# CARABILITIES



Mario Trevino, Glenair Complex Cable Group

pect

NUMBER

6

# Qwik<mark>Connect</mark>



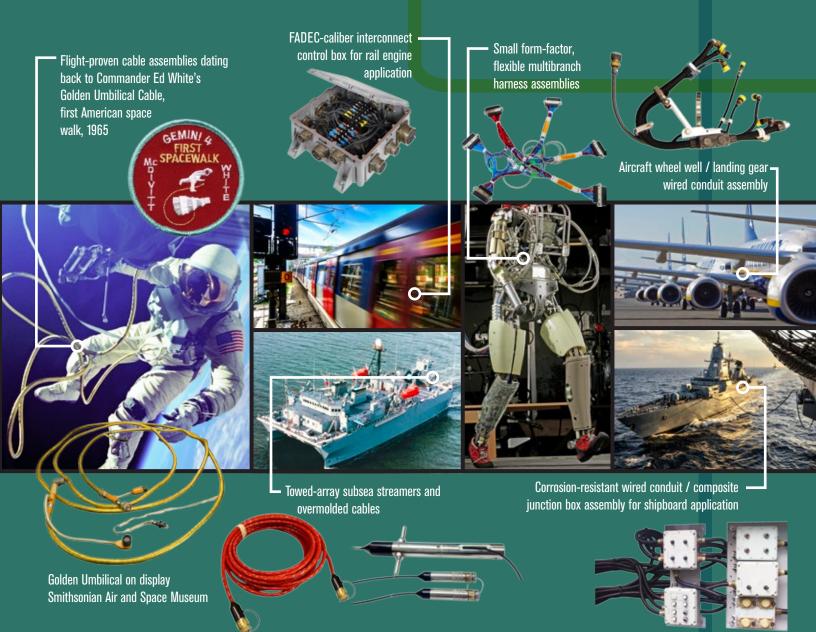
ilitary, aerospace, and harsh-environment industrial interconnect applications require EWIS cabling of a caliber not generally found on consumer-grade applications such desktop computers or automobiles. In fact, as the typical interconnect cable assembly made high performance applications - from fighter for jets to dismounted soldier systems-has little in common with their more pedestrian cousins in the consumer product arena including better shielding from electromagnetic interference, higher levels of environmental sealing and superior all-around mechanical performance.



#### Glenair: Where Connector Manufacturing Meets Cable Harness Assembly

If there is one thing we understand well at Glenair, it's how to build interconnect assemblies for high-reliability systems. In fact, when it comes to protecting both electrical and optical media from mechanical stress, corrosion damage, lightning strike, physical abuse, nuclear, biological or chemical contamination and more, there is no more experienced cable operation in the business than Glenair. In large part this is due to our extensive interconnect component design and manufacturing capabilities combined with our many years of experience in military grade and harsh environmental commercial cable harness fabrication.

This issue of *QwikConnect* presents a comprehensive overview of the interconnect environments, materials and design regimens that go into building high-reliability cable and conduit assemblies that meet even the most stringent electrical, mechanical and environmental performance requirements. The montage below illustrates the many application environments where Glenair interconnect cable assemblies have proven their value and performance since 1956.





# Environmental and Mechanical Stress Factors that Impact Cable Design

Application environment and user mechanics define the stress factors a cable or harness must endure. "Build to print" specifications typically spell out cable assembly sealing levels, mechanical durability, shielding levels as well as preferred materials and design. Glenair's cable/ harness engineering team can also suggest design ideas, material types and fabrication processes that we know from experience best meet application needs in each specific environment. Careful attention to caustic chemicals and fuel types, UV exposure and mechanical



Small form-factor snap-lock.



