



Connecting Parts and Performance with Your Supply Chain

Parts and Performance is a customer-centric supply chain program that delivers flexible, time-saving and innovative services to enhance your supply chain.

HEILIND
Performance. Trust. Innovation.



Engineering and Design Assistance

Capitalize on our deep product and application knowledge. Include us in your product's initial design or re-design phase, and we'll work with you to recommend the best suited part options or even facilitate the design of a new, custom part. Dealing with obsolescence? We can even suggest alternative solutions to reduce your re-design time and cost.



Part Assembly, Modification and Packaging

We understand the little details do matter. Other distributors may shy away from manual, detail-oriented work, but we embrace it — even small orders — because it can reduce your assembly time, required part numbers and overall cost.

A Heilind representative can work with you to determine the right combination of the following to streamline your supply chain:

Part Assembly:

combining multiple parts into one unit

Part Modification:

altering an existing part so it more closely matches your requirements

Special Labeling and Packaging:

making a part easier to identify or simplifying assembly by adding labels or markings to streamline manufacturing

Kitting Solutions:

packaging parts in assembly and sub assembly kits used for production line assembly, field service installations, etc.

Package Modification:

custom cut reels of terminals and components to supply less than full reel quantities





Flexible Inventory, Delivery and Tracking Systems

Speed to market is critical and we can help shorten your supply chain. We integrate the appropriate mix of the following applications and monitor results to ensure efficiency and continual improvement:

Auto-Replenishment: our barcode-based system uses a handheld scanner or our online e-store to transmit inventory requirements directly from your production floor to our warehouse. This data triggers a shipment of parts to your facility as well as the replenishment of programs supporting inventory stored at Heilind.

Electronic File Sharing: this integration with your financial, forecasting, transaction, shipping and inventory reporting procedures promotes speed and accuracy.

Vendor Managed Inventory (VMI): our IMRS (Inventory Management Replenishment System) manages your inventory flow using MRP integration or tablet/scanner technology. Procurement, inventory and warehousing functions occur at a Heilind facility or one of your locations.

Consignment Inventory: is stocked at your location to meet immediate demands. Consignment is unique because Heilind, not the customer, owns the safety stock. We support multiple consignment models for a custom fit. Using a push (MRP/forecast) or pull (auto-replenishment) inventory management system, materials are shipped to meet upcoming production needs. Billing occurs only upon consumption, reducing average inventory levels, outstanding payables and cycle times.

Product Lifecycle Notifications: receive advance, automated alerts of product end-of-life schedules, as provided by our manufacturers, to eliminate surprises. Easily access part usage, trends and other critical information online with a simple, secure log-in.



On-going Data Sharing, Analysis and Account Reviews

This is more than a step, it's a process. And the way we choose to do business. Our account reviews are a formal, detailed and collaborative process. We review and analyze each customer's individual situation and data to identify and recommend cost-savings and operational efficiencies. It starts with an agreed upon strategic agenda that covers:

- Assessment of progress towards identified goals
- Mutual sharing of changes and updates from both Heilind and the customer
- Presentation and examination of key business metrics, relevant data and industry trends
- Discussion of new programs and designs
- Identification of areas for improvement and corresponding action items to enhance each area

The account review process ensures clear communication and mutual alignment. And it brings together our collective skills and intelligence to create a more effective supply chain.



Parts and Performance in Action

Here are few examples of collaborative work with our customers. Interested to see if we can help your organization? Give us a call.

Engineering and Design Assistance

New Design Recommendation with Results

A consumer electronics OEM was developing a new product where performance, cost and time-to-market were essential. We reviewed the design and delivery criteria and ultimately suggested a connector solution that performed above expectations, lowered their standard material costs and improved NPI deliveries. A true win for the customer.

Part Assembly, Modification and Packaging

Small Change Leads to a Big Difference

A customer was experiencing a slowing production line due to staff having difficulty differentiating between similar size rubber cup parts. Heilind developed a simple, inexpensive solution — adding a colored dot to the larger cups to easily identify and differentiate parts. Invisible to the end-user and very visible to our customer's production line staff, this simple solution solved their production line bottleneck and decreased assembly time.



Flexible Inventory, Delivery and Tracking Systems

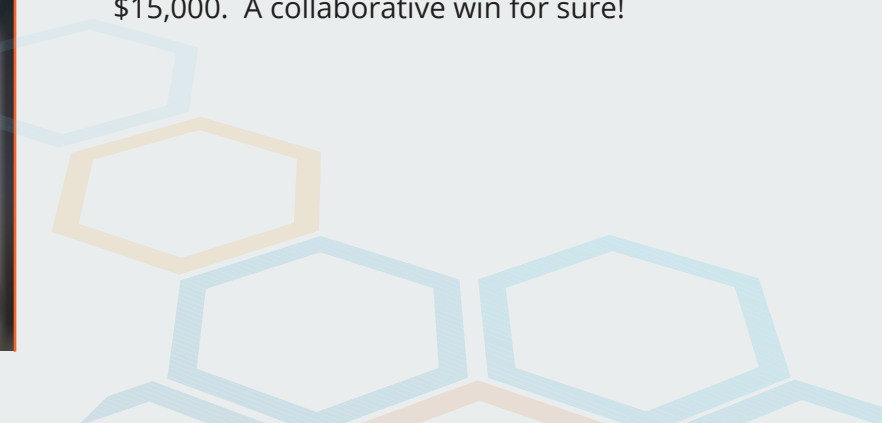
Maximize Inventory Efficiency with Minimal Effort

A cable assembly customer uses our auto-replenishment program to set minimum/maximum inventory to maintain a reliable onsite inventory for multiple parts. The customer simply scans our special bar-coded parts. When the minimum inventory level is reached, it triggers an automatic order email confirmation and the preferred level of replenishment stock arrives kitted the next day.

