

## Case Study: Schütte & Co

Schütte & Co. is a Hong Kong-based buying office with German management, operating with an extensive global presence through branches in China, Vietnam, Germany, and the USA. From their Hong Kong headquarters, Schütte's product managers oversee all business operations, maintain factory communications, and coordinate their specialized team of Schütte Quality Inspectors.

What distinguishes Schütte is their strong identification with clients, enabling them to mutually or independently develop exclusive assortments with the same dedication typically found only in a client's in-house team.



### Industry

Outdoor and indoor furnishings, boutique household items, gift & premium products, healthcare items, and pet products

### Location

Asia / Germany / USA

### Topo Module

Quality Management

## Results with TOPO QUALITY MANAGEMENT



**47%**

### Faster

*communications, saves time on manually sharing the data*



**100%**

### Visibility

*into supplier factory performance, inspector performance and quality compliance status*



**45%**

### Reduction in time

*spent creating inspection reports, with inspectors now able to capture & upload photos instantly*



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With Topo, many of our quality processes are now automated, which saves us time and speeds up inspections. The system is stable and reliable. It gives us both innovation and clear return on investment, helping us move our digital transformation forward without adding heavy costs.

**Mark Scholz**  
Managing Director

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## The Objective: Unifying Quality Operations for Scale and Visibility

Before Topo, Schütte managed inspections with spreadsheets, emails, & manual coordination between procurement and quality. This created silos, slow scheduling, and limited visibility into status and outcomes. Schütte aimed to consolidate workflows into one integrated system that connects procurement, quality teams, and inspectors with real-time data.

By implementing Topo's Quality Module Schütte focused on achieving primary objectives such as:

- **End-to-end visibility:** Gaining real-time insight into inspection status, outcomes, and bottlenecks across the global operation
- **Streamlined scheduling:** Reducing the back-and-forth in coordinating inspectors through unified calendars and automated task assignment
- **Centralized resource management:** Managing inspector workloads in one place to optimize utilization and avoid over/under-allocation
- **Operational agility:** Building a flexible system that adapts quickly to evolving business requirements and report formats
- **Integrated operations:** Bridging procurement and quality by syncing POs directly into quality workflows

## The Solution: Building a Connected Quality Ecosystem

Schütte deployed Topo's Quality Module for users, establishing a single source of truth that links procurement and quality while digitizing end-to-end inspections.

- **Procurement integration:** Seamless Business Central integration with automatic PO imports via API to trigger inspection requests directly from POs
- **Digital inspection workflows:** In-house, sample, in-line, pre-production, shipment sample, final, approved sample verification, and secondary final inspections - all standardized in Topo
- **Smart scheduling with Task Manager:** real-time visibility of team availability, one-click assignment, and task prioritization with predecessor/successor relationships for complex workflows
- **Automated communication:** Email and in-app notifications driven by inspection status to keep teams informed
- **Structured data and search:** Customized tagging tailored to Schütte's processes, enabling fast retrieval of critical information across global quality orders
- **Insights & performance tracking:** Dashboards for factory/supplier and inspector performance to elevate accountability and continuous improvement
- **Operational scale and reliability:** Over 19,000 reports processed, offline mode ensures seamless inspections in low-connectivity regions with automatic sync once online

The transition to Topo was marked by smooth adoption, enabling Schütte to build on existing foundations with a centralized system that unifies quality data and delivers broader visibility across regions, creating a cohesive ecosystem that strengthens their established quality practices.



## Results & Benefits: Faster, Smarter and More Transparent Quality Operations

- **Efficiency and responsiveness:** Automation cut manual effort, shortened cycle times from booking to reporting and delivered faster inspection completion, enabling rapid issue resolution
- **Accuracy and trust:** Higher data quality, richer reporting and simple client sharing improved transparency and confidence
- **Collaboration and accountability:** A single platform aligned procurement and quality, with clear performance metrics for factories, suppliers, and inspectors
- **Optimized utilization and usability:** Real-time scheduling and workload views improved resource allocation, while customizable reports and a user-friendly interface supported adoption
- **Resilience and scale:** Stable system performance, offline continuity with auto-sync, and optimized resource use



Topo has significantly improved our quality management process. The user-friendly platform enhanced our workflow by replacing time-consuming manual tasks with the powerful Task Manager, giving us visibility into precise planning, team capacity and workloads. The seamless integration with our procurement system eliminated redundant data entry and provided real-time quality metrics across our various inspection stages. Our team now makes faster, more informed decisions, and the ability to establish task dependencies ensures our quality process flows smoothly from sample testing through final inspection. We were particularly happy that Topo adapted to our specific quality control needs rather than forcing us to change our established processes.

Sammi Tang,  
Quality Assurance & Compliance Officer

