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Heilind Rated Best Electronics Distributor in Survey

WILMINGTON, Mass., June 17 /PRNewswire/ -- Heilind Electronics, the largest distributor of interconnect, electromechanical and wire & cable products in North America, was ranked first in overall customer service satisfaction amongst distributors evaluated in a survey conducted by the market research firm, Bishop & Associates, in March of this year. Survey participants were asked to identify the distributors they regularly used and then to answer 18 service-related questions about those distributors. Specific issues evaluated in the survey included quality of personnel, on time delivery, engineering support and depth & breadth of inventory. Besides Heilind, the 37 distributors evaluated in the survey included Arrow, Avnet, TTI, Digi-Key, Mouser, Newark, Sager, Future, Allied and Power & Signal.

In addition to being rated the best overall distributor, Heilind was judged to have the best Field Sales support and best Inside Sales support. Heilind also received high marks for on-time delivery performance, engineering support, breadth & depth of inventory, quote response, product sample support, and overall ease of doing business.

Rick Nemeth, Heilind Vice President of Sales and Marketing, said of the survey, "Customer satisfaction and doing what's noticeable to customers is paramount at Heilind; it is what we spend each of our days thinking about and working towards. To receive independent verification that Customers indeed notice and ultimately appreciate what Heilind does is extremely gratifying. That said, we know the pressure on our Customers to do more, do it faster and do it more cost effectively never ceases. Heilind is committed to continuous improvement and remaining the outstanding supplier our customers require us to be."

For more information on the survey, objectives, methodology and rankings, please visit http://www.heilind.com/marketing/Bishop_Survey_Results.asp.

About Heilind Electronics

Heilind Electronics, Inc. (www.heilind.com) is a leading distributor of connectors, relays, switches, thermal management & circuit protection products, terminal blocks, wire & cable, wiring accessories and insulation & identification products. Heilind serves OEMs and contract manufacturers in the medical, industrial controls & equipment, non-automotive transportation, aerospace and telecommunications markets with 25 North American sales offices, two automated distribution centers and a highly versatile value-added center. In addition to the world's largest interconnect inventory, Heilind offers customers a complete portfolio of innovative logistics and supply chain management services including automated inventory management & auto-replenishment systems, on-line materials management tools and a full menu of electronic file sharing options.

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