internal testing with professional equipment. This provide cost saving for the group.



SUPPLIER AUDIT AND QUALIFICATION

As one of the key purchasing entities within the group, we recognize that a stable and reliable supply chain is essential for delivering high-quality products and services. To ensure this, every new supplier is carefully evaluated and onboarded only after achieving satisfactory results in audits conducted by our highly skilled and well-trained auditors.

Our supplier audits are centered on **ISO 9001-based production process audits**, which help identify potential issues, drive improvements in production processes, and ensure that all products meet the required quality standards. Through these efforts, we aim to establish and maintain a robust supply chain that can effectively meet market demands.

We maintain close collaboration with the central audit team of our parent company, **Adolf Würth GmbH & Co. KG (AWKG)**. By utilizing AWKG's standardized audit questionnaire, we conduct thorough supplier process audits, enabling seamless information sharing and a unified understanding of the Würth Group's supplier base.

Furthermore, we actively participate in the group's **Quality Competence Center (QCC)** meetings. These sessions provide a platform for knowledge sharing, academic exchange, and the alignment of actions across the organization, ensuring consistent quality and continuous improvement across the supply chain.



For orders with critical delivery deadlines, such as those for promotional seasons, failing to meet the delivery date can lead to order cancellations and significant financial losses. To mitigate this risk, we implement **In-Process Quality Control (IPQC)** to ensure timely delivery and product quality.

Our inspectors intervene early in the supplier's production process, covering key stages such as **incoming raw materials, personnel and equipment, production, and packaging**. By identifying potential risks at an early stage, we can take corrective and preventive actions to address issues proactively. This approach not only ensures the quality of the final product but also guarantees on-time delivery, helping us meet our customers' expectations and avoid costly disruptions.



SUPPLIER QUALITY DEVELOPMENT

A robust supply chain requires continuous maintenance and improvement. When non-conformities are identified during supplier audits, product inspections, or through customer quality complaints, our Supplier Quality Engineers (SQEs) actively engage with suppliers to drive development and improvement. We collaborate with suppliers to analyze root causes, provide actionable recommendations, and offer guidance to enhance production process capabilities and establish a comprehensive traceability system. This proactive approach is rooted in the principle that **product quality is built into the process, not merely inspected.**

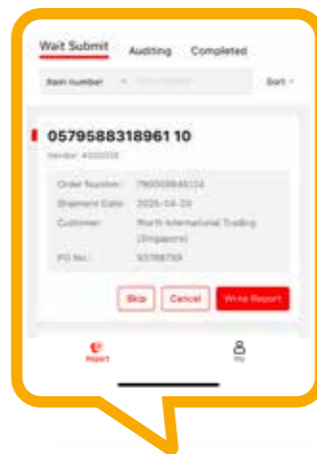
In addition to reactive measures, we prioritize preventive actions, particularly during the new product development phase. Together with our key suppliers, we have developed a **Pre-Production Quality Agreement (PPQA)**. This agreement standardizes raw materials and production processes, while also identifying and mitigating potential risks before production begins. By addressing risks early, we significantly reduce the likelihood of quality issues in the final product. As a result of these effective supplier development initiatives, we have been able to reduce the frequency of pre-shipment inspections, leading to lower operational costs without compromising on quality.

Pre-shipment inspection (PSI) is a critical quality control function, primarily applied to new suppliers as well as suppliers or products with elevated quality risks. Once mass production is completed, our inspectors personally visit the factory to randomly select samples and conduct thorough inspections based on product standards and compliance requirements. This process ensures that non-conforming products are identified and prevented from reaching customers, thereby minimizing potential losses.

a wide range of products, ensuring consistent quality across the group's diverse portfolio.

To further enhance the efficiency of our pre-shipment inspection process, we have adopted **App Testcoo** since 2025. This digital tool allows us to upload inspection plans and tasks, creating a clear and streamlined workflow. Inspectors can directly input inspection results into the app, which then automatically generates a PDF report, determines the final results, and distributes the report to relevant stakeholders. This innovative approach significantly improves inspector productivity, reduces human error, and ensures faster, more accurate reporting.

In addition to serving our own operations, we also provide pre-shipment inspection services to other companies within the Würth Group. Our experienced team is equipped to handle



5S Implementation Guideline

5S is the name of a workplace organization methodology that uses a list of five Japanese words, which are **Seiri, Seiton, Seiso, Seiketsu and Shitsuke**. The list describes how to organize a workspace for efficiency and effectiveness by identifying and storing the items used, maintaining the area and items, and sustaining the new order.

