



# **THE FUTURE** AHEAD

The Management Manual 2025  
of Wieland Electric GmbH.

# SCOPE OF APPLICATION AND ORGANIZATION

## **Integrated, global management system.**

Development, production and distribution of electromechanical and electrical components, modules and systems, as well as services for electrical installation and automation in buildings and industrial environments, are the **core competencies of this system and its organization.**

Our processes focus on ensuring the functional safety of our products. We support and advise our customers on machine safety throughout the entire life cycle of a machine or production system.

The corresponding logistics processes (shipping, transport and warehousing) are handled operationally through collaboration with external service providers.

The Management Manual forms part of the overall **management system** documentation.

The integrated management system of Wieland Electric GmbH has achieved a **matrix certification** in compliance with the requirements of DIN EN ISO 9001:2015. Further requirements of standards such as DIN EN ISO 14 001, DIN EN ISO 17025, EMAS, DIN EN ISO/IEC 80079-34 (ATEX), IECEx, AEO or automotive regulations are integrated accordingly, evidence being furnished by the certificates concerned.

The Management Manual is published in German and in English.



**1910**

established in  
Bamberg



**1700 +**

employees  
worldwide



**70 +**

countries  
worldwide

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## YOUR CONTACT

### **WOLFGANG HELMRICH**

Management Representative

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# WIELAND HOLDING GMBH

## Wieland Division

### Wieland Electric GmbH Deutschland

#### PLANT I

**Brennerstraße, Bamberg**

- ▷ Management
- ▷ Development
- ▷ Assembly
- ▷ Sales and Marketing
- ▷ Electronics manufacturing

#### PLANT II

**Rodezstraße, Bamberg**

- ▷ Plastics manufacturing
- ▷ Metalworking
- ▷ Technical Training Center
- ▷ Electro-plating

#### PLANT III

**Neuerbstraße, Bamberg**

- ▷ Cable assembly

### Wieland Electric International

Wieland Electric Inc.  
Oakville, Ontario,  
**Canada/USA**

Wieland Electric Ltd.  
Elstead/Godalming,  
**Great Britain**

Wieland Electric SARL  
Cergy Pontoise Cedex,  
**France**

Wieland Electric S.r.l.  
Settimo Milanese, **Italy**

Wieland Electric S.L.  
Barcelona, **Spain**

Wieland Electric AB  
Limhamn, **Sweden**

Wieland Electric SP. z o.o.  
Swadzim, **Poland**

Wieland Electric s.r.o.  
Sokolov, **Czech Republic**

Wieland Electric Trading  
Soho City, Shanghai, **China**

ATEM NV  
Willebroek, **Belgium**

Wieland Electric A/S  
Køge, **Denmark**

Wieland Electric AG  
Winterthur, **Switzerland**



Wieland Holding GmbH  
Wieland Electric GmbH  
PLANT I Brennerstraße 10-14, D-96052 Bamberg



Wieland Electric GmbH  
PLANT II Rodezstraße 10, D-96052 Bamberg  
PLANT III Neuerbstraße 10, D-96052 Bamberg



Wieland Electric s.r.o.  
MANUFACTURING  
Nádražní 1557, 356 01 Sokolov, Tschechien

## STOCKO Division

### STOCKO CONTACT GmbH & Co. KG

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#### WUPPERTAL HEADQUARTERS

##### Germany

- ▷ Sales
- ▷ Marketing

STOCKO CONTACT GmbH & Co. KG  
Simonshöfchen 31  
D-42327 Wuppertal  
Tel.: +49 (0) 202 / 97 33-2

#### SHANGHAI PLANT

##### China

- ▷ Sales
- ▷ Production

STOCKO Contact (Kunshan) Co.,Ltd.  
No.555,Dujuan Road  
Jiangsu Province  
215300 Kunshan  
China



#### HELLENTHAL PLANT

##### Germany

- ▷ Management
- ▷ Development
- ▷ Metalworking
- ▷ Plastics manufacturing
- ▷ Assembly
- ▷ Processing technology

STOCKO CONTACT GmbH & Co. KG  
Olethalstraße 26  
D-53940 Hellenthal  
Tel.: +49 24 82 / 84-0



#### ANDLAU PLANT

##### France

- ▷ Development
- ▷ Metalworking
- ▷ Finishing

STOCKO CONTACT Eurl  
7, Route d'Eichhoffen  
CS 40017 Andlau  
67145 - BARR Cedex  
Tel.: +33 3 / 88 58 58 58



# ORGANIZATION

Wieland Holding GmbH is the parent company of various divisions, each of which is represented by its own legal entity. The structural organization is represented in organizational charts.

The supervisory body of Wieland Holding is an advisory committee comprising both shareholders of the company and external experts. An external manager plays the role of chairperson.

