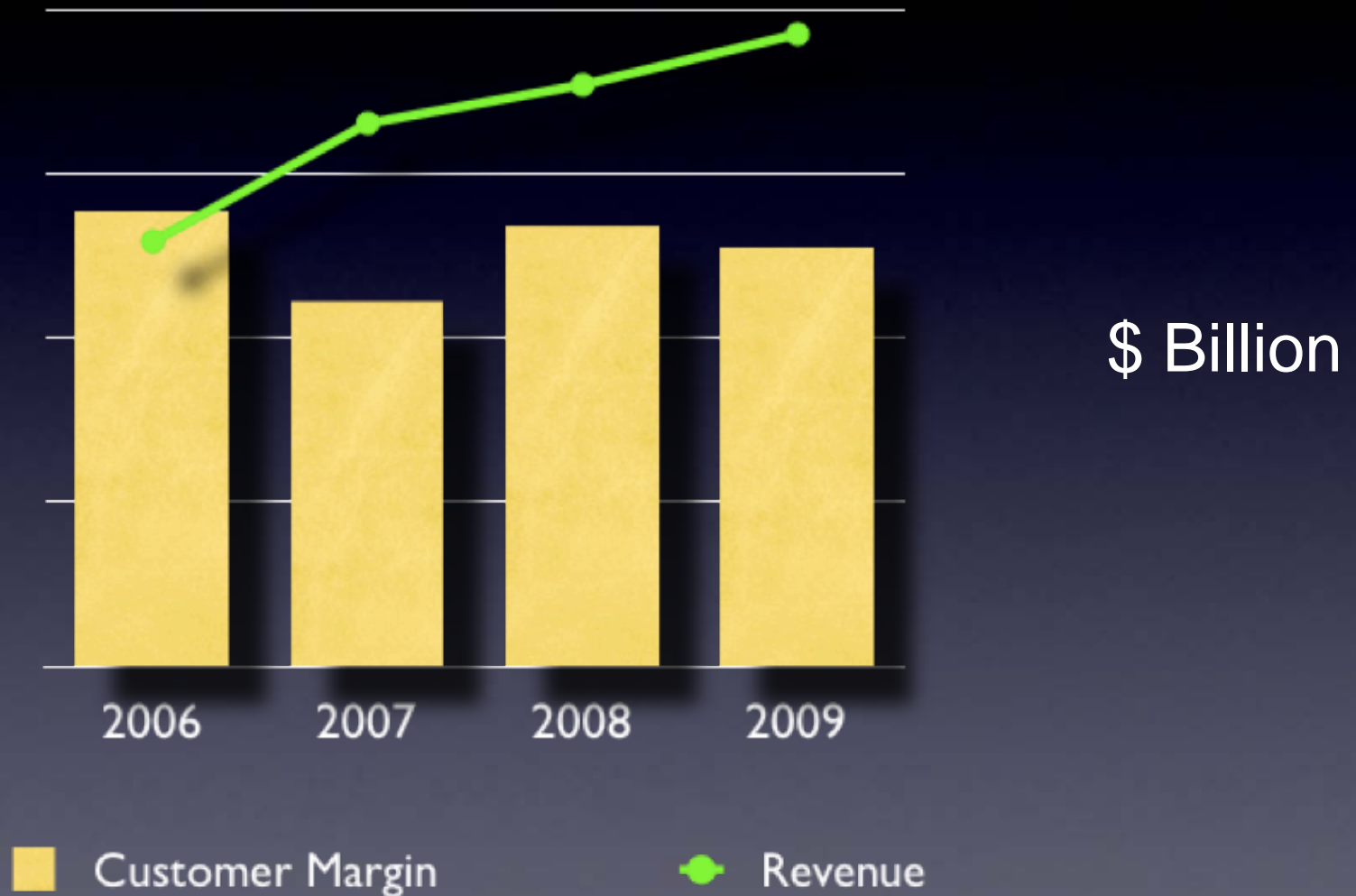


Achieving Operational Improvements In Our Core Business

Mark Van Sumeren
Senior Vice President
Owens & Minor, Inc.

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

```

DyanSpse - 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 Tech 367.213.308.132 (AS117CJMT) 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: **Prepaid** 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: **02/04/08** 855 Switch:

Delivery Description: **Deliver to Credit 12345** Reason Code: **Quick Entry**

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

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 | **+** | **Customs** | **Install** | **Print** | **Close**

Mainframe Migration

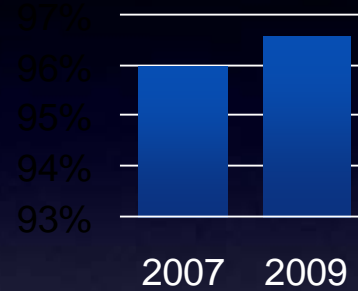


Our Results

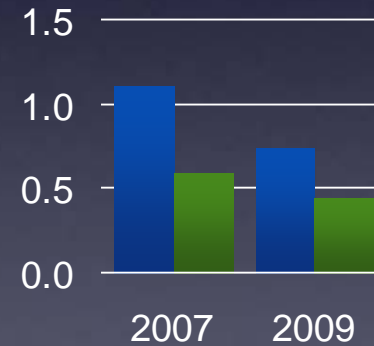
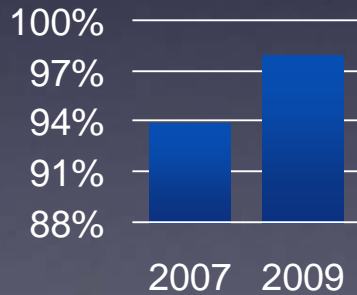
Turnover



Service



Customer Satisfaction



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