



## Koh Young Earns Industry's Highest Customer Service Award Again

Atlanta, Georgia – Koh Young Technology, the global leader in True 3D measurement-based inspection solutions, has been honored with the 2024 Service Excellence Award from *Circuits Assembly*—marking the third time in four years the company has achieved this distinction. The award is based solely on customer feedback, making it a particularly meaningful recognition of Koh Young's dedication to service excellence.

Manufacturing engineers and technicians evaluated service performance across categories like dependability, responsiveness, technology, product value, integration, and overall satisfaction. Koh Young emerged as the top performer in each category, reaffirming its commitment to customer success.

In addition to its award-winning solutions, Koh Young supports customers through a network of Demo, Application, and Training Centers across the Americas, as well as a global infrastructure designed to provide best-in-class service. The company's innovative culture drives both the development of cutting-edge inspection technologies and continuous improvement in customer support.

Koh Young's approach extends beyond just providing high-performance equipment; it ensures customers maximize their production efficiency through comprehensive training, ongoing support, and regular updates. We designed the offices in Atlanta and Guadalajara specifically to enhance the customer experience, offering tailored training and support to ensure success with Koh Young's advanced solutions.



Joel Scutchfield, General Manager of SMT Business Operations and Director of Sales at Koh Young America, commented, "We are honored to receive this recognition for the third time in four years. It's a testament to the dedication of our team and the trust our customers place in us. At Koh Young, we pride ourselves on delivering not only innovative technology but also the exceptional support that helps our customers succeed. This award reflects our ongoing commitment to ensuring their success, and we look forward to continuing to raise the bar in customer service."

With this latest award, Koh Young solidifies its reputation as a trusted partner in the manufacturing industry, helping customers optimize productivity and reduce costs with innovative, process-driven solutions. You can find out more about Koh Young and its solutions at [www.kohyoungamerica.com](http://www.kohyoungamerica.com) or by visiting its global website [www.kohyoung.com](http://www.kohyoung.com).

If you want to learn more about the award-winning team and our solutions, visit our website at [www.kohyoungamerica.com](http://www.kohyoungamerica.com). To learn more about how our solutions boost your quality, download these free resources from Koh Young America:

- **The Printed Circuit Assembler's Guide to...SMT Inspection: Today, Tomorrow, and Beyond**, a free eBook
  - <https://iconnect007.com/my-i-connect007/books/inspection/>
- **The Companion Guide to...SMT Inspection: Today, Tomorrow, and Beyond**, a free focused eBook on AI
  - <https://iconnect007.com/my-i-connect007/books/kycg/>
- **Smarter Manufacturing Enabled with Inspection Data**, a free 12-part micro-series
  - <http://iconnect007.com/my-i-connect007/webinars/smarter-manufacturing-enabled-inspection-data>
- **Converting Process Data into Intelligence**, a free 12-part micro-series
  - <https://iconnect007.com/my-i-connect007/webinars/processdata>

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### **About Koh Young Technology, Inc.**

Established in 2002, Koh Young revolutionized the inspection market by launching the industry's first 3D Solder Paste Inspection (SPI) system using a patented dual-projection Moiré technology. Since then, it has become the global leader in 3D measurement-based SPI and Automated Optical Inspection (AOI) equipment for the electronics industry. Based on its True 3D measurement-based inspection technology, Koh Young has developed innovative inspection solutions for challenges with machined parts, press-fit and through-hole pins, conformal coatings, dispensed materials, and semiconductor packages. Through its constant innovation, Koh Young has secured over 3,700 global customers and commands the dominant global market share position in the SPI and AOI markets with nearly 24,000 machine installations. By adopting a user-centric R&D focus, it continues to use its core competencies to develop innovative solutions for new and existing markets by listening to our customers and researching emerging trends and applications. From the headquarters in Korea, activities spread across the world through its global sales and support infrastructure spanning Europe, Asia, and the Americas. These regional offices ensure Koh Young stays close to the market, and more importantly, its growing user base. Learn why so many electronics manufacturers trust Koh Young for reliable inspection for a smart factory at our website [kohyoung.com](http://kohyoung.com).

### **For More Information**

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