On-going Data Sharing, Analysis and Account Reviews

Customer Account Review – Sharing Cost Saving Data

A recent customer account review included cost saving ideas. With the help of our custom proprietary software tool, our sales team downloaded, analyzed and presented our findings. After reviewing the data with our customer, we identified several instances where part releases and overall touch frequencies were adding significant costs to our customer's process. Together we agreed to a few key process improvements which ultimately paved the way for operational cost savings in excess of \$15,000. A collaborative win for sure!

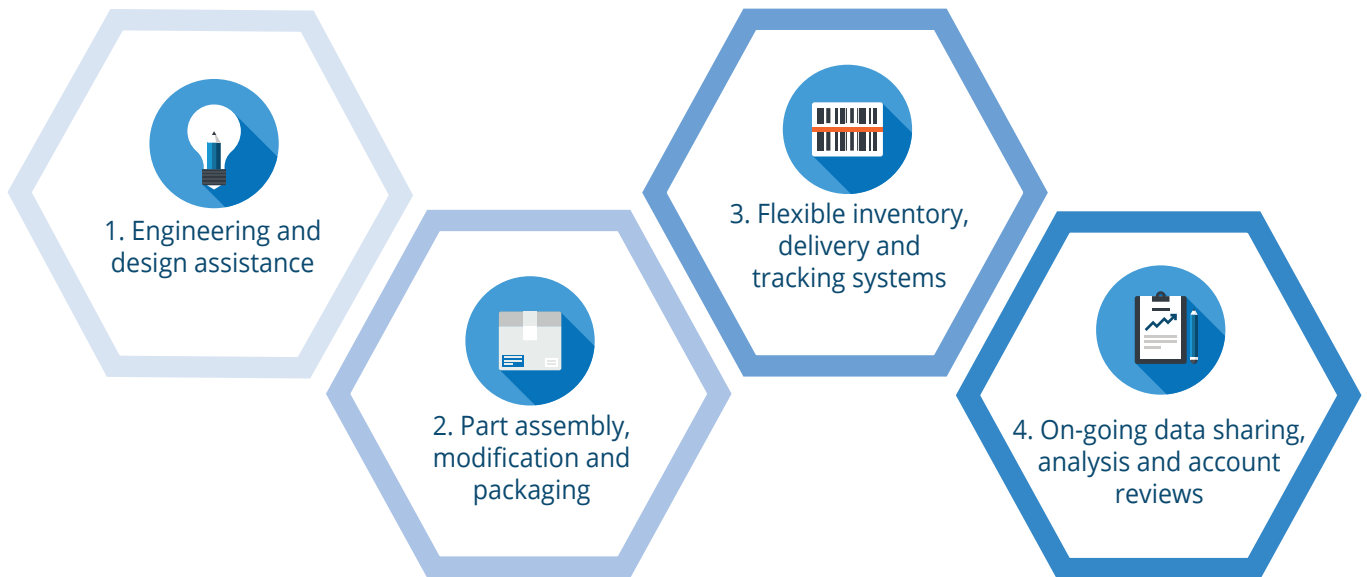


Innovation Drives the Process

When you think of an electronic components distributor, does innovation come to mind? Probably not. We learned long ago that in order to consistently meet and exceed our customers' expectations, we must both closely manage the supply chain and innovate around the parts.

Our 4-step approach, "Parts and Performance", empowers our staff to work with you to improve each business relationship while enhancing your supply chain. From lower product minimums, to customer-specific inventory management programs and packaging, no order is too small, no project too big, and no modification too complicated. It is all about what is right for you.

Parts and Performance Supply Chain Process



Continuous Improvement for Each Customer



Maximum Flexibility to Minimize Your Time and Resources

Flexibility differentiates Heilind Parts and Performance from other value-add programs. Our internal mission is to constantly find new ways to make improvements possible to improve your supply chain.

As a privately-held, family-run company, we have the strength and flexibility to run our business for long-term success rather than short-term gain. All of our employees are empowered to be proactive listeners, which is the spark that drives Parts and Performance.

This family spirit thrives throughout the organization. In a time when employee longevity is measured in months, not years, we have many loyal staff members who have been with us for 10, 20, and even 30+ years. The result is our customers work with some of the most experienced and knowledgeable people in our industry.

And, we've been told, we deliver that support in a way that makes our customers feel like they're part of our family, too. Interested in a partnership-driven distributor relationship? Give us a call.



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Founded in 1974, Heilind has locations throughout the U.S., Canada, Mexico, Brazil, Germany, Singapore, Hong Kong and China. We focus on connectors, relays, sensors, switches, thermal management and circuit protection products, terminal blocks, wire and cable, wiring accessories, and insulation and identification products from over 150 leading manufacturers.

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