Shallow water

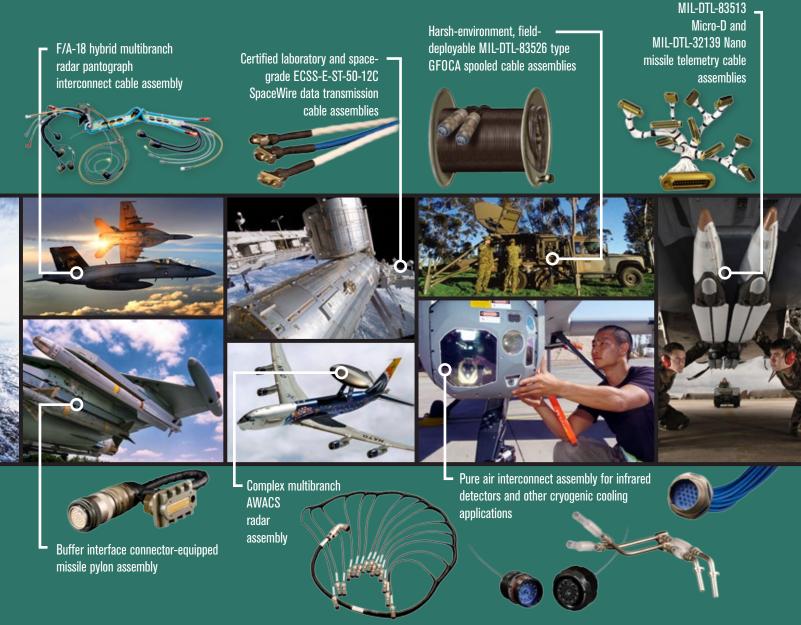
submersible and

abrasion can significantly improve cable durability. Shielding material choices that resist windowing can improve electrical grounding throughout the life of the system. The judicious use of speciality fabrication processes, such as overmolding and the banding termination of shields, result in robust cable strain relief and reduced stress on wire junctions.

#### **High-Speed Performance Requirements**

High-speed protocol specifications also dictate material and design decisions for wires, cables, connectors, shielding, and grounding. In specialty cable assemblies, such as RF, gigabit Ethernet and high-bandwidth fiber demonstrably impact harness design and construction including length, shielding layers, and bend moment. Glenair is well known as the goto supplier for assemblies of this type. Our complete control of component part manufacture also allows us to offer accelerated lead times, improved quality control, and advantageous pricing on a complete range of assemblies incorporating advanced EMI/RFI filter, lightweight shielding and impedance-control technologies.

optics, these many unique requirements



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# Printed Circuit Board and Flex Circuit interconnect Assemblies

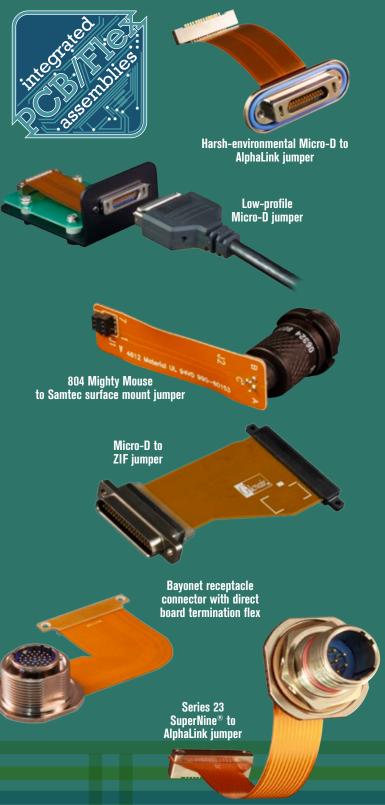
Electrical wire interconnect designers are increasingly turning to small form-factor flex circuitry to replace board-to-I/O wiring. Glenair offers turnkey PCB/Flex interconnect design and assembly. PCB/ flex circuits offer unsurpassed size and weight reduction compared to cable bundles, especially in tight spaces with multi-branch routing. Flex circuitry offers outstanding mechanical performance, being able to withstand extreme vibration environments and capable of extended duty even through thousands of flexing cycles. Replacing complicated wire bundle assemblies with high-density flex assures faster, error-free assembly.

From concept drawings and fabrication data packages, to PCB/flex fabrication and assembly, we offer a complete solution. Termination to Glenairmanufactured printed circuit board connectors ensures high quality and technical performance to even the most challenging delivery requirements.