## **The following responsibilities are defined within Wieland Holding:**

- ▶ The registered CEO of Wieland Holding represents Wieland Holding GmbH.
- ▶ Organizationally, the registered CEO of Wieland Electric GmbH is the Head of the Wieland Division.
- ▶ Organizationally, the registered CEO of STOCKO CONTACT GmbH & Co. KG is the Head of the STOCKO DIVISION.

The management of Wieland Holding, as well as the management of Wieland Electric GmbH and of STOCKO CONTACT GmbH & Co. KG, brief the advisory committee in regular advisory committee meetings. During the advisory committee meetings, key performance figures are presented, applications for business matters requiring approval are made and the corresponding resolutions are passed. The responsibility for implementing the resolutions lies with the management teams concerned.

The organizational structure and responsibilities are represented in organizational charts, process maps, manuals, guidelines, process descriptions and further documents.

# WIELAND ELECTRIC GMBH

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We, as a company, have developed continuously since the famous Wieland clamp first appeared in 1925. We became more than a pure component manufacturer a long time ago. Wieland now ranks among the leading providers in the Installation systems and Safety Automation sectors. Our main aim is to offer complete concepts based on our products and to support you every step of the way, from the start of the planning phase through to project completion.

## **DISCOVER A NEW PERSPECTIVE!**

In the Installation Systems sector, we focus primarily on signal distribution in buildings and smart lighting installations using our pioneering connectors. We offer pluggable solutions that achieve maximum flexibility and save time. Conventional, usually over-complex, installations are firmly consigned to the past.

The future is pluggable, and Wieland is a strong partner. Our solutions are used in office buildings, functional buildings such as hospitals, shop fittings and prefabricated houses, to name but a few.

Above all, the Safety Automation sector symbolizes intelligent safety technology, industrial and machine communication via IIoT, decentralized energy supplies, as

well as pluggable capability in industrial environments. When it comes to application scopes, our core competences are industrial mechanical engineering and plant construction, and also electrical solutions for wind power stations. All of our solutions are designed to ensure maximum safety, flexibility and significant time savings.



# OUR PORTFOLIO

Wieland Electric ranks among the world leaders in the electrical connection technology market. Wieland establishes networks at the interfaces of electrical devices and equipment – across all sectors and branches of industry. Expertise, innovativeness and our employees' dedication have made us what we are today.



Room automation



Connector systems  
in low protection classes



Power bus  
in high protection classes



Industrial connectors



Printed circuit board  
components



Connector systems  
in high protection classes



Safety technology



DIN rail terminal  
blocks



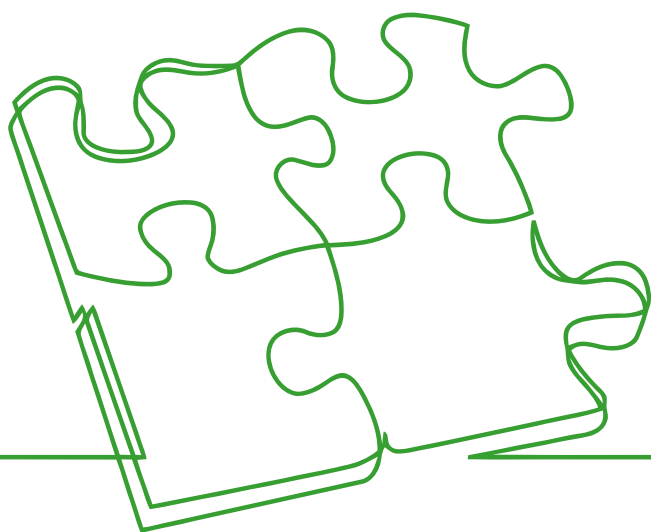
Industrial  
communication



Power supplies

Detailed product information is provided on our website at [www.wieland-electric.com](http://www.wieland-electric.com), and also in our catalogs and brochures. You can also visit our e-catalog and use our online product databases. This is the future.





## INDUSTRIES AND BUSINESS SEGMENTS



**Building technology**



**Lighting technology**



**Heating, ventilation and  
air conditioning systems**



**Machine building and  
plant manufacturing**



**Renewable energy**



**EV Charging**



# CORPORATE PHILOSOPHY

## MISSION STATEMENT

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### VISION

We are paving the way to a safe and sustainable electrical future.

### MISSION

We are driving and shaping a safe and sustainable electric future. With intelligent products, systems and services, we ensure that the challenges of electrification can be met simply and economically all around the globe.

### IDENTITY

We are a global, independent, family-owned company with a clear commitment to our headquarters in

Bamberg. Ever since we were founded in 1910, we have been pioneers in the field of safe electrical connections. The basis for this is the commitment and innovative spirit of all our employees. They are our most valuable asset – yesterday, today and in the future!

