



Contact Information:

Allene Bailey, KIC

(858) 673-6050

E-mail: abailey@kicmail.com

Web Site: www.kicthermal.com

KIC Celebrates 2025 Service Excellence Award for Customer-Driven Performance in Thermal Process Solutions

San Diego — October 2025 — KIC, the leader in smart thermal process technologies for electronics manufacturing, is proud to announce it has received the 2025 CIRCUITS ASSEMBLY Service Excellence Award (SEA) in the Soldering Equipment category. The award was presented to Miles Moreau, General Manager at KIC, by Mike Buetow, President of the Printed Circuit Engineering Association (PCEA) during a ceremony held on October 21 at the Rosemont Convention Center as part of SMTA International 2025.



Now in its 33rd year, the Service Excellence Awards are the only program in the electronics manufacturing industry based entirely on direct customer feedback. Companies are evaluated across key criteria including dependability and timely delivery, ease of use, manufacturing quality, responsiveness, technology, and overall value.

“This Service Excellence Award is especially meaningful to us because it comes directly from our customers,” said Miles Moreau, General Manager at KIC. “At KIC, we’ve built our reputation on delivering not only advanced thermal process solutions but also the support and care that ensure customers get the most from their investments. We are honored to see that commitment recognized again this year.”

With more than 45 years of innovation and a legacy of industry-firsts in automated process inspection, KIC continues to set the standard for thermal process control. The company supports over 25,000 systems in the field worldwide, backed by more than 30 service and applications engineers along with dedicated administrative staff. KIC’s technology portfolio delivers real-time process insight, full-line data connectivity, traceability, and analytics across reflow ovens, cure ovens, and wave solder machines, empowering manufacturers with flexible, reliable, and highly connected production environments.

Sponsored by *CIRCUITS ASSEMBLY*, the Service Excellence Awards highlight companies that go above and beyond in customer service, offering an industry benchmark for measuring customer satisfaction. This marks another milestone in KIC’s ongoing mission to provide both cutting-edge solutions and unmatched service to its global customer base.

To learn more, visit <https://kicthermal.com>.

About: KIC is a leading provider of thermal profiling and process control solutions. With a commitment to innovation and quality, KIC delivers cutting-edge technologies that help manufacturers enhance production efficiency, product quality, and sustainability.

KIC-Making Ovens Smarter