Special Advertising Section



service excellence

HOW DO YOUR CUSTOMERS RATE YOUR SERVICE?

Enter the 2005 *Circuits Assembly* Service Excellence Awards and find out your customers' honest opinions about your products and customer service.

On October 1st, *Circuits Assembly* will begin accepting entries for the 13th annual Service Excellence Awards—the ONLY awards program judged by the people who matter—YOUR CUSTOMERS.

Entry and Program Requirements

The Service Excellence Awards are open to EMS providers and electronics assembly suppliers (equipment, materials and software). You provide a list of your best customers, and a third-party research firm will gather customer feedback to determine their level of satisfaction. The highest-ranking companies will be presented with awards at APEX 2005!

ARE YOU UP FOR THE CHALLENGE? Log on to www.circuitsassembly.com/sea and enter today! NEW ONE-DAY SEMINAR FOR ONLY \$349!

Assembly Insider

Lead-Free Impact Seminar

Gain the competitive advantage to succeed in the new lead-free environment.

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- Industry and governmental regulations and directives RoHS/WEEE
- Implementation and operational costs
- Product development, lifecycles, outsourcing, procurement and logistics
- Design for assembly, disassembly (recy-
- cling) and reliabilityAvailability of components and materials
- Cost of non-conformance
- Production equipment in a lead-free environment

Speakers:

- Ken Stanvick, Senior Vice President, Design Chain Associates, LLC
- Leo P. Lambert, Vice President, EPTAC Corporation

Boston, MA	•
Los Angeles, CA	Óct. 1
Minneapolis, MN	Oct. 21
Dallas, TX	Nov. 9

Register online at www.pcbshows.com/leadfree or call 678-589-8865



News and resources for PCB industry professionals

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