The ability to deliver connectorized flex and rigid flex assemblies is an important enabling technology contributing to our overall embedded subsystem electronics offering. We offer IPC Class III manufacturing for multiple panel sizes and panel thicknesses up to .5 inch. A broad variety of materials are available including Polyimide, FR-4, Rogers 4003, and Isola. Available surface finishes include ENIG, HASL, Ni/Au and more. Our PCB/ Flex Interconnect team offers:

- Circuit design and generation of PCB/Flex fabrication data packages
- Full component-level documentation
- Top-level assembly drawings and BOM management
- 200+ certified PCB and cable assemblers
- IPC-6012 Class I, II, III, types 1–4; ISO 9001, AS9100
- ESD management
- NADCAP certification for special processes
- Tests such as DWV/IR, continuity, and others.
- Overmolding with multiple materials, including Hysol for PCB terminations

#### **Point-to-Point Connectorized Flex and Rigid Flex Jumpers**





Our flex fabrication cell delivers IPC 6012 and 6013 Class III manufacturing and is managed under the same ISO 9001 and AS9100 certified quality system as the rest of the Glenair operation

Multibranch Flex and Rigid Flex Connectorized Assemblies





rigid flex assembly highlighting the broad range of catalog board and mezzanine connectors available from Glenair

Multibranch RJ45 / Ethernet / USB Flex assembly. Glenair is the only manufacturer of catalog PCB-tail field RJ and USB connectors

High density .025" contact center nanominiature multibranch flex assembly

Micro-D subminiature multibranch flex

assembly-a Glenair specialty.

**\$** 

Hybrid flex/rigid multibranch assembly ready for

connector termination

Stacked Micro-D I/O connectors with flex jumper to rigid PCB assembly

# FIBER OPTIC Ssembles

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Glenair manufactures every mission-critical fiber optic interconnect system and can integrate these fiber optic connectors, termini, backshell

accessories, and cables into turnkey assembliesterminated, tested, and ready for immediate use. Examples shown below range from inside-the-box pigtail assemblies to harsh environmental fiber optic cables, junction boxes, and integrated assemblies.





Turnkey catalog ASAP fiber optic cable assembly

Available cable reels and field-deployment technologies including man-packable units for both Glenair GFOCA and Eye-Beam<sup>®</sup> GMA fiber optic systems

Fiber optic multibranch assembly with flexible conduit wire protection and integrated cable storage bay

MT fiber optic board terminations

High-speed video fiber optic switch and cable junction box assembly

**GFOCA I/O** to board

assembly with reinforcing overbraiding

## Fiber Optic Cable Assembly Application Checklist

Turnkey GFOCA fiber optic cable assembly

#### Application Specifications Working Environment

□ Shipboard □ Airframe / Avionics □ Field Communications □ Space □ Missile Defense □ Other

#### **Cable Installation**

- 🗖 Outdoor
- □ Indoor
- □ Internal-to-Equipment

#### **Temperature Requirements**

Operating: - <sup>@</sup>C=\_\_\_\_\_ +<sup>®</sup>C=\_\_\_\_\_ Storage: - <sup>®</sup>C=\_\_\_\_ +<sup>®</sup>C=\_\_\_\_

#### **Optical Fiber Requirements**

Singlemode

Number of fibers \_\_\_\_\_ Fiber Size D 9/125 µm Other Test wavelength D 1310 nm D 1550 nm Acceptable optical dB insertion loss D Less than 1.0 dB D Less than 1.5 dB Acceptable optical return loss (backreflection) D Not applicable D \_\_\_\_\_\_ dB

#### Multimode

Number of fibers Fiber Size □ 50/125 µm □ 62.5/125 µm □ 100/140 µm □ 0ther Test wavelength □ 850 nm □ 1300 nm Acceptable optical dB insertion loss □ Less than .5 dB □ Less than 1.0 dB

#### Cable Harness Construction

Assembly Length Requirements Less than 10 Meters 10 to 150 Meters More than 150 Meters

#### Cable Type

□ Buffered □ Simplex □ Distribution □ Breakout

#### **Basic Harness/Assembly Description**

Open Wire Harness
 Repairable/Jacketed
 Overmolded
 Metal/Fabric Overbraided
 Alternative Wire Protection Media

