OneSource
A Sonepar Company

Standards as a Universal Language

Customer Matters Workshops:

SMEs in Supply Chains

Presenter

Jerry Battley,

Quality Assurance Manager

→ 17 years in supply chain leadership (Canada, Mexico, and the United States)

→ Jerry's team develops technology solutions to maintain effective processes and controls, and leverage data to drive decision making.

→ President of Sonepar Pride, an LGBTQ+ employee resource group, and part of Sonepar's DE&I Journey (2022+)

QUALITY

Who is OneSource?

OneSource is an electrical and industrial distributor with 19 locations across California, Arizona, Hawaii, and Baja California (Mexico). We serve the commercial, residential, utility, contractor, and industrial markets.

OneSource is an operating company of Sonepar, a global organization providing B-to-B distribution of electrical products, solutions, and related services.

OneSource is an ISO 9001:2015 and ISO 14001:2015 certified organization.

OneSource
A Sonepar Company

Supply Chain Expectations

Simply provide…

→ What is needed

→ When it is needed

→ Where it is needed

Just a few challenges:

- Product availability
- Global interruptions
- Labor availability
- Labor skillset/training
- Invoicing, bill payment/processing
- Transportation
- Material handling equipment
- Technology (i.e., EDI, Barcoding, Connectivity)
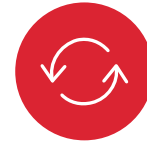- … and so much more.

OneSource
A Sonepar Company

Setting Expectations

Determine the Language!

Determine the How!

Measure, Manage, and Improve!

OneSource
A Sonepar Company

What are the Benefits?

Customers can determine:

- That we have established what we do.
- That we have structure and leadership.
- That we have a plan.
- That we manage changes.
- That we manage nonconformance
- That we are always seeking to improve
- That we are audited, and audit ourselves

Customers choose to do business with us:

It is easy to determine that we meet their own management systems requirements.

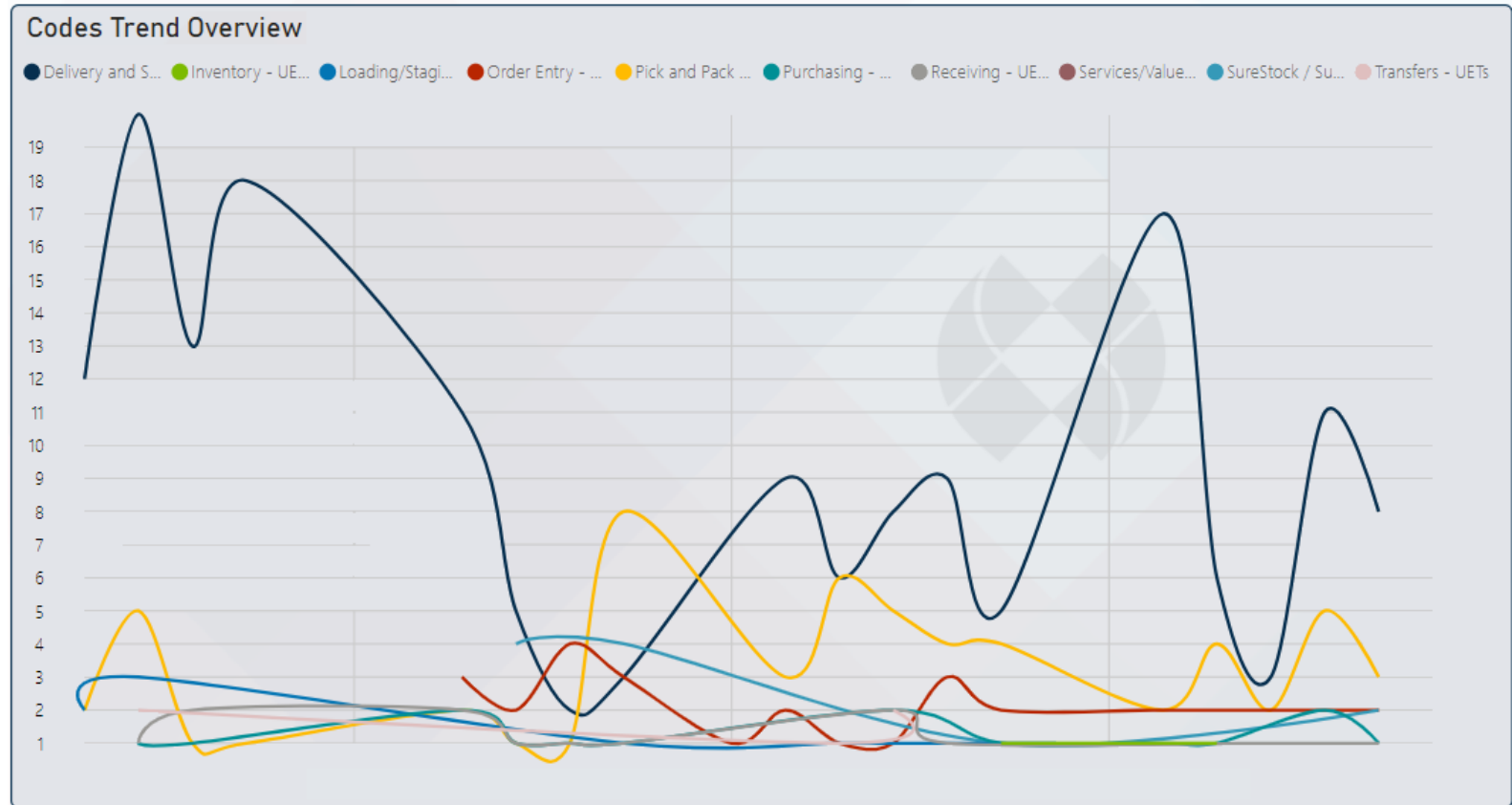Some contracts require standards adherence.

We speak the same language.

OneSource
A Sonepar Company

CA 356305
USDOT 923644

Managing Performance

OneSource

Non-Conformance Tracking

Visual Edited for Sharing

We Speak the Same Language