

Achieving Operational Improvements In Our Core Business

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The Problem



Our Strategic Plan

Achieve Operational
Excellence In Our Core
Business

Expand Into Specialty
Products

Expand Into Non-Acute
Markets

Achieve Operational
Excellence In Our Core
Business

People

Process

Technology

Process

Technology





2003

10 Facilitated Classes

100 OnLine Classes

2,400 Completions



2009

130 Facilitated Classes

1,800 Online Classes

41,000 Completions

Certification



Voice Pick



Customer Service

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DyanSpas - myXTRAI Enterprise
ORD-NBR 87-37978-11 ORDER LINE CHANGE
ORD-LNE 001 SOLD-TO UNIVERSITY OF VIRGINIA
REASON => PO NBR: CSCAH12835 CIM USAGE 0 MTD SHIP 20
                *NEW*                *OLD*                *NEW*                *OLD*
LNE TYPE => P S COL / P/D => 000
ORD QTY => 5 PRICE => 50.2200
SHP QTY => 5 COST => 48.5700
B/O QTY => 0 NO-COST =>
IREF NBR => 0657D12CVUVA LB/QTY/UM => 0
CC/VN/IT => 5169 0657 S WGT PER =>
REQD DT => WEIGHT => .0000
BACKORD => CUBE => .0000
TAX/PRI => 3 TRMS/ T/D => 000 000
SHIP FRM => 87 CUST LINE => 001
PT/DS => KIT CV SPLIT LOT =>
* * * * * CUSTOMER * * * * *
P/N => GD422709 W/L => CONTRACT => ORD 0.5
ACT => BQ => 10 PREPAID => SHP 0.5
DPT => CSDOCK EXP => BU/CU => EA CA B/O 0.0
OBD => UPN# => PRC 502.21000
EXT-SALE 251.10 EXT-COST 242.85 PC 03 P/S I C/S I I/BR 87 P/O SC RJ
NEXT ORDER => NEXT LINE => PSW PRC FRM CUST 502.2100
ACTION => 1.RETURN 2.CHG DESC 3.HDR CHG 4.DELETE LNE 5.BILLING 6.CNT
                7.PO CHG 8.REPRICE 9.ORD SCHD 10.IT
4.6 @ :00.1 05/14
Crescentville Inc 367.213.308.132 (A3117C307) 12/06 PM
  
```

OMConnect

OMConnect - Customer Service

Account Information: UNIVERSITY OF MISSOURI
DC: 67 Account: 009897 Ship To: 204 Update

Back Order Order Credit Substitution Account

Search Order Entry/Review Order Change History

Order Header Information

Order Type: **Invoice** PO Number: **CSCAH12835** Internal Sales Number: **8721** Ship Via: **Y** Back Order: **Y** **Submit**

Requisition Number: 134045 Freight Code: **P - Prepaid** From DC: Priority: **3** **Cancel**

Attention Line: Promise Date: 02/04/04 855 Switch: **Quick Entry**

Delivery Description: Deliver to Dept 12345 Reason Code: **New Order**

Special Instructions: Ship To Address: **CENTRAL SERVICES STOCK,
1275 LEE STREET
CHARLOTTEVILLE VA 229080000**

Sales Order Number: 37979 11 Credit Available

Order Line Data

Line Type: **P - DPH** Product Number: Quantity: UOM: SKU Code Comment: Price: **Add**

Vendor Code: Comment: Description: **Delete**

| Line | Type | I/T | Product Nbr | Ord Qty | Ship Qty | UOM | Price | SKU Code | Line Status | Var |
|------|------|-----|-----------------|---------|----------|-----|---------|----------|-------------|-----|
| 001 | P | S | 0057012CAV | 5 | 5 | EA | 50.2000 | | Exists | 005 |
| 002 | C | | | | | | | | Exists | |
| 003 | C | | INVOICE # 10... | | | | | | Exists | |

Order Search Results

| Account | Ship To | ISN | PO Nbr | SO Nbr | Type | Date | Status | Invoice Nbr | Sales Amount |
|---------|---------|-----|--------------|----------|------|-------|----------|-------------|--------------|
| 009897 | | | CSCAH12835 | 37716 11 | S | 10/17 | Released | | 675.12 |
| 009897 | | | CSCAH12835 | 37979 11 | S | 02/04 | Open | | 251.10 |
| 009897 | | | DFGT/WR11LUT | 40511-11 | S | 01/13 | Hold | | |
| 009897 | | | EWRTWYER | 40514 11 | S | 01/13 | Hold | | |

Export View Details Send Confirmation View Errors Hold Release Delete

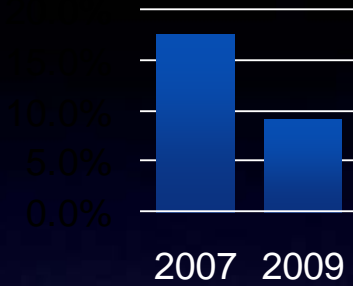
Product Search + **Customize** E Mail Print Close

Mainframe Migration

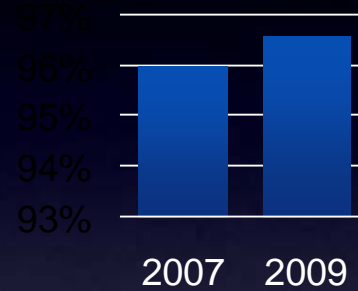


Our Results

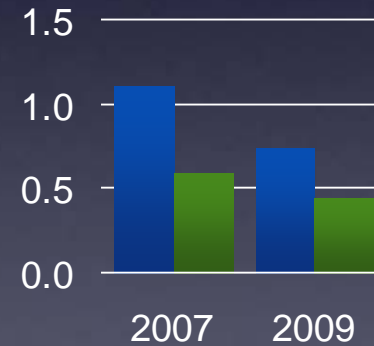
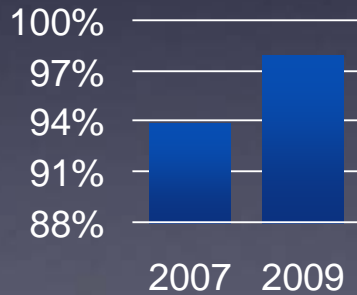
Turnover



Service



Customer Satisfaction



■ Picking Credits / 1000 Lines
■ Courtesy Credits Per 1000 Lines