 High Flexibility Convoluted Tubing
 EMI/EMP Metal-Core Conduit
 Molded Shrink Boots
 Junction Box / Cable Bay

#### Level of Environmental Protection

Not Applicable
Moisture Resistance
Full Water Immersion
Caustic Fluid Resistance

□ Intense Atomic Radiation

#### **Special Considerations**

- □ RoHS Compliant Materials
- D Extreme Temperature
  Tolerance
- □ UL94-VO Flammability
- □ UV Resistance
- □ Field Repairability
- □ Weight Reduction

#### **Connector Types**

Other\_\_\_

□ Jam Nut or □ Square Flange or 🛛 Plug □ Pin □ Skt **Genderless** □ D38999 Series III Type □ Glenair High Density □ Series 80 Mighty Mouse □ Eye-Beam<sup>™</sup> □ GMA □ GLT □ Glenair Front Release □ MIL-PRF-64266 (NGCON) **G**FOCA **D** MIL-PRF-28876 □ Termini Part No.\_\_\_\_ Dust Cover: 🛛 Yes D No For inside-the-box assemblies indicate B Connector type **D** ST Connector\_\_\_\_\_ **D**FC Connector\_\_\_\_\_ **D**SC Connector\_\_\_\_\_ □ SMA Connector\_\_\_\_\_ LC Connector\_\_\_\_\_

# GROUND SOLDIER

Glenair STAR-PAN<sup>™</sup> USB hub and power distribution interconnect systems are optimized with embedded power conditioning and charging electronics which allow the hub to utilize both primary battery power as well as scavenged power from direct current sources such as transport vehicles and alternative energy sources like kinetic and solar energy. Dedicated adapters and cabling for all charging functions as well as interconnect cabling for the broad range of soldier peripherals, radios, and computer EUDs are also supplied. Glenair STAR-PAN<sup>™</sup> system cables utilize field-proven Mighty Mouse Series 804 connectors, and are optimized for durability, flexibility, and environmental sealing.

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#### General-Purpose STAR-PAN™ System Cables



Microlight Radio Data Cable 808-044 PRC-117G Radio Data Cable 808-035

Harris Radio Adapter Cable 808-088

PRC-148 Radio Data Adapter 808-039 PRC-152A Radio Data Adapter 808-032 PRC-154 Rifleman Radio Data Adapter 808-051 Small form-factor tactical soldier interconnect cable assemblies with Series 804 Mighty Mouse quick-disconnect connectors



Harsh Environment Overmolded



Overmolded breakout assembly featuring 100% Glenair content; a true turnkey solution



Multibranch cable assembly with Glenair Mighty Mouse, HiPer-D M24308 and customer-supplied power connector



Turnkey overmolded GPS cable assembly with integrated switch



Environmental cable with Glenair Series 804 Mighty Mouse, Series 79, and RF Coax terminations

Ultraflexible Fabric Overbraid



Non-environmental aircraft cable with integrated circuit breakout box and Mighty Mouse 804 push-pull connectors



Heads-up display (HUD) cable with custom Series 804 Mighty Mouse and low-profile cable routing



Military jet jumper cable with user-serviceable backshells and fabric overbraid for mechanical protection



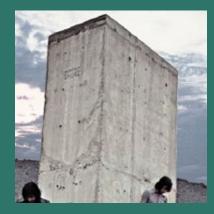
Hybrid Mighty Mouse and Micro-D aircraft pilot helm<u>et cable assembly</u>\_\_\_\_\_

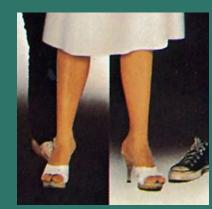
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# TOP 25 CLASSIC POP ALBUMS

Hey, you can argue all you want... but these are our picks, and we're sticking with 'em. How many can you guess with just a postage stamp-sized piece of each original cover? Answers posted August 15th: www.glenair.com/qwikconnect





