

2019 Top 10 European Connector Suppliers

The results of the Bishop & Associates 2019 European Customer Satisfaction Survey of the Electronic Connector Industry are in. Here we reveal the top 10 European connector suppliers for overall best performance.

Bishop & Associates has completed its biennial European Customer Satisfaction Survey of the Electronic Connector Industry, which evaluated 30 connector manufacturers. A total of 312 customers answered 17 questions relating to important issues such as quality, pricing, delivery, lead times, technical support, and more to determine the top 10 European connector suppliers.

Distribution of Customer Responses by Industry and Job Function

Industry	Engineering	Purchasing	Other	Total
Automotive	19	20	9	48
Electric Vehicles	1	2	1	4
Computer/Peripheral	5	1	0	6
Telecom/Datacom	9	11	0	20
Medical Electronics	4	1	1	6
Civil Aviation	6	4	2	12
Military/Government	13	4	9	26
Consumer Electronics	2	1	0	3
Test & Measurement	8	8	5	21
Industrial	34	31	36	101
Railway	4	0	1	5
Energy Generation/Distribution	1	2	0	3
Other Transportation	4	1	1	6
All Others	18	20	13	51
Total	128	106	78	312
Percent of Total	41.0%	34.0%	25.0%	100.0%

The Top 10 European Connector Suppliers – Best Overall Performance

The overall performance rankings were determined by averaging customer responses to 11 questions related to quality of products, price competitiveness, turnaround times, and other characteristics using the following numerical scale.

- 6 = Extremely satisfied
- 5 = Very satisfied
- 4 = Satisfied
- 3 = Dissatisfied
- 2 = Very dissatisfied
- 1 = Extremely dissatisfied

The following table identifies the top 10 European connector suppliers that received the highest customer evaluations in overall best performance by average score, total responses, and base of operation origin.

2019 Top 10 European Connector Suppliers – Best Overall Performance

Rank	Company	Country of Origin	Average Score	Number of Evaluations
1	Samtec	United States	4.888	120
2	ept	Germany	4.752	45
3	Phoenix Contact	Germany	4.467	100
4	Yamaichi Electronics	Japan	4.448	34
5	WAGO	Germany	4.422	65
6	Radiall	France	4.372	52
7	HARTING	Germany	4.357	107
8	LEMO SA	Switzerland	4.355	68
9	Binder	Germany	4.311	42
10	Molex	United States	4.282	198

Note: 6.000 is the highest possible score.

Samtec, ept, and Phoenix Contact respectively placed first, second, and third in the 2019 European Customer Survey. Molex, which placed in the top 10 for the first time, is also this year's most improved, up 12 places to tenth in 2019. In addition to Molex, another newcomer in this year's list of top 10 connector manufacturers in the overall performance group is Radiall.

The following table is a comparison of this year's 10 top European connector suppliers' overall performance ranking versus the previous four years in which the survey was conducted.

Top 10 European Connector Suppliers – Best Overall Performance for the Past Five Surveys

Company	2019	2017	2015	2013	2012
Samtec	1	1	1	1	1
ept	2	3	NS	2	2
Phoenix Contact	3	6	3	3	4
Yamaichi Electronics	4	10	NS	9	14
WAGO	5	8	7	7	8
Radiall	6	16	25	30	25
HARTING	7	7	10	5	9
LEMO SA	8	9	5	16	15
Binder	9	5	11	10	12
Molex	10	22	12	18	19

Samtec placed first in the last five European customer satisfaction surveys of the electronic connector industry. Molex experienced the largest increase in rank from 2017 to 2019, jumping from 22nd to 10th place. Samtec, Phoenix Contact, WAGO, and HARTING all placed in the top ten in the last five European customer satisfaction surveys and ept has placed second or third during the same time frame, with exception of 2015, when it did not receive enough evaluations to be considered.

This is the first in a series of articles related to the results of the 2019 Bishop & Associates European Customer Satisfaction Survey of the Electronic Connector Industry. The articles to follow will further highlight the top 10 companies based on product quality, delivery timeliness, price competitiveness, and technical support. To purchase the full report, please call Bishop & Associates at 630-443-2702.