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For Immediate Release

Mouser Electronics Honored for World-Class Customer Service Excellence

April 10, 2014 - [Mouser Electronics](http://www.mouser.com), Inc., a leading engineering resource and global authorized distributor of semiconductors and electronic components, has received the prestigious [2013 NorthFace ScoreBoard Award](#) (NFSB) from Omega Management Group Corp. in recognition of Mouser's excellence in global customer service and support during 2013. This is the second consecutive year for Mouser to receive this honorable award.

Once again, Mouser received the same high levels of satisfaction representing consistency in exceeding customer expectations. For two years in a row, Mouser has been given a high rating of 4.8 on the 5-point (or equivalent) NFSB scale from customer surveys conducted across the globe in 2013, and received a 99% customer satisfaction score, based on overall order experience. Since 2000, Omega has presented the audited award annually to companies that, as rated solely by their own customers, exceed expectations in customer satisfaction during the prior calendar year.

"We are very honored to receive this award for the second year in a row," said Steve Newland, Mouser's Senior Vice President of Americas Sales and Global Sales Operations. "Customer service is at the heart of our mission here at Mouser. This award demonstrates that our customers continue to be satisfied. Our teams work extremely hard every day to ensure that *every* customer is happy with *every* transaction. It's wonderful to receive this kind of validation from our customers."

"The NorthFace ScoreBoard Award recognizes organizations who not only offer exemplary customer service, but who also center their existence on a deep commitment to exceeding customer expectations," said John Alexander Maraganis, President and CEO of Omega.

Omega measures customer satisfaction and loyalty levels on a 5-point scale (or equivalent) at least four times during the year in such categories as technical support, field service, customer service and account management. NorthFace ScoreBoard certified recipients are companies that, based solely on survey responses from their own customers, achieved the equivalent of a 4.0 or above, out of a possible 5.0.

Mouser customer surveys were reviewed, audited and certified by Omega Management Group to be considered for the high distinction. Omega is an expert in customer experience management (CEM) strategy, and helps companies boost revenue and profits by consistently exceeding customer expectations for service quality.

Mouser's Customer Service Excellence Program is deeply integrated into its corporate culture, where emphasis is placed on the important role of each employee, working as a team to help ensure customer satisfaction and loyalty. For more information, visit <http://www.mouser.com/nfsb-award>.

With its broad product line and unsurpassed customer service, Mouser caters to design engineers and buyers by delivering What's Next in advanced technologies. Mouser offers customers 20 global support locations and stocks the world's widest selection of the latest semiconductors and electronic components for the newest design projects. Mouser Electronics' website is updated many times per day and searches more than 10 million products to locate over 4 million orderable part numbers available for easy online purchase. Mouser.com also houses an industry-first interactive catalog, data sheets, supplier-specific reference designs, application notes, technical design information, and engineering tools.

About Mouser Electronics

Mouser Electronics, a subsidiary of TTI, Inc., is part of Warren Buffett's Berkshire Hathaway family of companies. Mouser is an award-winning, authorized semiconductor and electronic component distributor, focused on the rapid introduction of new products and technologies to electronic design engineers and buyers. Mouser.com features more than 4 million products online from more than 500 manufacturers. Mouser publishes multiple catalogs per year providing designers with up-to-date data on the components now available for the next generation of electronic devices. Mouser ships globally to more than 400,000 customers in 170 countries from its 492,000 sq. ft. state-of-the-art facility south of Dallas, Texas. For more information, visit <http://www.mouser.com>.

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– 30 –

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