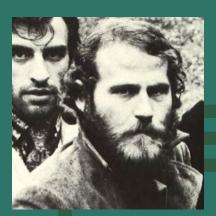




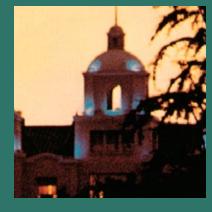


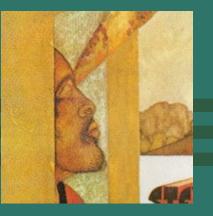
















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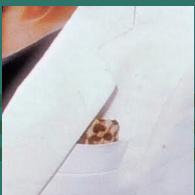


















# OVERMOLDED Ssemblies

Terminated, tested, overmolded, and ready for use, Glenair environmental cable assemblies may be supplied with MIL-M-24041 materials as well as other molding materials including Viton<sup>®</sup>, Duralectric<sup>™</sup>, polyurethane, EPDM, Santoprene<sup>™</sup>, polyamide and more. Fast turnaround and quality fabrication in overmolded cable assemblies depends on capital investment in tooling and injection molding equipment. Glenair operates the largest and most well-equipped overmolding shop in the high-reliability cable industry.

> Tight-tolerance multibranch fighter jet assembly

#### **Advantages of Overmolding**

- Waterproof sealing
- Robust mechanical protection
- Permanent protection of terminations
- Resistance to chemicals and fuels
- No induced cold flow stress
- Electrical isolation and insulation
- Reduced damage from wear
- Flexible routing/cable entry

Hybrid overmolded and tape-wrapped assembly

• Repeatable assembly performance

Color-coded overmolded power and

signal cable assembly

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Overmolded TurboFlex<sup>™</sup> power and signal tank pylon assembly

Overmolded point-to-point assembly with coil cord cabling

Minifilia

Repairable accordion boot-equipped assembly Commercial aircraft assembly with Duralectric™ overmolding and Mighty Mouse connectors Hybrid abrasion-resistant overbraided cable assembly with overmolded cable junctions

## Overmolded C<mark>a</mark>ble Assembly Applicatio<mark>n</mark> Checklist

#### Working Environment:

- Shipboard
  Airframe/Avionics
  Secure Communications
  C4ISR Soldier System
  Armored Vehicle
  Rail/Mass Transit
  Space
  Missile Defense
  Industrial
  Down Hole/Oil Patch
  Other

  Basic Physical Description:

  Single-Ended
  Double-Ended
- □ Multi-Branch
- **Ove**rall Length\_\_\_\_\_
- Dimensional Tolerance
  - - ·

#### Electrical Wire Description:

- Number of Conductors
- Conductor Material/ Finish\_\_\_\_\_
- Insulation Material
- □Wire Gage(s)\_\_\_\_AWG □Wire Voltage
- Rating\_\_\_\_\_
- □ T<mark>wi</mark>sted Pair
- □ Shielded Twisted Pair
- □ C<mark>oa</mark>xial

□ Hybrid Optical/Electrical □ Multiple Conductor Cable □ Other

#### **Optical Fiber Requirements:**

#### **Environmental Requirements:**

 Full Water Immersion
 Chemical/NBC Resistant
 Advanced Corrosion Protection
 IP67

#### **Overall EMI/RFI Shield Requirements:**

- □ Single Shield, Standard Coverage
- Double Shield, Maximum Coverage
- □ Other

#### **Protective Jacketing Material:**

- General Purpose Polyurethane
- □ Low-Smoke, Zero Hal Duralectric™
- Chemically Resistant Viton
- □ High-Flexibility Neoprene
- □ Other

#### **Style and Class of Connectors:**

- □ MIL-STD Connector Series
- Industrial Power and Signal
- □ Fiber Optic
- Ultraminiature Circular
- Ultraminiature
  Rectangular
- Class of Mating Receptacle(s)\_\_\_\_\_

#### High-Speed Serial Data Applications:

□ 10/100BASE-T □ 1000BASE-T □ USB 2.0 □ IEEE 1394

#### **Special Considerations:**

- □ Space-Grade
- □ RoHS Compliant Materials
- D Extreme Temperature
  Tolerance
- □ UL94-VO Flammability
- **D** UV Resistance
- □ Crush/Abrasion Resistance

#### **Identification Method:**

Heat Shrink Band
Nylon Band
Hot Stamp
Other

#### **Electrical Tests:**

□ Hi-Pot VAC □ Insulation Resistance

# MARINE/SUBSEA SSCIEDUCS

# High pressure, up to 10K psi open-face deep water connectors, complex cables, and PBOF assemblies

All connectors and assemblies fully tested and qualified in-house in Glenair's state-of-the-art hydrostatic test lab.



