

Graybar Canada Kitchener Branch and Graybar Energy Certified as ISO 9001: 2015

Kitchener, ON, July 31, 2018 – Graybar Canada’s Kitchener Branch has demonstrated their assurance to customers of providing top-quality products and service by upgrading their certification of the Quality Management System to ISO 9001: 2015.

“I am very proud of our Kitchener team for earning the ISO 9001:2015 certification,” said Kitchener Branch Manager, Steve Schell. “At Graybar Canada, we put customers first and the ISO certification helps ensure we consistently deliver top-quality products and services. As we move forward, the certification will allow us to increase efficiencies and offer our capabilities in new markets.”

Graybar Energy, a subsidiary of Graybar Canada based in Kitchener, also benefits from the certification bringing their line of energy saving products to a whole new level of quality. “Graybar Energy is proud to have made the successful transition from the ISO 9001:2008 to the new ISO 9001:2015 Quality Management System,” said Graybar Energy National Sales Manager, Tim Biggs. “We proudly maintain our ISO 9001 registration for our nuclear, transmission and distribution customers.”

The new standard was officially published on September 15, 2015 and required top management involvement to further enhance Graybar Canada policies, and provides a framework and guidance to those personnel assigned to manage our Quality Management System.

The newly revised ISO 9001:2015 responds to the latest market developments and is more compatible with other management systems. The new standard is less prescriptive than the previous version; instead focusing on performance through a combination of risk-based thinking and a process approach, as well as employment of the “Plan-Do-Check-Act” cycle at all levels in the organization.

Graybar Canada’s Kitchener Branch and Graybar Energy will now be able to fulfill this requisite for customers that have adopted requirements for certification. Graybar Canada’s internal Quality Management System defines the policies and procedures used throughout Graybar Canada to ensure the products and services sold, meet both the specified customer requirements and the business objectives in a consistent, economical, and reliable manner. With an equivalent quality management system in place to meet the new standard, customers can expect to receive consistent services and top-quality products across all 30 Graybar Canada branches.

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About Graybar Canada

Graybar Canada, an employee-owned company, is a wholesale distributor for thousands of items from leading manufacturers of electrical and communications and data products and related services. Headquartered in Halifax, Nova Scotia, Graybar Canada operates over 30 locations across the country and is organized into specialized product divisions: Electrical Supply, Industrial/Automation, Lighting, Comm/Data, Utility, Security, Technology, and Oil & Gas. Graybar Canada’s trained specialists and top-quality products enable them to provide customers with a complete solution.

Committed to quality through its customer service, products, supply and distribution, and performance, Graybar Canada is a subsidiary of Graybar Electric Company Inc., a Fortune 500 company, and one of the oldest and largest North American electrical distributors.

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