### VALUES

#### ▶ Global Team Spirit

At Wieland Electric, we build on each other's strengths, engage in respectful communication, and support one another, fostering unity and belonging across geographical boundaries. Our global team spirit ensures every team

member feels valued and connected, creating a collaborative and inclusive work environment. We take pride in our tradition as a family business, with generations of know-how enhancing our innovation and customer service.

#### ▶ Ownership

At Wieland Electric, ownership is a key value that drives our success. We empower our team members to take initiative and be proactive in their roles. By taking on responsibility, we ensure accountability and a strong commitment to delivering high quality results for our customers. This culture



of ownership builds trust and reliability, both internally and externally, fostering a dependable and dynamic work environment.

#### ► **Customer Centricity**

Our customers are at the heart of everything we do. We strive to understand and anticipate their needs, delivering tailored solutions and exceptional service that exceed expectations and enhance customer satisfaction. Our aim is to create lasting relationships and be a trusted partner on an eye-to-eye level.

#### ► **Innovation**

Innovation drives our growth and success. We continuously seek out new ideas and technologies, pushing the boundaries of what is possible to deliver cutting-edge products and systems that exceed the evolving needs of our customers and the industry. We are committed to practices, ensuring that our innovations contribute to a more sustainable and responsible future.

#### **SUSTAINABILITY IN ALL ITS FORMS**

We take responsibility for sustainable growth and lasting, commensurate profitability. This safeguards the

autonomy and future of our company. Climate change and its associated impacts are relevant issues for the organization. Interacting responsibly with other people and the environment is central to our approach. We consider compliance with legal requirements and directives a matter of course.

We take social responsibility, support community and humanitarian causes and promote culture, education and sport.



# LEADERSHIP PRINCIPLES

## LEADERSHIP AND ENGAGEMENT

The responsibility for leadership and engagement, concerning the management system matters as well, lies with our senior management. This team fulfills the following obligations, including being accountable for the efficiency of the management system, encouraging a process-oriented, riskbased approach and pursuing a continuous improvement strategy.

Leadership and engagement are implemented in the vision, the mission, the values and the leadership principles. Vision, mission, values and corporate strategy are developed centrally and coordinated with the key stakeholders. Including, most importantly, the advisory board and the shareholders, but also the works council, management teams and employees.

## LEADERSHIP AND OPERATIVE OBJECTIVES

The senior management, including the management teams, remain responsible for ensuring that our vision, mission and values (quality and environmental policy) are broken down into strategic and operative elements (medium-term planning with targets and budgets). Operative objectives for the departments, which are tracked by the senior management and management teams, are derived on this basis. The resources required to achieve the objects are made available. The significance of an effective management system and the importance of fulfilling requirements are also communicated.

# ALWAYS BETTER TOGETHER.

The managers share a leadership style based on the model, a style championed and epitomized by all managers. All managers look out for their employees and base their leadership response on the situation concerned. The managers make the principles of situational leadership the focal point of their actions.



# QUALITY AND ENVIRONMENTAL MANAGEMENT

4

**Übersicht Kennzahlen Wieland Electric Bamberg**

■ Ziel erreicht  
■ Ziel nicht erreicht, aber Verbesserung zum Vorjahr  
■ Ziel nicht erreicht und Verschlechterung gegenüber Vorjahr

\* Nur für eingeschränkten Personennkreis sichtbar

Prozess	Beschreibung	Prozessziele	Kennzahl / Indikator	2021	2022
L.A.2	Auftragsbearbeitung	Lieferzeit A / B oder A / B	Lieferzeit	größer	größer
W.4	Qualität und Umwelt	B. Missing			
W.5	Interne Audits durchgeführt (zum Plan)	B. Missing	Prozent		
W.6	Benutzerzufriedenheit (zum Plan)	B. Missing	Prozent		
W.7	Umweltverträglichkeit (zum Plan)	B. Missing	Anzahl		
W.8	Durchschnittliche Bearbeitungszeit für Kundenanfragen	B. Missing	Zeit		

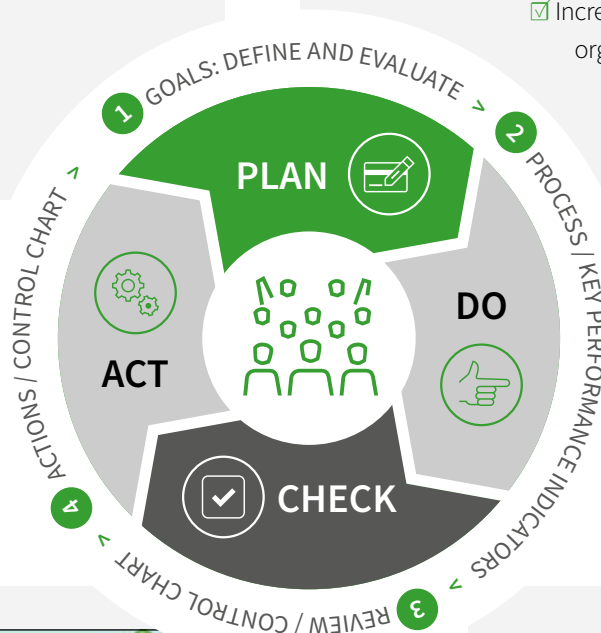
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## Process goal

