



Household Durables

Driving forces

The cyclical household durables industry is characterized by constantly changing consumer preference for custom products, advances in technology (IoT) and automation, and increasing demand for eco-friendly products and smart homes. The industry faces opportunities and challenges related to global trends: a growing world population, an expanding middle class, urbanization and climate change. Successful companies in this industry stand out themselves through brand management, innovation, product quality and safety and customer service. Leading companies proactively integrate sustainability in their business models by focusing on product stewardship, operational eco-efficiency, responsible sourcing, enhanced transparency and product labeling, and end-of-life solutions for customers.

Highlighted criteria & Dimension weight

- Economic Dimension 50%
 - Customer Relationship Management
 - Supply Chain Management
 - Brand Management
 - Innovation Management

- Environmental Dimension 22%
 - Operational Eco-Efficiency
 - Environmental Policy & Management Systems
 - Product Stewardship

- Social Dimension 28%
 - Human Capital Development
 - Talent Attraction & Retention

Sustainability leaders 2019

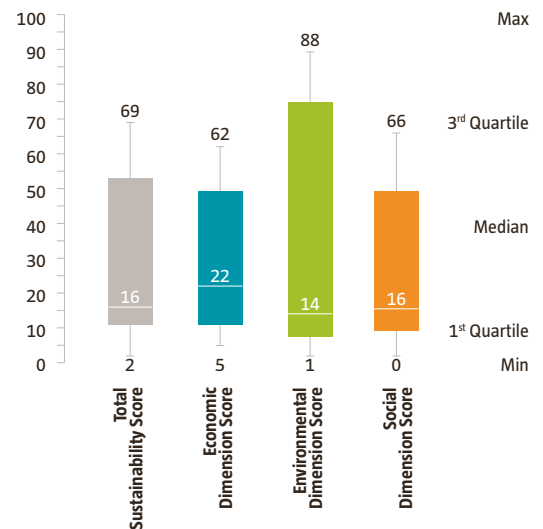
SAM Gold Class	●
Electrolux AB	Sweden
Sustainability Yearbook Members	●
Arcelik AS *	Turkey

* SAM Industry Mover

Industry statistics

Number of companies in universe	16
Number of companies assessed in 2018	14
Assessed companies to total companies in universe	88%
Market of assessed companies to total market	94%

Results at industry level



The box-and-whisker plot describes the distribution of scores in the industry, based on all assessed companies. More information is available in the Reading Instructions in the introduction.