

## Graybar Canada Receives Customer Service Award From Michelin North America



*Corporate Accounts: from left Mark Power, Joanne Flemming, Dave Chapman*

product specialists work together on large projects in each plant; this ensures that we can supply what is specified.

GRAYBAR CANADA has received a *Vendor Performance Award* from Michelin Tire for 2007. To qualify for this award, a distributor must have an order accuracy rate and an on time delivery rate of 99.55% for 12 consecutive months (i.e. if Michelin orders a box of 100 - 1/2" lock nuts and we ship them a box of 100 - 1" lock nuts, this is recognized as 100 errors, not just one error).

This performance level has been achieved by double checking each order entry, maintaining good relationships with our manufacturing partners, support of our Automation Division, and being proactive when managing large projects. During the specification stage, the account managers and our

Nova Scotia has three Michelin Plants and Graybar has a branch at each location. These branches are measured by Michelin using the same 99.5% criteria. All three branches have received the 2007 vendor performance award for orders they have sold to the Michelin plant located in their territory.



*Bridgewater Branch: from left Mary Jo Rafuse, Derryl Silver, Cecil Boutilier, Jon Risser, Chris Ernst. Absent: Robert Wagner*



*Kentville Branch: from left Rowan Cunningham, Mark Malley, Russell Millett, Rob D'Eon, Heather Howard, Eric Keddy, Ann Ross, Andrew Bonnyman, Fraser DeGuire*



*New Glasgow Branch: from left Kevint MacNutt, Adam Murphy, Sandi Munro, Murray Kean, Robert Murphy, Mike Hendsbee, Paul MacFarlane, Terry Richardson*