VSM Guidelines

Value-stream mapping (VSM), visualizes the material and information flow in a company. It is a **lean-management method for analyzing** the current state and designing a future state for the series of events that take a product or service from the beginning of the specific process until it reaches the customer.

Std. 8D Report

The 8D methodology uses a structured **eight-step approach to problem solving**. The objective is to face the problem and discover the weaknesses in the management systems that permitted the problem to occur in the first place. The output of an 8D process is an 8D report. The steps in 8D Report are also called "disciplines," hence the name 8D Report.

Pareto Diagram Tool

A Pareto Diagram is a graph that indicates the frequency of defects, as well as their cumulative impact. Pareto Diagrams are useful **to find the defects** and to prioritize in order to realize the greatest overall improvement.

Cost Benefit Analysis for Machine Maintenance

With the help of **cost benefit analysis**, it can be determined which of the different maintenance strategies, namely corrective, preventive, risk-based and condition-based maintenance, should be conducted for which asset.

Ishikawa Diagram Format

Ishikawa diagrams, also called fishbone diagrams, are causal diagrams that show the **potential causes of a specific event**. In a manufacturing setting, these are often displayed according to the 5 M (Man, Machine, Material, Method, Measurement).

Customized Rapid Plant Assessment Tool

The Rapid Plant Assessment (RPA) process is a manufacturing plant assessment tool which is used **for quickly assessing a plant's performance** from a lean, operational perspective. These results give plant leaders an accurate gauge of the plant's strengths and weaknesses, and initiates a process to determine where further analysis or improvements should be made. The analysis can also serve as a benchmark from which to start measurable, lean process improvements.

FMEA Excel Tool

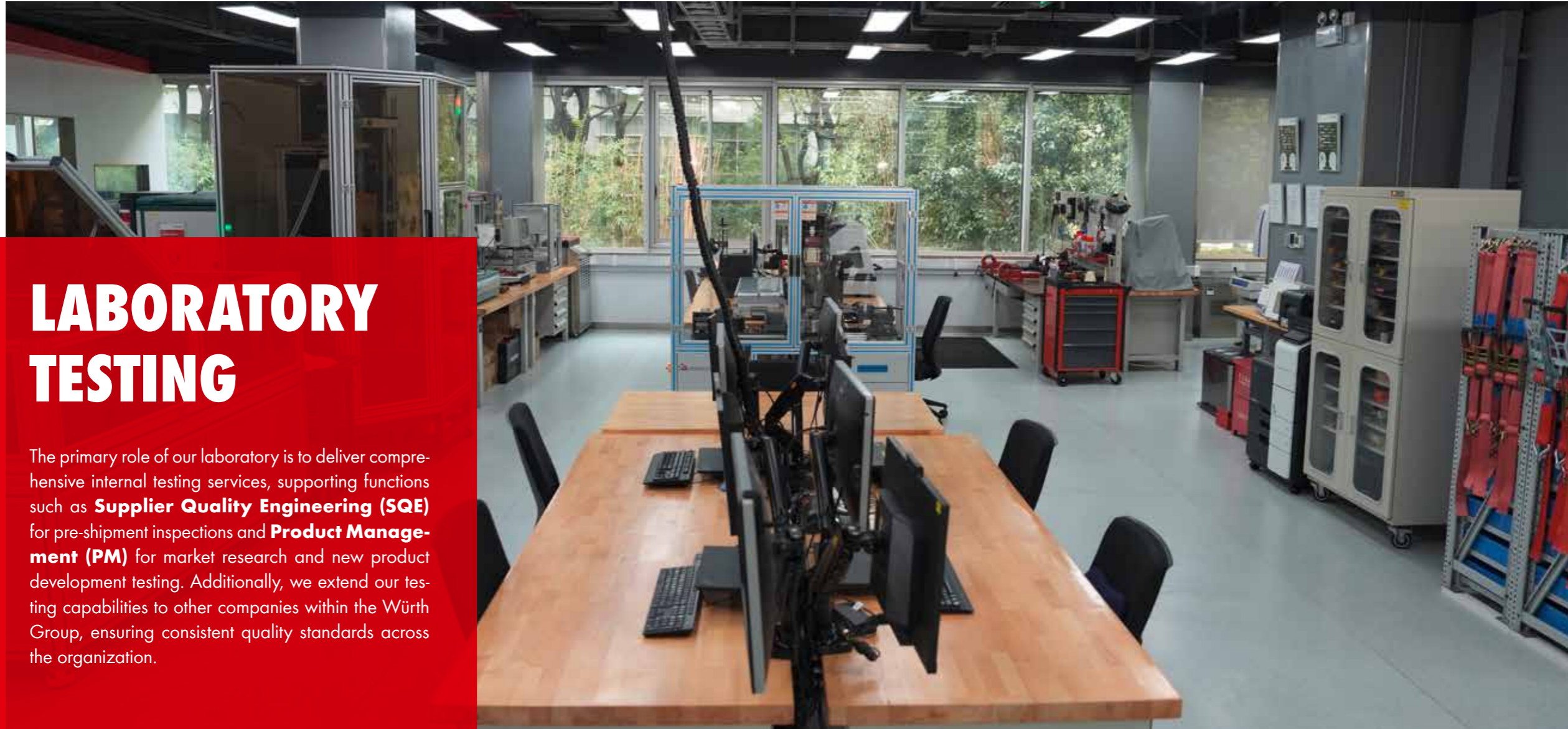
Failure Modes and Effects Analysis (FMEA) is a systematic, **proactive method for evaluating a process** to identify where and how it might fail. FMEA used to assess the relative impact of different failures, in order to identify the parts of the process that are most in need of change.