- ✓ Improve structures and processes to achieve measurable standards.
- ✓ Targeted quality management for making processes more efficient and measurable.
- ✓ Enhance customer satisfaction
- ✓ Avoid and rectify non-compliant work
- ✓ Continuously improve quality and environmental performance
- ✓ Increase the legal certainty of the organization
- ✓ Ensure the corporate duty of care is met

CONTINUOUS

IMPROVEMENT



3



2

## Indicators/key performance figures

- ✓ Conducted internal audits, supplier and environmental audits
- ✓ Complaint evaluation
- ✓ Processing time for customer complaints
- ✓ Processing time for laboratory tests
- ✓ Response to quality and environment-related customer inquiries

# REQUIREMENTS ANALYSIS

As part of the corporate strategy, as well as in the operative business, a key task of the organization is to understand the needs and expectations of the stakeholders and consider them in the development of the organization.

Context of the Organization / Interested Parties		REQUIREMENTS/EXPECTATIONS (requirements)															
		Finances and external impact	Orderly economic situation	Positive image	Future viability and competitive advantages	Stable business relations	Cost optimisation	Social responsibility	Safe working environment, occupational safety	Maintenance and promotion of health, Health concept	Fair and living wages / salaries	Resident satisfaction	Public commitment	Product and process quality	State-of-the-art work processes	Governance	
Interested Parties	Market (Competition)		/	/	/	3	/		/	/	/	/	/		/		
	Customer		1	1	1	1	1		2	2	2	/	3		1		
	Strategic partners (development partners, major customers...)		1	1	1	1	1		2	2	2	/	3		1		
	Owner/Shareholders		1	1	1	1	1		2	2	2	2	2		/		
	Banks		1	1	1	1	1		3	3	2	/	2		/		
	Society	Neighbours		/	/	/	/	/		/	/	/	1	/		2	
		Town/ Municipality		1	1	2	/	/		2	2	2	1	1		/	/
		Clubs, schools, social and cultural institutions (sponsoring)		2	2	/	/	/		/	/	/	2	1		/	/
	Legal Requirements	Authorities / Government/ trade supervisory board		1	3	3	3	/		2	2	2	2	2		/	
		Associations ( ZVEI, VDA, VDI, ECG, AML,...)		2	/	/	3	/		/	/	/	/	/		2	/
		Admission and Accreditation body (VDE, TÜV, CSA, UL,...)		2	3	/	/	/		3	/	/	/	/		1	/
		Insurers		1	2	3	1	/		1	1	/	3	/		2	
		Employer's Liability Insurance Organisation (Occupational Safety Authority in CZ)		1	3	/	/	/		1	1	2	/	/		1	
	Employees	Executive Board (GF)		1	1	1	1	1		1	1	2	1	2		1	
		Management (division management)		1	1	1	1	1		1	2	2	2	3		1	
		Employees, incl. Homework		2	2	2	2	3		1	1	1	3	3		1	
		Authorized Staff Members		/	/	/	/	/		1	1	/	1	/		/	/
	Works Council		1	1	1	2	2		1	1	1	3	3		1		
	External partners, Service providers	Suppliers (products, eXternal Staff, consultants); Finance and IT - Service for PL		1	2	2	1	1		2	2	3	/	/		/	
		Fire brigade, rescue service		/	/	/	/	/		2	2	/	/	/		/	
		Company doctor, plant security, logistics service provider		2	3	2	2	3		1	1	/	/	/		2	
		Disposal Companies		/	/	/	1	/		/	/	/	/	/		/	/
		Landlords		2	3	/	2	1		/	/	/	1	/		/	



