



February 24, 2004

*Creation Technologies Receives Top Honours in 4 Service Categories at the 2004 Service Excellence Awards*

UP Media Group Inc. (Atlanta, GA) today announced the winners of the 2004 Service Excellence Awards (SEAs) for Electronics Manufacturing Services (EMS) Providers and Electronics Assembly Equipment, Materials and Software Suppliers. Circuits Assembly magazine recognized the companies that received the highest customer service ratings, as judged by their own customers, during a ceremony at APEX 2004 in Anaheim, CA.

Participating EMS companies' customers rated each company on a scale of 1 (poor) to 5 (superior) in five service categories:

- Dependability/timely delivery;
- Manufacturing quality;
- Responsiveness to requests and changes;
- Technology; and
- Value for the price.

Overall winners in the EMS category were Plexus Corp. (Neenah, WI) in the large-company category (revenues over \$500 million); Sparton Electronics (Jackson, MI) in the medium-company category (revenues between \$100 and \$500 million); and Masstech EMS (Woburn, MA) in the small-company category (revenues less than \$100 million).

Circuits Assembly also gave awards to the small and medium EMS companies with the highest scores in each of the five individual service categories.

In the medium-company category, Creation Technologies (Burnaby, Canada) had the highest scores for dependability/timely delivery, manufacturing quality, responsiveness and technology, while Reptron Manufacturing Services (Tampa, FL) won in the value category.

In the small-company category, Key Electronics (New Albany, IN) won for dependability/timely delivery and tied with Able Electronics (Hayward, CA) for responsiveness. Able Electronics also tied for the manufacturing quality award with Nu Visions Manufacturing LLC (Springfield, MA). Nu Visions Manufacturing won the value award and tied with Elcoteq—Dallas NPI (Dallas, TX) in the technology category.

For the equipment, materials and software suppliers awards, companies were rated on a scale of 1 (poor) to 5 (superior) in five service categories: dependability; ease of use; responsiveness; technology; and value for price. Aegis Industrial Software Corp. (Horsham, PA) received top honors in the manufacturing software category, and Agile Software Corp. (San Jose, CA) won the supply chain management software category.

Electronics assembly equipment award winners were: Asymtek (Carlsbad, CA) for dispensing; Assembléon (Eindhoven, The Netherlands) for pick-and-place; Petroferm Inc. (Fernandina Beach, FL) for cleaning; DEK (Flemington, NJ) for screen printing; and FEINFOCUS USA (Stamford, CT) for test and inspection. EFD Inc. (Lincoln, RI) won the electronics assembly materials suppliers award in the solder paste category.

A donation of \$5,000 was made on the participants' behalf to the Surface Mount Technology Association's (SMTA, Minneapolis, MN) Charles Hutchins Educational Grant. Part of each participant's entry fee was included in the donation.

This is the twelfth year for the awards program sponsored by Circuits Assembly.

#### **About Creation Technologies Inc.**

Creation Technologies Inc. is a top 100 Electronic Manufacturing Service (EMS) provider focused on manufacturing complex electronics for businesses in the wireless telecommunication, medical, industrial controls, transportation and instrumentation markets. The company of 800 people provides full manufacturing solutions from design support and new product development to final assembly, packaging and product distribution. Creation Technologies' strong financial management, employee ownership philosophy and commitment to investing in its capabilities have created a highly stable partner for original equipment manufacturers (OEM). The company is employee owned, with plants in British Columbia, Wisconsin and Ontario. More information about Creation Technologies is available at [www.creationtech.com](http://www.creationtech.com).