Quick Changeover Data Collection Sheet

Quick changeover is critical to any company wishing to implement One-Piece-Flow and eliminate waste. Therefore it is important to eliminate non-essential operations, to externalize as many changeover steps as possible, simplify the internal processes, and measure the effects based on the collected data **to increase the system output efficiency**.

Pairwise Comparison for Supplier Selection

Pairwise comparison generally is any process of comparing entities in pairs to judge which of each entity is preferred, or has a greater amount of some quantitative property. In the supplier selection process, it is often used **to identify the supplier** which matches best to the necessary requirements of a manufacturing company.

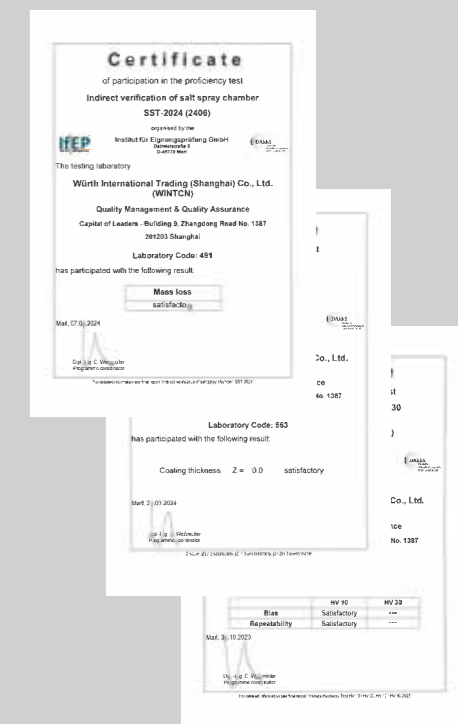


LABORATORY TESTING

The primary role of our laboratory is to deliver comprehensive internal testing services, supporting functions such as **Supplier Quality Engineering (SQE)** for pre-shipment inspections and **Product Management (PM)** for market research and new product development testing. Additionally, we extend our testing capabilities to other companies within the Würth Group, ensuring consistent quality standards across the organization.

Established in 1997, our laboratory is equipped with state-of-the-art testing equipment designed to evaluate a wide range of products, including fasteners, gloves, automotive bulbs, cutting and grinding discs, HSS drills, furniture fittings, and more. To maintain the highest level of accuracy and reliability, our laboratory actively participates in **round robin testing** programs for ISO 17025, led by our headquarters, **Adolf Würth GmbH & Co. KG (AWKG)**. This commitment to excellence ensures that our testing processes meet international standards and deliver reliable results.

