

PENNENGINEERING® EMPLOYEE SPOTLIGHT SERIES

HOW I THINK INSIDE THE BOX™

An interview with Maretta O'Shea, Supply Chain Manager – PEM® Europe

You've been a PennEngineering® team member for over 20 years. How has your work evolved since then?

After completing business studies in college, I gained employment with Precision Steel Components in Galway, Ireland. A few years later, the company was purchased by PennEngineering®. The woman who hired me at Precision, Mary Ann Fergus, is currently the President of PennEngineering® Europe.

For several years I held a customer service role, working with local customers in Ireland as well as customers in the United States and the UK. Our Galway location eventually transitioned from directly servicing customers to managing the distribution of all PennEngineering® products to our centralized warehouse in the UK.

When our distribution center was moved from the UK to Galway, I was promoted to Supply Chain Manager, a position I still have today. In this role, I manage PennEngineering® team members in our customer service, warehouse, and purchasing departments.

What are some of the biggest achievements you've experienced during your time with the company?

Like any global organization, there are challenges to overcome on a daily basis. But if you have a talented and passionate workforce in place, you can overcome anything.

One of the biggest achievements I've experienced is our ability to consistently

maintain an impressive 98+% on-time delivery of products to our customers and our distribution partners throughout Europe and the world. Past challenges taught us the need to implement new strategies and lean thinking principles that would allow us to be more efficient and better manage production throughput. Today, we can easily scale as needed to deliver our products on time based on market need.

How does PennEngineering® give customers a competitive advantage?

All departments that I interact with on a daily basis – from purchasing and production to warehouse and customer service – understand that continuous improvement is the key to success. Being proactive and offering new ideas and solutions to our customers is how they'll overcome their biggest challenges and maintain their competitive advantage.

That philosophy runs deep throughout our organization – continually adapt and innovate for the good of our customers around the globe.

Is there a secret to staying innovative?

The secret is that the idea of innovation must be embraced by all employees at all times. It truly requires teamwork and involvement from all levels of the company, which our organization has historically excelled at. And when that happens, we can collaborate and share ideas more freely and continue to improve our fastening products and services, year after year.



Maretta O'Shea
Supply Chain Manager
PEM® Europe

In her 25+ years at PennEngineering®, Maretta had the critical role of helping our Galway, Ireland facility grow from a small customer-service based organization to a massive global distribution operation that today supports PEM® and other PennEngineering® customers throughout Europe with the capacity to ship 20 million fastening products per week.