# STRUCTURE OF OUR MANAGEMENT SYSTEM

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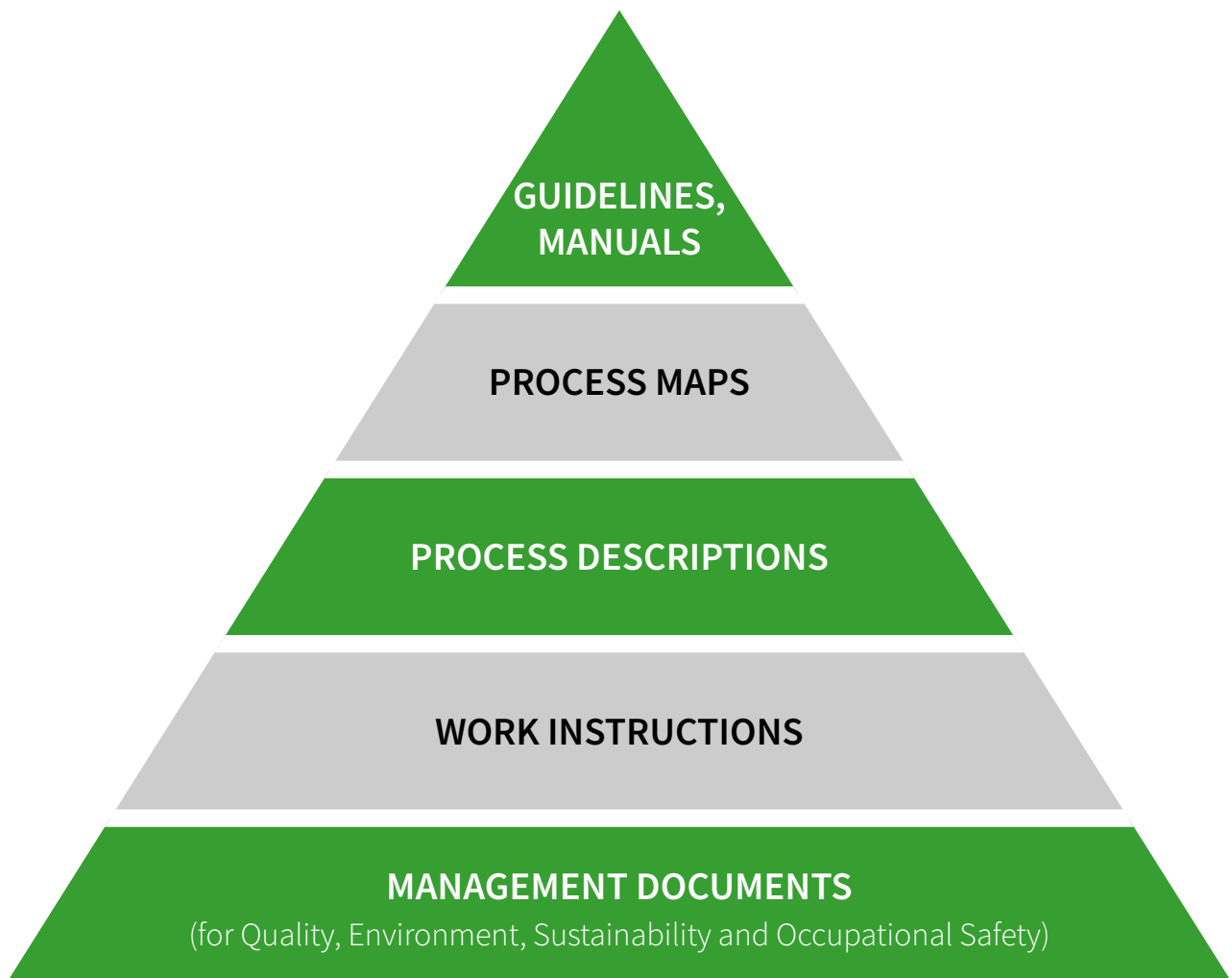
## MANAGEMENT MANUAL