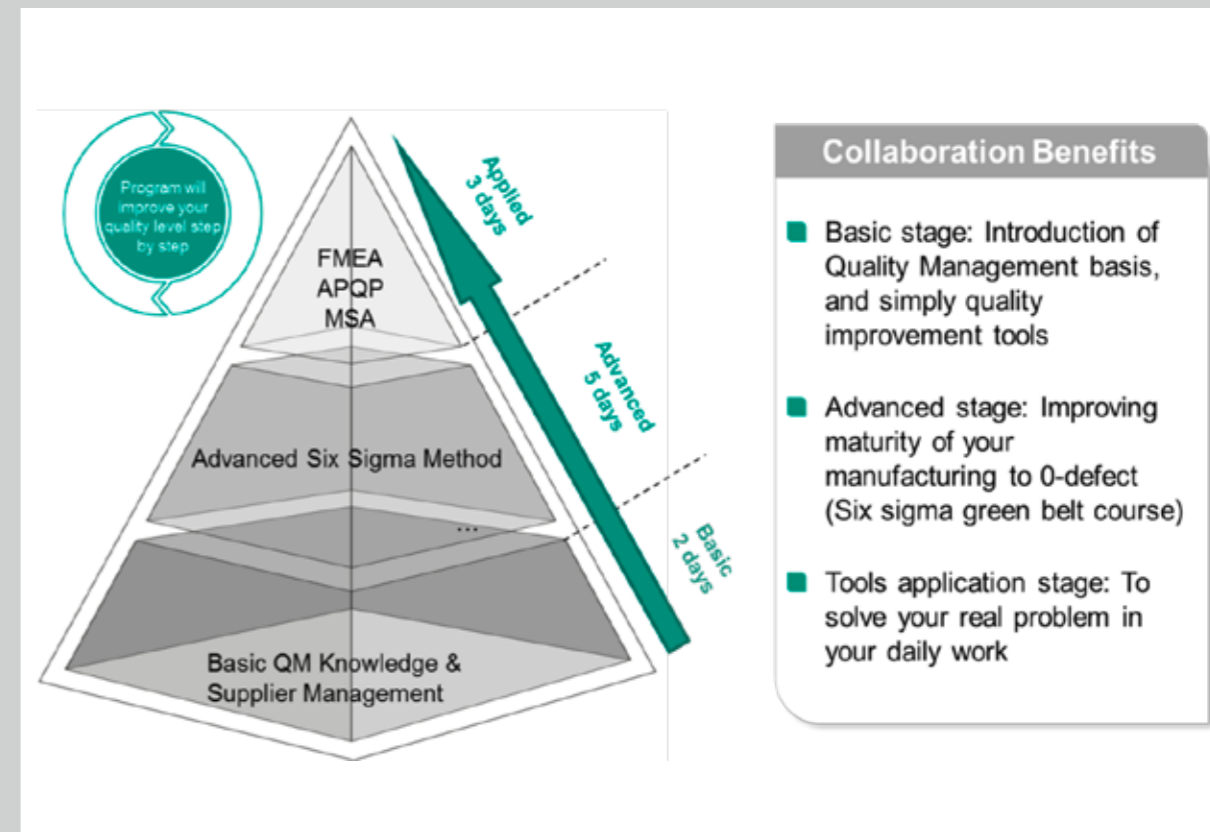
«round robin test»



SQE NETWORK AND TRAINING

Würth's SQEs are located in various companies around the world, and the network between them is particularly important. It facilitates:

- **Knowledge sharing:** Best practices, lessons learned, and industry trends.
- **Resource pooling:** Shared tools, templates, and databases for supplier quality management.
- **Collaboration:** Joint problem-solving and supplier development initiatives.
- **Standardization:** Consistent quality standards and processes across the supply chain.



Supplier Quality Engineers play a critical role in ensuring that suppliers meet quality standards. Effective training programs are essential to equip SQEs with the necessary skills and knowledge, including:

- **Quality management systems** (e.g., ISO 9001, IATF 16949).
- **Supplier auditing techniques.**
- **Root cause analysis and problem-solving methods** (e.g., 8D, 5 Whys, Fishbone Diagram).
- **Risk management and mitigation strategies.**
- **Communication and negotiation skills** for working with suppliers.

Würth Academy has courses tailored specifically for SQEs



ALL ROUND SUPPORT

Along with the quantitative and qualitative growth of Würth, supplier development activities are continuously developed according to the expectations of its customers.

