

Kimball Electronics Wins Highest Customer Ratings in Seven Categories of CIRCUITS ASSEMBLY'S 2024 Service Excellence Awards

JASPER, Ind., November 21, 2024 -- (BUSINESS WIRE) -- Kimball Electronics, Inc. (Nasdaq: KE) was honored for achieving the Highest Overall Customer Ratings in seven categories of CIRCUITS ASSEMBLY'S 2024 Service Excellence Awards: Dependability/Timely Delivery, Manufacturing Quality, Responsiveness, Technology, Value for the Price, Flexibility, and Overall Satisfaction.



CIRCUITS ASSEMBLY, a leading industry publication covering the mixed-technology electronics assembly marketplace, recognized companies that received the highest customer service ratings, as judged by their own customers. The awards were recently presented during a ceremony at the Surface Mount Technology Association (SMTA) International Conference. The awards are presented to outstanding Electronics Manufacturing Services (EMS) providers, as well as to suppliers of electronics assembly equipment, materials, and software.

The results, based solely on direct customer input, are an indication of outstanding achievement in service excellence. Customers of the participants rated EMS providers in seven service categories: Dependability/Timely Delivery, Manufacturing Quality, Responsiveness, Technology, Value for the Price, Flexibility, and Overall Satisfaction. Kimball Electronics was honored for achieving the highest customer ratings in all seven service categories for EMS companies with annual sales over \$500 million.

Ric Phillips, the CEO of Kimball Electronics, expressed his pride in the team's unwavering commitment to fostering long-term relationships with all customers, whether they are new or have been partners for many years. Phillips emphasized, "Receiving Service Excellence Awards in all seven categories is incredibly rewarding. Customers appreciate collaborating with a dedicated team that shares common goals and values." He credited the hard work and commitment of the global Kimball Electronics team for enabling continuous improvement and providing service excellence to their customers.

"We appreciate our customers for selecting Kimball Electronics as their preferred partner. Our dedication to exceptional customer service has been key in fostering enduring relationships. A big congratulations to our global team for embodying our guiding principles and consistently meeting or surpassing our customers' expectations," stated Kathy Thomson, Chief Commercial Officer of Kimball Electronics.

Kimball Electronics has participated in the Service Excellence Awards for the past eleven consecutive years, winning awards for excellence in multiple categories in 2015, 2016, 2017, and 2019. Kimball Electronics won the award for Highest Overall Customer Rating in 2014, 2018, 2020, and 2021. In 2022, Kimball Electronics received awards in all seven award categories, including two newly added categories. In 2023, Kimball Electronics received Highest Overall Customer Ratings in four of the seven categories. And now for 2024, Kimball Electronics received awards in all seven award categories. This is the 32nd year CIRCUITS ASSEMBLY has sponsored the awards program.

"RECEIVING SERVICE EXCELLENCE AWARDS IN ALL SEVEN CATEGORIES IS INCREDIBLY REWARDING. CUSTOMERS APPRECIATE COLLABORATING WITH A DEDICATED TEAM THAT SHARES COMMON GOALS AND VALUES."

- RIC PHILLIPS, CEO

"WE APPRECIATE OUR CUSTOMERS FOR SELECTING KIMBALL ELECTRONICS AS THEIR PREFERRED PARTNER. OUR DEDICATION TO EXCEPTIONAL CUSTOMER SERVICE HAS BEEN KEY IN FOSTERING ENDURING RELATIONSHIPS. A BIG CONGRATULATIONS TO OUR GLOBAL TEAM FOR EMBODYING OUR GUIDING PRINCIPLES AND CONSISTENTLY MEETING OR SURPASSING OUR CUSTOMERS' EXPECTATIONS."

- KATHY THOMSON, CCO