Glenair's hydrostatic test lab control room: modular consoles provide for up to 8 pressure circuits, operating in manual or automated mode. Each circuit is capable of a maximum of 16.5K psi.



SuperG55 series cables undergoing qualification testing



Glenair's hydrostatic test lab accommodates pressure testing of discrete connectors as well as large multibranch assemblies

> SeaKing<sup>™</sup> PBOF hose attachment accessories feature adjustable hose routing/angle adjustment and 340° hose swivel action

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#### Series 70 SeaKing™

10K PSI / 700 Bar / 7000m open-face or mated, dual O-ring equipped, high-density, high-voltage, fiber optic and hybrid electrical/optical subsea connectors.

SeaKing is an innovative new connector series that eliminates a broad range of mechanical design weaknesses found in many of today's high-pressure subsea connector families. From its double O-ring seals and retractable engaging nut, to its multi-keyed mating interface, the SeaKing represents a bold new approach to subsea power and signal connectivity.

> Series 70 SeaKing™ cable assemblies are available from the factory with special 10,000 psi overmolded cable-to-plug connector environmental sealing.

Transparent overmold test sample shows Glenair's harsh-environment, high-pressure cable overmolding and termination expertise (no voids, 360° material adhesion and cosmetic perfection)

> Special high-speed application 10K psi overmolded 75 Ohm Coax hybrid assemblies











#### Series 22 Geo-Marine®

Geo-Marine<sup>®</sup> plugs are equipped with arctic coupling nuts-made from marine-grade naval bronze-with easy-to-grip castellated knurling and a powerful ratcheted anti-decoupling mechanism which guarantees reliable mating and demating performance in even the harshest environments. Supplied as discrete connectors-or more typically in build-to-print overmolded cable assemblies-the Series 22 Geo-Marine<sup>®</sup> has delivered reliable, proven performance in high-pressure subsea applications.

Geo-Marine catalog cordset

High pressure environmental and hermetically sealed cable for a field geophysical application

#### SuperG55<sup>™</sup>

The SuperG55<sup>™</sup> family of drymate deep sea-high pressure connectors is a revolutionary new design of the popular industry-standard used in countless ROV, underwater

camera, diver communications, lights, pan and tilts, and other subsea applications.

Available in multiple shell sizes, the SuperG55<sup>™</sup> is manufactured from 316L Stainless Steel with insert molded contact assemblies designed for pressuresealed applications up to 10K psi mated and unmated. Intermateable and intermountable with other "55" series connectors, the Glenair solution introduces a long list of product innovations designed to improve performance and durability. Marine-grade naval bronze interconnects in a ultra harshenvironment subsea cable assembly

> SuperG55 right-angle overmolded high-pressure 10K psi sealed cable connector plug (CCP)

SuperG55 PBOF hose attachment accessories feature adjustable hose routing/ angle adjustment and 340° hose swivel action

> Su overr seale

SuperG55 Factory-terminated overmolded high-pressure 10K psi sealed cable connector plug (CCP)

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# CONDUIT Assemblies

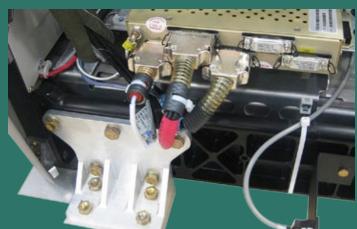
#### Turnkey Wired Conduit Interconnect Assemblies

Many of the conduit and convoluted tubing systems we fabricate at Glenair are assembled at our factory with tamper-proof crimp ring or solder terminations. Userassembled conduit components offer the convenience and flexibility of do-it-yourself field terminationespecially valuable for prototyping of interconnect wire protection systems. But reduced size and weight factory terminated assemblies-from simple point-to-point to elaborate multibranch assemblies-offer the utmost in convenience, value, reliability and durability.