LABORATORY EQUIPMENT

Category	Product	Testing capability	Machine ID
Material Treatment	Cutting disc	<ul style="list-style-type: none"> Cutting performance (G fact,Z fact) - PA 02-210 Axial run out - ISO 13942-8.2 	001
	Grinding disc	<ul style="list-style-type: none"> Grinding performance (G fact, Z fact) - PA 02-310 Axial run out - ISO 13942-8.2 	002
	HSS drill	<ul style="list-style-type: none"> Geometrical check - DIN 1414-1/2 Hardness - HV/DIN 50133 Material analysis (spectrometry) Drill hole quality - PA 01-113 	003 004 005
Hand Tools	Allen keys Bits & Accessories Pliers Screwdrivers Socket & Ratchets Spanners & Wrenches	Material analysis (spectrometry) diameter Min. 8mm, thickness min. 15 mm	005
		Hardness test Rockwell (HRC)	006
		Hardness test Vickers (HV0.3/0.5/1/10/20)	004
		Metallographic test	007
		Cycle life (for Ratches related)	013
		Coating thickness test (X-Ray Method)	015
Personal Protective Equipment	Dipping glove	Breaking torque (for Bits, Screwdrivers and Wrenches)	013
		Abrasion resistance - EN 388 chapter 6.1	008
		Blade cut resistance - EN 388 chapter 6.2	009
Leather glove	Tear resistance - EN 388 chapter 6.4	010	
	Puncture resistance - EN 388 chapter 6.5	010	
	Chemical determination of chromium (VI) - ISO 17075-1		
Disposable glove	Force at break - EN 455-2	010	
Chemical	Silicon	Determination of the stability of sealants - PA 51-001	
		Skin formation time - PA 51-002	
		Curing time - PA 51-003	
		Non-sag test - PA 51-004	
Aerosol	Aerosol	Adhesion test - PA 51-005	
		Pressure (bar)	
		Colour temperature/Tc - GB/T 28135-2023	011
Electronical	Bulb	Luminous flux/Ø	011
		Lithium battery product	Charge & discharge test

For all product quality-related complaints, customer-provided information and samples will be forwarded to the Quality Department. Our Quality Department follows the **8D methodology**, analyzing samples either in our in-house laboratory or through external facilities to identify root causes, evaluate complaints, and issue detailed complaint reports. We actively engage in customer communication and support the Customer Service Department to ensure complaints are resolved effectively.

All customer complaints are logged and processed through the **SAP system**.

Each valid complaint initiates our **Supplier Quality Development (SQD)** process. In certain cases, it may also trigger the **Continuous Manufacturing Improvement (CMI)** process in collaboration with the Product Manager.

LABORATORY EQUIPMENT

Category	Product	Testing capability	Machine ID
Automotive	Lashing belt	• Textile webbings 1LC - EN 12195	012
		• Complete web lashing 1.25LC - EN 12195	012
		• Complete web lashing 2LC - EN 12195	012
		• Textile webbings 3LC - EN 12195	012
	Cable tie	• Locking holding force - PA 06-120	010
		• Loop tensile strength test - IEC 62275	
	Balance weight	• Shear force testing - PA 07-300	010
	All varieties	• Salt spray test - ISO 9227	014
		• Material analysis (spectrometry)	005
		• Coating thickness test (X-Ray Method)	015
• Hardness test Rockwell (HRC)		006	
• Hardness test Vickers (HV0.3/0.5/1/10/20)		004	
• Case hardening depth test (HV0.3)		004	
• Radioactivity measuring			
Anchor	• Pull-out test	016	
Fastener	Bolt Thread rod	• Tensile strength for full-size bolts and screws M6 - M27 - ISO 898-1	017
		• Tensile strength under wedge loading of full-size bolts - ISO 898-1	017
	Nut	• Percentage elongation after fracture for bolts and screws M6 - ISO 898-1 - M27	017
		• Decarburization test - Microscopic method / Hardness method	007
	Screw	• Proof load test M6 - M27 - ISO 898-2	017
		• Drill speed test for self drilling screws ST 3.5 - 4.8	018, 019
		• Breaking torque test up to 150 Nm - PA 04-101	020
		• Bending angle test - PA 04-103	020
Furniture	Slide drawer	• Life test of slider drawer DIN EN 15338	021
	Hinge	• Life test of Euro hinge DIN EN 15570	022
	Promotion	All varieties	• Cooperative design compliance check

LABORATORY EQUIPMENT

001



Automatic cutting disc test machine

Testing Item:

G value (Performance factor) and Z value (Speed factor) of resin cutting wheel

Testing Range:

Test resin cutting wheel: diameter 100 mm - 180 mm

Testing Method:

PA 02-210
Time spent on each knife cut
Diameter before cutting and diameter after cutting for each knife cut



002



Automatic grinding disc test machine

Testing Item:

G value (Performance factor) and Z value (Speed factor) of resin grinding wheel

Testing Range:

Test resin grinding wheel: diameter 100 mm - 180 mm

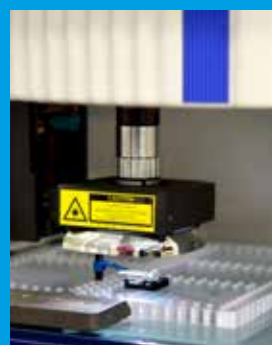
Testing Method:

Set the test time to 6 minutes per round
PA02-310



LABORATORY EQUIPMENT

003



Microscope-quick vision

Testing item:

Linear length, radians, angle

Testing Range:

Table size 400 mm x 280 mm

X coordinate stroke 0-250 mm display equivalent 0.001

Y coordinate stroke 0-150 mm display equivalent 0.001

Z coordinate stroke 0-100 mm (focusing stroke 80 mm)

Measurement accuracy $E1XY = (1.5+3L/1000) \mu\text{m}$
 $E1Z = (1.5+4L/1000) \mu\text{m}$



005



Spectrometer

Testing Item: Materials analysis

Testing Range:

4 types of metal materials:

Low-carbon steel

Carbon steel

Stainless steel

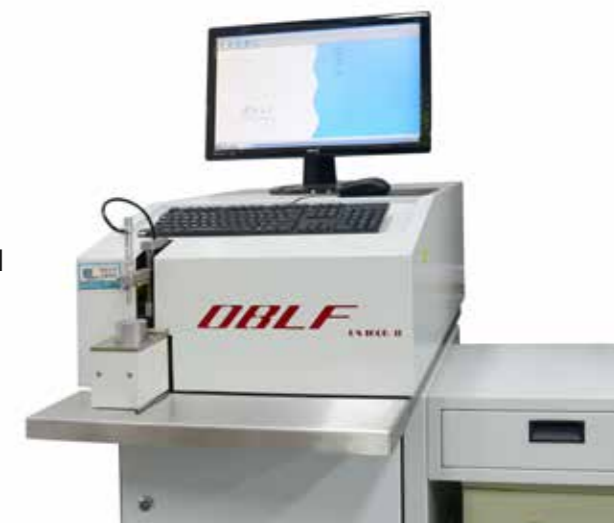
High speed steel and tool steel

Measurable elements:

Fe, C, Si, Mn, P, S, Cr, Ni,

Mo, Cu, Al, Ti, V, Nb, W, Co,

B, Pb



004



Vickers hardness test machine

Testing Item:

Vickers hardness

Testing Range:

HV0.1/HV0.2/HV0.3/HV0.5/

HV1/HV2/HV2.5/HV3/HV5/

HV10/HV20/HV30



006



Rockwell hardness test machine

Testing Item: Rockwell hardness

Testing Range: HRC/HRB/HR30N

Technical Data:

Dimensions of Specimen:

Max. height: 250 mm/395 mm (long type)

Max. depth: 150 mm from center of indenter shaft

Total test force: 588N (60kg), 980N (100kg), 1471N (150kg)



LABORATORY EQUIPMENT

007



Metallographic microscope

Testing Item: Microstructure

Testing Range:

Stage Stroke:
X-axis 50 mm x Y-axis 50 mm
Center plate jack diameter:
110 mm

Technical Data:

Objective lens:
10x, 50x, 100x, 150x



009



Cut resistant tester

Testing Item:

Blade cut canvas test

Testing Range: Glove

Testing Method: EN388

Technical Data:

Cutting speed of the blade: (8 ± 2) cm/s
Horizontal movement: 50 mm
Blade rotates: 360°
A mass applied to the blade: $(5 \pm 0,5)$ N



Blade:
Diameter $(45 \pm 0,5)$ mm
Thickness $(0,3 \pm 0,03)$ mm
Cutting angle 30° to 35°
HV 700-720

008



Abrasion testing machine

Testing Item:

Abrasion resistance test

Testing Range: Glove

Testing Method:

EN388

Technical Data:

Weight 9kPa



010



Universal tensile test machine 2tons (20kN)

Testing Range:

It's applicable to measure the test load, displacement and deformation by means of tensile and compress.
For bolts M3-M6.
Cable ties, gloves, rivets, etc.