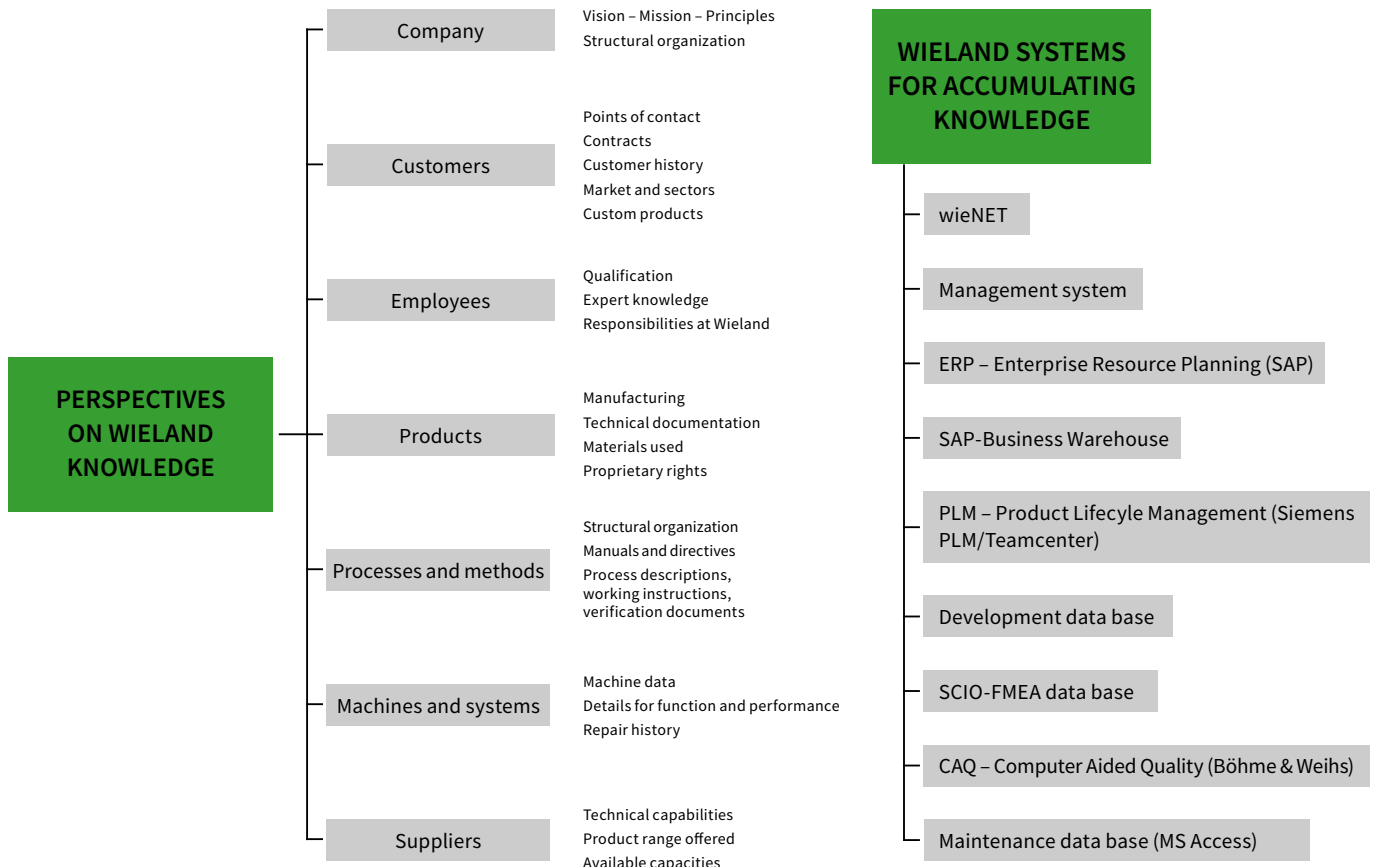
The Management Manual provides an overview of the structure of Wieland Electric GmbH, as well as its management system.

## PROCESS ORIENTATION

We support the manufacture of technically superior products and the continuously improving environmental performance through a process-oriented management system. The management system, including the process network as

a whole, is described in the Management Manual and in the process landscape. The sequences of the processes and the interactions between them are also shown. The degree of this interaction can be seen by the depth of the documentation.

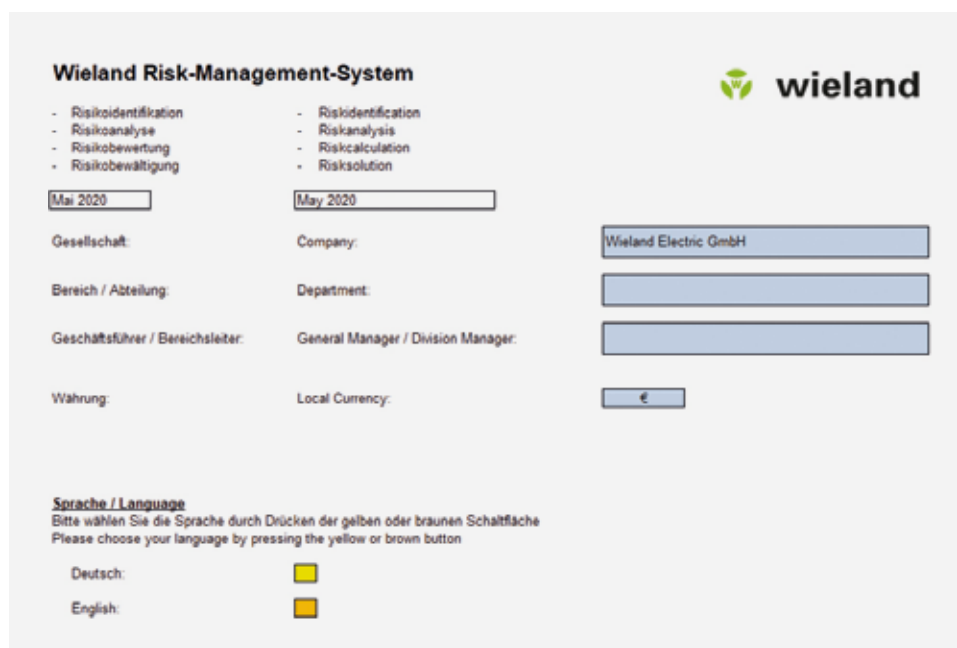




## RISK AND KNOWLEDGE MANAGEMENT

The company's risk management strategy is part and parcel of the integrated management system. This approach makes the interaction between the risks and between the company processes transparent and controllable.

