A Case Study **Published by** Walsworth

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# Walsworth and STIHL: Meeting The Needs of a Large Operation

### Background

STIHL, a century-old company, is a global leader in outdoor power equipment. The company was founded in Germany in 1926, originally focusing on producing and selling chainsaws. In the 1970s, recognizing the US market's significance, STIHL established its headquarters in Virginia Beach, Virginia. With over 2,700 employees and a massive campus, STIHL has become a major player in the American market and now produces a huge variety of high-quality power tools for home and professional use.

STIHL's procurement office approached Walsworth Sales Representative Sallie Buck in the spring of 2020 with a proposal to print their eight annual catalogs. This represented a significant opportunity for Walsworth to accept a large-scale project for a high-profile customer.

# Challenge

Along with this exciting opportunity came some unique challenges. Unlike the majority of Walsworth's previous printing projects, STIHL requested that Walsworth work directly with its eleven nationwide distributors. This meant Walsworth would receive and fulfill individual purchase orders from each distributor, adding a layer of complexity to the order management process. Additionally, managing multiple catalogs with varying quantities, page counts and trim sizes, coupled with coordinating production across two Walsworth plants, demanded sophisticated project management.

# Solution

Walsworth accepted the STIHL challenge and developed a comprehensive strategy to manage their complex project. The team collaborated closely with STIHL's procurement office and the designated design firm. A detailed production schedule was created, considering the varying requirements of each catalog. To streamline the order fulfillment process, efficient systems were implemented to manage purchase orders and invoicing from eleven different distributors, as well as distribute products directly to those distributors. Walsworth's production facilities in Marceline, Missouri, and Saint Joseph, Michigan, were coordinated to optimize resources and meet STIHL's deadlines.

#### Results

The first year of the partnership was a success, demonstrating Walsworth's ability to handle the complex logistics and production demands. The strong performance led to a contract extension for two additional years, and as of 2024, Walsworth continues to meet STIHL's printing needs with no end in sight.

# Conclusion

The partnership between Walsworth and STIHL exemplifies the successful management of a largescale, complex printing project. By effectively coordinating multiple stakeholders with differing needs, Walsworth demonstrated its ability to deliver high-quality products and exceptional service. The partnership has proven to be mutually beneficial, with both companies achieving their respective goals.



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