



connor
SOLUTIONS

EMS solutions | tailored to your needs

Introduction to Connor



Connor Solutions Ltd was formed in 1999 with one goal:
To become one of the UK's leading Manufacturing Service providers.

Connor Solutions Ltd specialise in providing low to medium volume Electronic Manufacturing Services (EMS) to companies operating across a wide range of industries in the UK and Ireland. We can engage with customers at any point in the product cycle offering design for manufacture, pre-production, volume manufacture, global sourcing, test, systems assembly, logistics and warranty/post warranty services.

Over the years we have continued to go from strength to strength growing rapidly as a result of responding to the needs of all of our customers by offering cutting edge production technologies and a high level of technical capability, combined with an approach to customer service that is based on a true partnership culture.

Our people, customer service, commitment to quality, flexibility, ability to deliver, innovation and dedication to continuous investment have meant that we have achieved our goal and we are now positioned as one of the UK's foremost Electronics Manufacturing Service providers.

Put simply, we believe in the following reasons for our success:

- **Our Services**
- **Our Technology**
- **Our People**
- **Our Quality Commitment**



Our Services

Connor Solutions offer total **end-to-end electronics manufacturing services** to suit your needs.

We have developed innovative strategies, services and solutions designed to address the needs of your business, by providing a total end to end solution. Our innovative approach based on customer focussed business units means that bespoke manufacturing services can be geared specifically to meet individual client needs. So whether its PCB assembly only or a

complete product manufactured and despatched direct to your customer, we have the capabilities, resources and flexibility that you need to suit your business requirements. The breadth and level of service offered by Connor Solutions is commensurate with a global EMS provider but specifically designed for the UK and Irish middle ground markets.

Business Unit Management

- Customers are allocated to a dedicated customer focussed team, providing a single point of contact and working as an extension of your team.
- Services provided include relationship management, order fulfilment, procurement, planning, quotations, engineering support, planning and continuous improvement activities.

Pre-Production and Design

- Our structured NPI process ensures rapid, seamless transition to volume manufacture.
- DfM, DfT and DfP inputs provide a framework to identify and minimise risk.
- Recommendations are made for manufacturability and testability whilst materials are analysed to assess potential supply chain issues.

Materials Management

- Our experienced purchasing team constantly strives to reduce cost, eliminate obsolescence, minimise risk, create competitive advantage and reduce inventories.
- Supply chains are managed using techniques such as demand pull, Kan-ban, carousel and line side stores.
- Material planning, purchasing and control is provided via our ERP system.

Surface Mount Technology (SMT)

- Investment in the latest Fuji NXT SMT equipment ensures first-rate component placement accuracy.
- This guarantees the consistency yet flexibility needed for both prototype/low volume and medium/high volume production.
- Each SMT machine is capable of placing 0201, BGA and uBGA technologies achieving 150,000 placements per hour.

Through Hole

- SMT is complemented by conventional through-hole technology, offering customers additional flexibility.
- Both automated assembly and hand insertion proce
- Capabilities include Radial, Axial and Dip insertion.

Wave solder/Assembly

- Fully integrated progressive assembly lines with direct feed to Nousstar wave solder machines
- All three machines have chip and delta wave functions and SPC management systems.
- Leaded and unleaded capabilities.

Test

- ICT capability via a Teradyne Z1800 (X3) or Agilent 3070 series 2 platform.
- Roving probe test capability provided using SEICA.
- Functional tests available with National Instruments 'Labview' and PXI being platforms of choice.

Automated Optical Inspection (AOI)

- AOI technology includes a Cyberoptics KS100 system and two Ersascope fibre optic camera inspection and repair systems for first pass BGA and uBGA inspection.
- For more detailed analysis, there is a full X-Tek x-ray system on site.

Post Wave & Systems Assembly

- Turnkey solutions include completed functional chassis with country specific documentation, cabling, software duplication and customer specific packaging
- Direct shipment to our partners end customers against their specific sales orders is all part of the service.

Logistical Support

- Support includes worldwide distribution, warranty, port warranty repair and upgrade services.
- Our close proximity to a TNT distribution hub allows quick and easy distribution of completed products.

For a more detailed overview of our services, visit www.connorsolutions.co.uk

Our Technology

Continuous investment means that Connor Solutions has one of the **best invested in facilities in the UK.**

At Connor Solutions we are dedicated to operating a modern EMS plant, which is aligned to today's market. We are therefore committed to making the

necessary investments in technology and developing our capabilities in order to offer our customers a service that is second to none.

