Standards as a Universal Language

Customer Matters Workshops:
SMEs in Supply Chains
OneSource is an ISO 9001:2015 and ISO 14001:2015 certified organization.

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+)

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.

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Supply Chain Expectations

**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.
Setting Expectations

- Determine the Language!
- Determine the How!
- Measure, Manage, and Improve!
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.

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.

- That we manage nonconformance
- That we are always seeking to improve
- That we are audited, and audit ourselves
Managing Performance

OneSource

Non-Conformance Tracking

Codes Trend Overview

Visual Edited for Sharing
We Speak the Same Language