Technical Data:

Maximum test load: 20 kN
Grade of accuracy: 0.5
Relative indicate error of test load: within $\pm 0.5\%$



LABORATORY EQUIPMENT

011



Integrating sphere

Testing Item:

Correlated color temperature
Color rendering index
Luminous flux
Illuminance

Testing Range:

Test various visible light sources

Technical Data:

AC
Visible light band: 380 nm -780 nm



013



Full-Function torque test device

Testing Item:

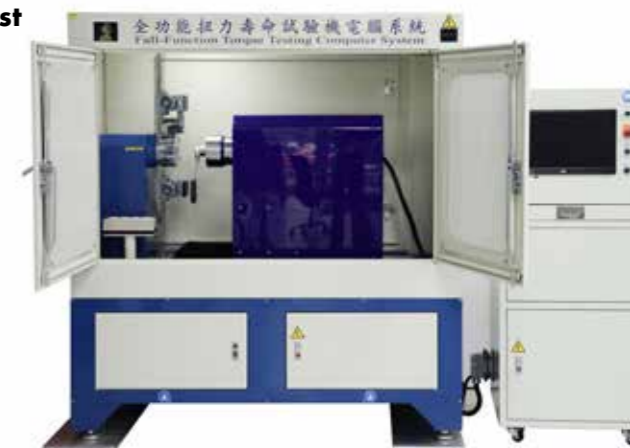
Breaking torque, Cycle life

Testing Range:

Wrench
Ratcheting wrench
Bits

Technical Data:

Torque: 1-4900N
Sensors: 196Nm/4900Nm
Resolution: 0.1Nm



Turning angle 0-360°
Resolution: 0.1°
Speed: 0.1-5 rpm

012



Universal tensile test machine 20tons (200kN)

Testing Range:

It's applicable to measure the test load, displacement and deformation by means of tensile and compress.
For bolts M8-M16.
Lashing belt

Technical Data:

Maximum test load: 200 kN
Grade of accuracy: 0.5
Relative indicate error of test load: within $\pm 0.5\%$



014



Salt spray chamber

Testing Item:

Salt spray test

Testing Range:

Product corrosion resistance test

Testing Method:

DIN EN ISO 9227

Technical Data:

Studio temperature range:
35°C - 50°C
Temperature uniformity:
37°C - 55°C



Temperature fluctuation:
 $\pm 5^\circ\text{C}$
Spray characteristics:
Tower spray

LABORATORY EQUIPMENT

015



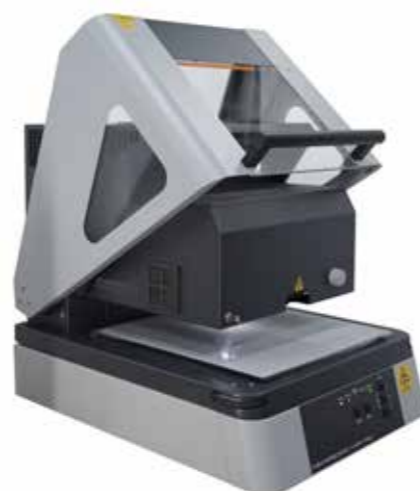
Coating thickness tester

Testing Item: Coating thickness test

Testing Range: For measuring coating thickness and for analyzing materials in the solid state in the element range titanium (Z = 22) to uranium (Z = 92), and for analyzing electroplating solution for two different metal ion types.

Technical Data:

Effective internal dimensions: width = 460 mm, depth = 500 mm, height = 300 mm
 Effective distance between X-ray head and stage = max. height of the test piece: upper: 300 mm, mid: 235 mm, lower: 170 mm
 Test spot may be recessed up to 90 mm



016



Pull out device

Testing Item: Pull out force of anchor

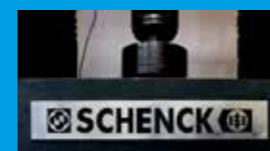
Testing Range: Anchor M5-M16

Technical Data:

Scale from 0 to 100 kN
 Unit of reading: 0.06 kN



017



Universal tensile test machine 60tons (600kN)

Testing Range:

It's applicable to measure the test load, displacement and deformation by means of tensile and compress. For bolts M6-M27.

Technical Data:

Maximum test load: 600 kN
 Grade of accuracy: 0.5
 Relative indicate error of test load: within $\pm 0.5\%$



018



Drilling time test device Urban I

Testing Item: Screw-drilling test-unit

Testing Range: Würth febos screw

Testing Method: PA-04-435

Technical Data:

Shaft diameter: 3.5 - 4.8 mm
 Head diameter: 7.0 - 9.0 mm
 Length: 10.0 - 40.0 mm
 Appliance connection: R 1/4"
 No-load speed: 4000 RPM



LABORATORY EQUIPMENT

019



Drilling time test device Urban II

Testing Item: Screw-drilling test-unit

Testing Range: Würth assy screw, Würth window screw, Drywall screw

Testing Method:

Würth assy screw: PA-04-407
 Würth window screw: PA-04-408
 Drywall screw: PA-40-402

Technical Data:

Appliance connection: R 1/4"
 No-load speed: 4000 RPM



021



Life test device of slide drawer

Testing Range:

Double wall drawer
 Undermount slides
 Ball bearing slides
 Single wall drawer

Technical Data:

Nominal length
 400 mm and 450 mm



020



Torque test device

Testing Item:

Breaking torque
 Cycle life
 Maximum torque when sliding out of recess
 Bending angle 15° or 45°
 Screw in and screw out (dynamic torque)
 Prevailing torque (no clamping force)

Testing Range:

Bits, Screwdriver, Screw, Nut

Technical Data:

Torque: 0.1-170N	Resolution: 0.1 Nm	Resolution: 0.1 °
Sensors: 5Nm/50Nm/200Nm	Turning angle: 0 - 360°	Speed: 0.1-40rpm



022



Life test device of hinge

Testing Range:

Euro hinge

Technical Data:

Opening and closing angle:
 Max. 95° to 165°



"THOUGHT" is **NOT** said...

"SAID" is **NOT** listened...

"LISTENED" is **NOT** understood...

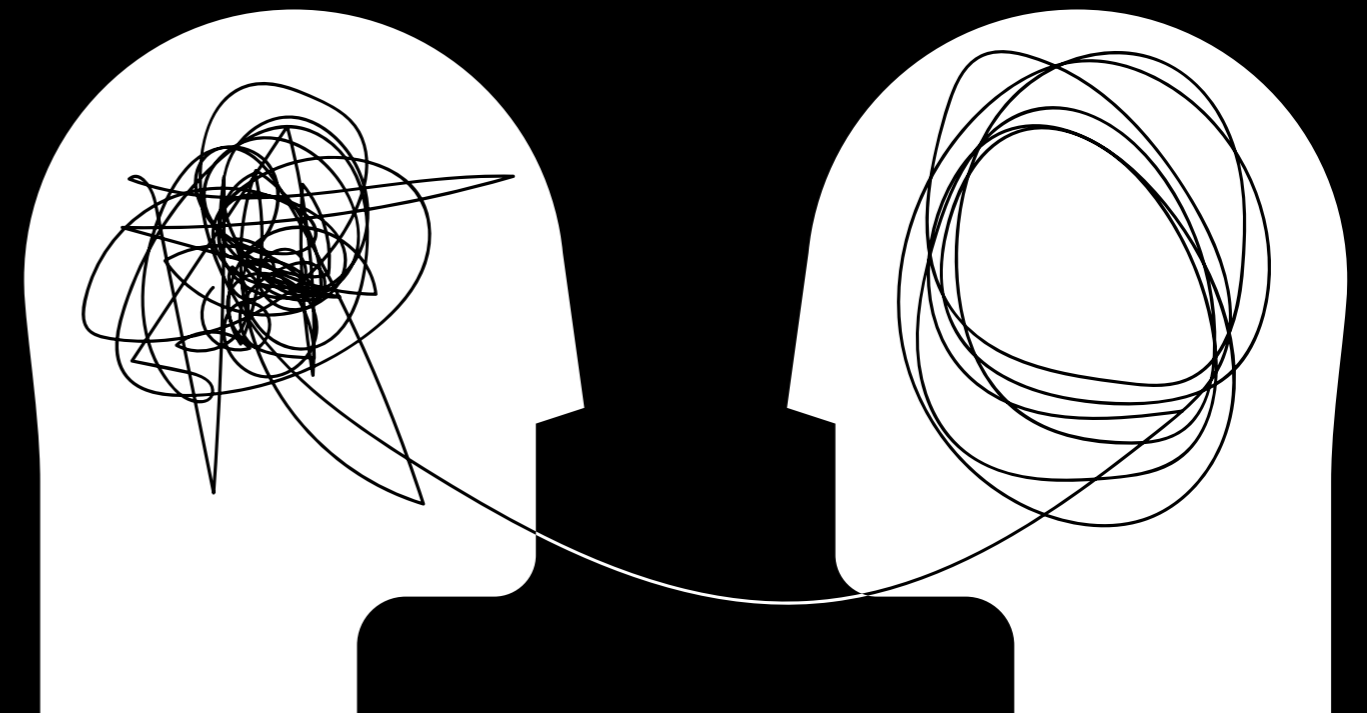
"UNDERSTOOD" is **NOT** wanted...

"WANTED" is **NOT** can...

"CAN AND WANT" is **NOT** done...

"DONE" is **NOT** kept up...

— in anl. Konrad Lorenz (1903-1989), österreichischer Verhaltensforscher, 1973 Nobelpreis





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