The integrated management system is a key element of the documented corporate knowledge. Other aspects and perceptions concerning the organization's procedural knowledge and knowledge of individuals are also documented.



**Wieland Risk-Management-System**

- Risikoidentifikation  
 - Risikoanalyse  
 - Risikobewertung  
 - Risikobewältigung

- Riskidentification  
 - Riskanalysis  
 - Riskcalculation  
 - Risksolution

Mai 2020  
 May 2020

Gesellschaft: Wieland Electric GmbH  
 Bereich / Abteilung:  
 Geschäftsführer / Bereichsleiter:  
 Währung: €  
 Local Currency:

**Sprache / Language**  
 Bitte wählen Sie die Sprache durch Drücken der gelben oder braunen Schaltfläche  
 Please choose your language by pressing the yellow or brown button

Deutsch:   
 English:



# MANAGEMENT SYSTEM AND PROCESS MODEL

The processes are broken down according to the process model into three types – leadership, performance and support processes.

A process is a sequence of events that generates an output from a series of inputs. The aim is to create added value and to control the process performance through suitable key performance indicators.



# PROCESS LANDSCAPE

The process landscape is depicted by process maps, the detailed implementation and allocation of responsibilities being set out in process descriptions, work instructions and management documents. Management documents are designed to give direction.

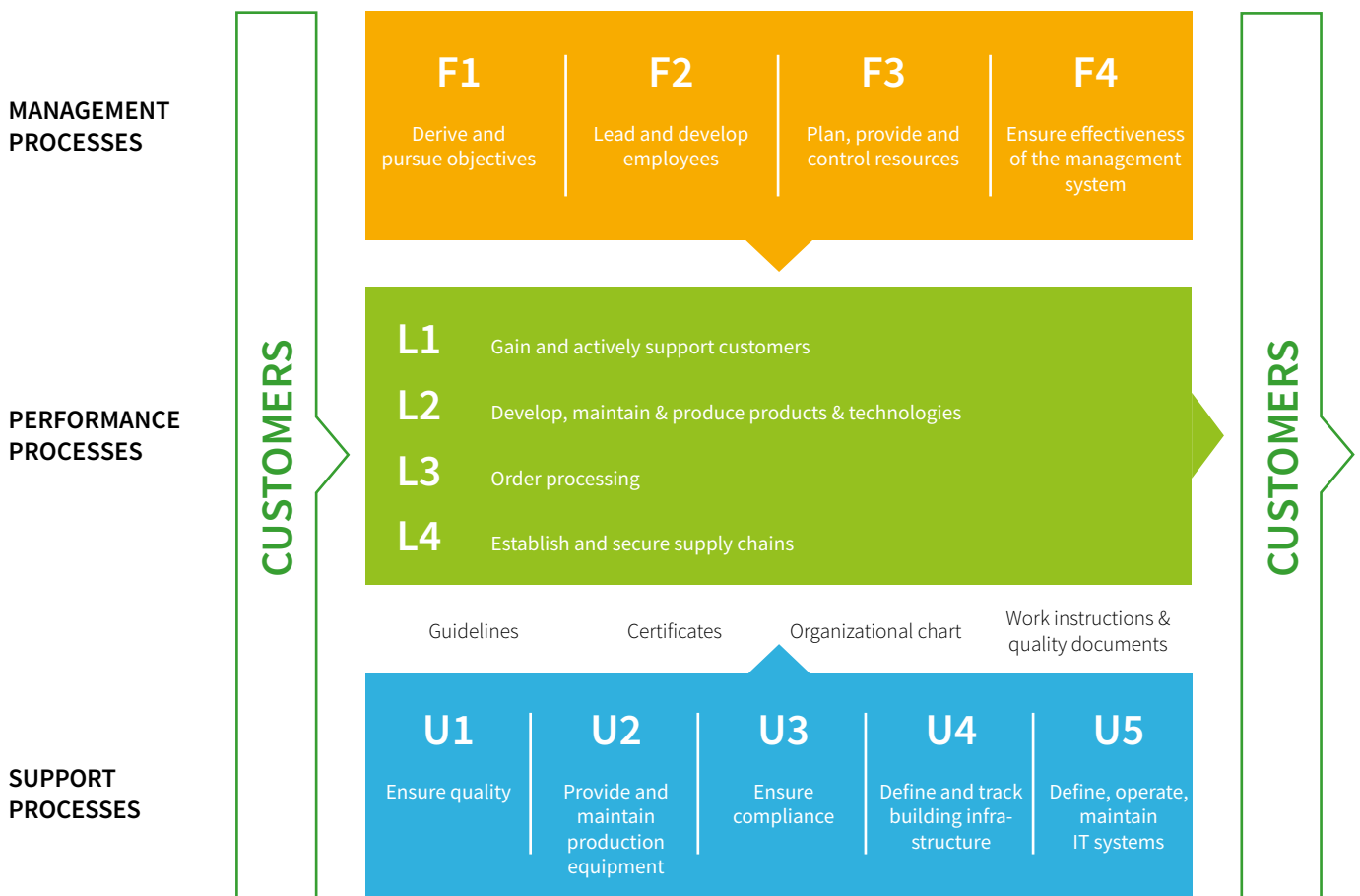
The process landscape is based on the process map of Wieland Electric GmbH which, as a central performance process, serves to define and track the vision, mission, strategy and operative leadership approach. This is supported by functions in the locations.