These continuous investments and innovations mean that we can provide a service that is:

- Cost effective
- Reliable
- Consistent yet flexible
- Future proof

Investments have included:

- Replacing all SMT placement machines with Fuji NXT platforms
- Doubling of radial component insertion equipment
- Upgrading our PCB wash plant to a spray in air system
- Acquiring upgraded ICT platforms to meet new customer needs
- The addition of an automated laser etching machine
- Implementation of a robotic selective conformal coat system

Further investment is planned in both shop-floor equipment and improving our IT infrastructure.

Our commitment to continuous improvement ensures that we regularly update our processes to reflect technical, quality and regulatory developments to ensure that our clients receive a high level of customer service.



Our People

The remarkable growth and success achieved at Connor Solutions would not have been possible without the **strength, depth** and **quality** of its most valuable asset - **the employees**.

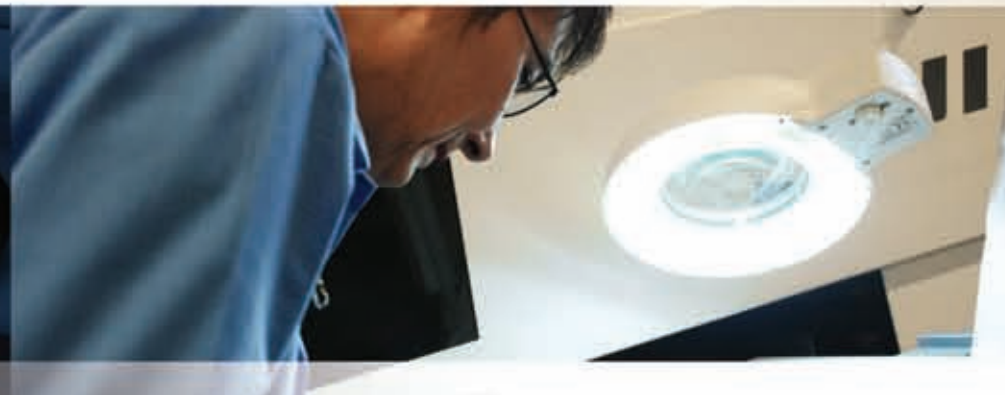
Connor Solutions' management team itself has over 80 years experience in Contract Electronics Manufacturing across a range of global and UK based businesses.

We place great emphasis on the training and development of staff. Our full time training department constantly refines and improves our manufacturing staff's skills set with all employees trained to IPC610 Class 3 workmanship standards.

Most recently, Connor Solutions Ltd has agreed a partnership with Sunderland University and

Gateshead College to offer both a Foundation Degree in Operations Improvement and BSc Degree in Operations Management on site at our facility.

To achieve this, Connor Solutions Ltd has been accredited as an off-campus learning centre by both institutions, with car manufacturing giant Nissan being the only other North East business with the same approval. Both courses assist us in continually improving the skills sets of employees, deepening their understanding of manufacturing and operations management.



Our Quality Commitment

‘Quality means excellence in business performance’

At Connor Solutions we believe that the needs of our customers are paramount. As a result we have developed a Quality Management System that ensures the products and services we provide will be of the quality demanded by the customer.

- We recognise the contribution required from all employees to realise this quality goal and value them as our strongest asset. Quality is the responsibility of all.
- We recognise the crucial influence our suppliers have and shall ensure that we will develop mutually beneficial relationships.

Our ISO 9001:2000 and AS9100 accreditations are complimented by many other recognised electronic manufacturing standards and endorsements to ensure correct specifications are used in the manufacturing process.

To oversee the whole quality process we have invested in Q Pulse, an electronic based tool for controlling our Quality Management System. This system ensures that our records are more accurate and that the processes which we adhere to are even more effective and reliable.



Our Customers

Our strategy at Connor Solutions is to **develop long-term relationships** with a spread of customers across several market sectors, organising our business to meet their needs.

We have a range of clients who are all high performing niche players in diverse end markets including:

- **Industrial** - failsafe and monitoring equipment
- **Communications** - telecomm's, datacomm's and RF applications
- **Medical** - volumetric pumps for drug delivery
- **Environmental** - gas monitoring systems for safety applications
- **Aerospace**
- **Audio Visual** - display driver technology
- **Scientific/Instrumentation** - laboratory and analytical equipment

We consider the business relationships with our customers as partnerships. By securing these long-term relationships, Connor Solutions become more than just a supplier, but a partner who has the right capabilities, culture and focus to bring real added value to our customers.

For more information about becoming a partner of Connor Solutions Ltd, visit our website at www.connorsolutions.co.uk





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