



**CASE STUDY:**  
**INDUSTRY SECTOR**  
Retail



## Supply Chain Audits Assess Suppliers for Compliance with Standards

### Situation

As a leader in the \$120 billion global home appliance industry, Whirlpool required a third-party to carry out a worldwide supply chain assessment based on its audit checklist for suppliers. Marketing its appliances in nearly every country around the world, Whirlpool needed the ABS Quality Evaluations (ABS OE) team to qualify its supply chain. Whirlpool wanted to ensure that all its products met quality, environmental, health, safety and Restriction of Hazardous Substances (RoHS) standards, as the company manufactures appliances across all major categories, including refrigerators, dishwashers, cooktops and ranges, counter top appliances and water filters.

### Approach

ABS OE completed an independent assessment and audit of Whirlpool's worldwide suppliers using the company's protocols and scoring scheme.

### Result

As part of the project, the ABS OE team of auditors rated supplier compliance with all quality, environmental, health, safety and RoHS standards. The ABS OE team also provided insight into how Whirlpool suppliers could improve their performance.

### Benefits

ABS OE delivered a comprehensive assessment of Whirlpool's worldwide suppliers' qualifications, which included an in-depth audit report and scoring. Whirlpool can now work to improve suppliers' compliance with all standards in order to get the most out of its resources, while also remaining competitive in the marketplace.