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Survey Ranks ITW Pancon 5th among Top 10 Connector Manufacturers

Heilind Electronics is pleased to congratulate ITW Pancon on its recent top 10 ranking in the annual connector survey published by Bishop & Associates**.

Bolingbrook, IL -- ITW Pancon has been ranked 5th in a field of 47 companies in a study published in October 2009 by Bishop & Associates.

ITW Pancon improved their overall ranking to 5th in 2009 from 13th in 2007. "Pancon may not be the largest connector manufacturer in this survey, but we are very focused on the needs of our customers and distributors. We strive for continuous process improvement in all areas. Moving from 13th in 2007 to 5th in 2009 shows our commitment to continuous improvement", stated Greg Hayward, General Manager, ITW Pancon.

ITW Pancon's ranking in the questions below shows the company's overall commitment to Continuous Improvement in various areas:

Questions:	2009	2007	Rank Improvements
Survey Participants Satisfaction:			
Overall Ranking	5	13	8
Product Quality	3	17	14
% of On time Deliveries	4	17	13
Price Competitiveness	2	7	5
Technical Support	5	10	5
New Design Turnaround time	6	12	6
Outside Sale Support	6	18	12
Inside Sales Support	5	8	3
Completeness and ease of Use of Printed Catalog	5	9	4

Availability of Technical Document on Web Site	6	9	3
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Heilind Electronics has been a distributor of ITW Pancon Connectors since November, 1997 when the business was acquired from Panduit Corporation. Heilind distributed those same products from Panduit prior to the ITW acquisition.

“We are pleased to have an innovative and quality leader like ITW Pancon as a partner and would like to offer our congratulations on a fine achievement,” said Bob Clapp, President of Heilind Electronics. “ITW Pancon has long been, and will remain, a key contributor to Heilind’s success. Their ability to provide both standard and custom solutions supports our mission to accelerate customers’ time to market while ensuring competitive pricing.”

Continuous improvement in all areas of ITW Pancon’s business remains a strong focus. “We pride ourselves in the results we earned from our customers in this survey. We thank them for their business and continued support”, added Hayward.

ITW Pancon, a division of Illinois Tool Works, Inc (NYSE: ITW), is a manufacturer of specialty Connector Products. ITW is a Fortune 200 Company and diversified manufacturing company with nearly 100 years of history delivering specialized expertise, innovative thinking and value-added products to meet critical customer needs in a variety of industries. ITW has 875 decentralized business units in 54 countries that employ approximately 65,000 women and men.

Heilind Electronics (www.heilind.com), with sales in excess of US\$500 million, 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 devices and instrumentation, industrial controls and equipment, non-automotive transportation, aerospace and telecommunications markets. In addition to the world’s largest interconnect inventory, Heilind offers 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.

**Bishop and Associates is a connector industry consulting firm that regularly conducts surveys to evaluate the general level of customer satisfaction in various categories. The surveyed companies included are from OEM, CEM, Distribution and other companies. The surveyed participants include Engineering, Purchasing, and other functions.