



SOLUTIONS AS **UNIQUE** AS
YOUR BUSINESS

ISO 9001
REGISTERED

Engagement Profile

Customer Industry:	Cellular Communications
Customer Revenues:	\$1B+
Volume Characteristics:	High Mix Low Volume & High Volume
Services Provided:	Full Turnkey, PCA, Product Build & Test
Activity Stages:	Prototype, NPI & Production

Customer’s Voice

“To Whom It May Concern:

The relationship between <our company> and BTW began approximately in 2006. It began as strictly a quick turn / prototype relationship but soon grew into something much greater. We quickly recognized the value proposition that BTW brought to <our organization>.

We operate our business in an outsourcing model. After working with BTW for a short time we recognized that BTW could do more than simply prototype builds. We have since moved entire product lines to BTW whereby they provide anything from board build and test to a complete turn-key manufacturing solution.

As mentioned, our business model is an outsourcing model; therefore there are some very important elements that we take very seriously and monitor closely.

- Quality Performance: The BTW quality performance is excellent. Their material acceptance level at <our company> is very high and when there is a quality problem their response to the non-conformance is handled immediately and the corrective action is detailed and thorough.
- Delivery and Accuracy: BTW’s on time delivery is very good. We have challenged them on many different fronts from launching a new product to shortening the lead time on an existing product line. In most cases BTW has delivered.
- Cost: From a total solution, cost competitiveness perspective to include; lead-time, ease of doing business, cost reductions and managing inventories, BTW is a very positive solution for <us>. Their timeliness and ability to respond to quick demands as well as consider improvement opportunities during the process has been a terrific benefit.
- Production Capacity: For our needs, capacity has not been an issue. As mentioned we have challenged BTW in many ways. They have responded positively and creatively to meet our needs. The infrastructure and culture of the entire company is one of professionalism and dedication to meeting the customer needs.

BTW continues to be a key Contract Manufacturer in our overall business strategy. So much in fact we have recommended them to other business unit leaders of <our company>. I would recommend them highly and without hesitation as a Contract Manufacturer and more importantly as a long standing partner.

Regards,

Director Global Outsourcing and Supply Chain”