

## Commitment to Customer Service

For over 70 years, leading manufacturers of communications, consumer, industrial, automotive, military and aerospace products have relied on Amphenol to provide total interconnect solutions. Maintaining this high level of customer trust requires a total concern for complete customer satisfaction at all levels – from engineering to manufacturing to quality assurance. Since many products are custom designed to individual customer specifications, often for the harshest environments, it's critical that a teamwork approach be taken, involving the customer at all levels. It starts with the design engineers who listen closely to customer needs, combining solid analytic skills with the latest CAD tools to quickly solve problems. Amphenol RF Engineering also uses paperless design capabilities which are designed to test with 3D Mechanical Design (PRO-E), 3D Mechanical Analysis (ANSYS), and 3D High Frequency Structure Simulator Analysis (ANSOFT).

Amphenol also employs multifunctional teams to ensure that all products are designed for manufacturability. Serving the needs of our customers also requires a strong worldwide manufacturing presence. That's why we operate advanced production and assembly facilities strategically located across three continents. Yet, our quality remains exceptionally uniform and internationally standardized, from raw materials testing, through design engineering, to automated manufacturing and sub-assembly, to fully documented and traceable test procedures developed in accordance with customer specifications. Amphenol also employs Statistical Process Control and has obtained ISO 9001-2000 Certification for all its production facilities worldwide, and QS 9000 Certification in Mexico and China. As a result, we offer precisely what every customer is looking for – world class quality with dedicated technical support at all stages.

## Guide to Part Number System