# LOCATION-SPECIFIC PROCESS MAPS

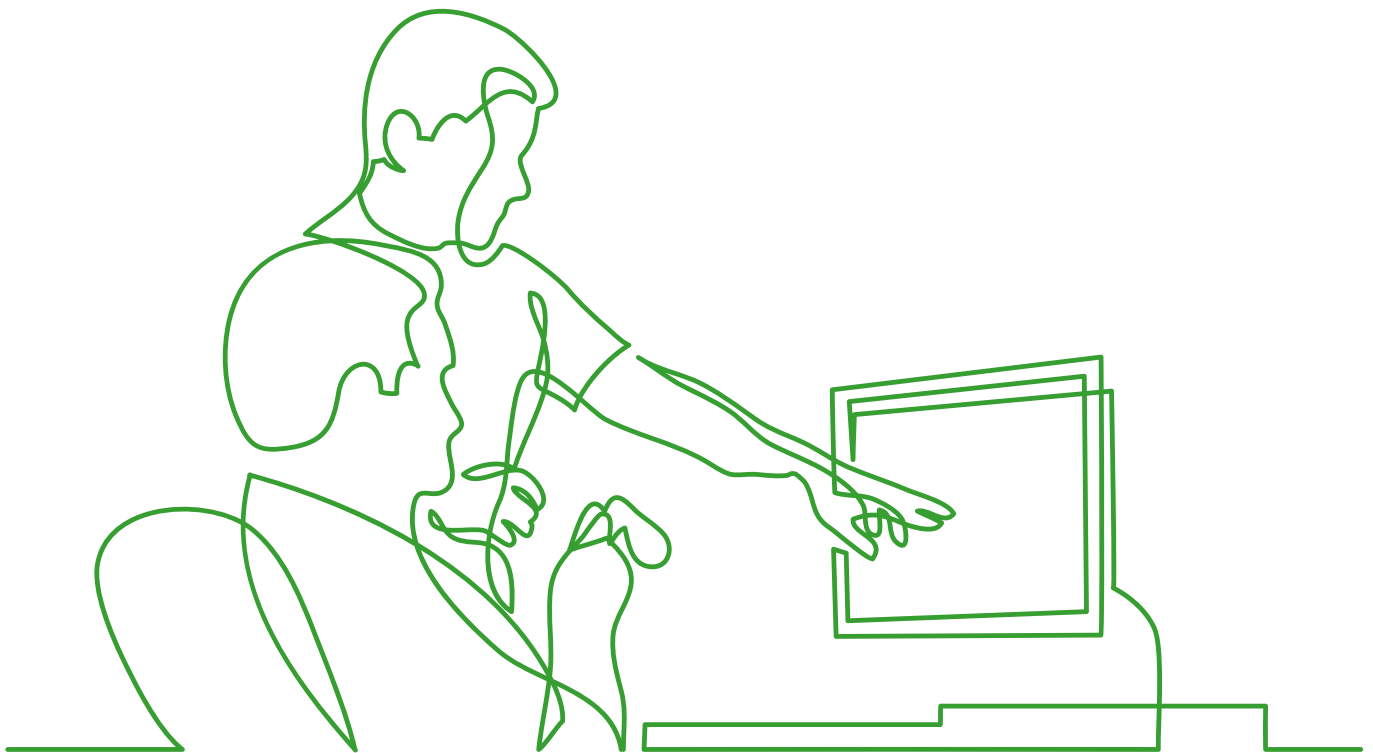
The central process map gives each location their own process map for meeting the location-specific requirements.



# PROCESS DESCRIPTIONS

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The detailed description of processes and the allocation of responsibilities are set out in the process descriptions and further management documents.





# wieland

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