



## MIELE CASE STUDY

# Product Compliance Supported by C2P

## Our Challenges

At Miele we believe that it is essential to have one centralized compliance management system, with standardized information, clear responsibilities, a defined workflow and transparency for all users. Having identified Compliance & Risks as our partner of choice to deliver this system, the challenge was then to turn our objectives into a workable process, setting up a customized structure for communication and collaboration on compliance requirements within C2P.

## Other Considerations

- Miele needs to stay on top of all relevant worldwide legal requirements on product compliance for topics such as energy and performance / labeling, substances and material, safety, waste and general environment
- Regulatory information needs to reach relevant departments with early notice to ensure our product design meets compliance requirements for the countries they are being sold in, and to avoid any late changes in the development.
- A legal register showing all product-related regulatory requirements and their relevance for Miele.
- The necessary process changes and the integration of a system like C2P needs to be accepted by all relevant teams in the company.



I'm responsible for sustainability management at Miele and coordinating the regular review of our sustainability strategy, monitoring the relevant sustainability KPI's and implementing sustainability activities together with experts from the company. I'm also managing the implementation and administration of C2P, the compliance knowledge management platform.

### Sebastian Wegener

OFFICER FOR SUSTAINABILITY  
MANAGEMENT

*“ It’s important that people’s daily tasks clearly reflect the areas that they are responsible for. ”*

**- Sebastian Wegener**

Officer for Sustainability Management, Miele

## Implementation Process and C2P

As part of the implementation process we created customized projects for the Regulatory Affairs Managers at Miele, reflecting their specific responsibilities for monitoring and interpreting regulatory requirements. These projects are based on filters set for specific Miele geographical regions, our products, and regulatory topics. Each responsible person must then assess the relevant sources, and check if these regulations are relevant and which requirements are important to know.

We also put a standardized workflow in place to check and refine the requirements description, and finally the release of the requirements for Miele. This work carried out in C2P ultimately results in creating and maintaining our legal register; Miele’s worldwide product regulations requirements.

## Benefits of the C2P Systems Implementation Package

- Reduced exposure to the risks and cost of regulatory non-compliance by reducing rollout time and putting a more optimal process in place
- Minimized risk of an ineffectual system by defining responsibilities upfront
- More efficient use of time and resources by implementing a repeatable process
- Minimized disruption to existing staff’s work
- Maximized our investment in C2P

### About Miele

Miele is the world’s leading manufacturer of premium domestic appliances including cooking, baking and steam-cooking appliances, refrigeration products, coffee makers, dishwashers and laundry and floor care products. This line-up is augmented by dishwashers, washing machines and tumble dryers for commercial use as well as washer-disinfectors and sterilisers for use in medical and laboratory applications (Miele Professional). The Miele company, founded in 1899, has 8 production plants in Germany as well as plants in Austria, the Czech Republic, China and Romania. The Miele company, now in the fourth generation of family ownership, employs a workforce of around 19,000. The company headquarters is in Gütersloh/Westphalia, Germany.

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