#### Labor-saving, ruggedized and lightweight

- Glenair can design, build, terminate-and even prewire-turnkey conduit wire routing solutions.
- Save space, weight, assembly time and labor cost.
- Certified factory assemblers and calibrated tooling for guaranteed performance.
- Simple point-to-point or complex multibranch.

Glenair's expertise in wired conduit systems extends from simple point-topoint jumpers to complex multibranch assemblies (right) as well as turnkey integrated systems and LRUs with flexible conduit interconnect cabling.



Conduit / integrated junction box aerospace assembly

Complex multibranch fighter jet electrical wire conduit assembly

> Lightweight, halogen-free rail industry wire conduit assembly

> > Crush-resistant commercial aerospace metal-core conduit assembly









### Wired Conduit Assembly Application Checklist

#### Assembly Type

Metal core
 Polymer core

#### **Working Environment**

#### **Assembly Length Requirements**

Less than 10 Meters
10 to 150 Meters
More than 150 Meters

#### **Special Requirements**

- Weight Reduction
- □ Low Smoke/Zero Halogen
- □ UL94-V0 Flammability
- CBRN Resistance
- □ Field <u>Repairability</u>
- Size or Shape Restraints as Specified:

#### Level of Electromagnetic Protection

#### □ Not Applicable

□ db from \_\_\_\_\_ MHz/GHz

- □ EMP
- **D** TEMPEST
- □ Other; Required attenuation
- and frequency band:

#### **Level of Environmental Protection**

- □ Not Applicable (indoors)
- □ Moisture Proof
- □ Splash Proof
- □ Full Water Immersion
- Chemical/Caustic Fluid Resistance
- Extreme Corrosion
  Resistance

#### **Mechanical Requirements**

Abrasion Resistance
 Crush Resistance
 Approx Strength:

#### □ Flexibility

-Approx number of cycles:

□ Tensile Strength Max. lbs. of pull:

#### **Temperature Tolerance:**

Operating:	®C
to	°C

Storage: - \_\_\_\_\_<sup>®</sup>C

#### **Mechanical Durability**

Not Applicable
Light Duty
Medium Duty
Heavy Duty

List the connectors used in this project:

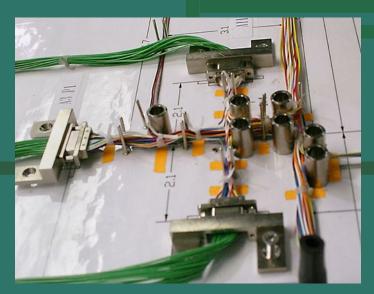
List preferred jacketing, protective overbraiding or fabric sheathing materials such as neoprene, Dacron, AmberStrand<sup>®</sup>, ArmorLite<sup>™</sup>, and so on.

#### **Marking/Labeling Requirements**

# RECTANGULAR SSCIMULICS

Rectangular connectors deliver optimized interconnection of circuits with higher-density and less wasted space compared to circulars. Efficient use of space goes handin-hand with contact density to enable rectangular shaped connectors to better fit into reduced size and weight applications. Because of their overall shorter length, lower shell profile and the fact that rectangulars do not need as much adjacent space for manual mating and de-mating, they are typically the connector of choice for low profile devices such as backplane and blade-type applications.

Glenair manufactures the complete range of rectangular connectors and connectorized interconnect assemblies from Nano and Microminiature to larger form-factor M24308 D-Subs and filtered ARINC 400 / 600.



Precision tight-tolerance wiring board

Complex integrated Micro-D assembly with machined chassis and custom connectors

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Open-loom Micro-D wire harness for an industrial robotic application



Hybrid Nano circular, D-Sub, and RF overmolded cable assembly



High-speed / RF cable assembly with overmolded Series 79 I/O connector and Mighty Mouse quick-disconnect cable connector



Back-to-back shielded Micro-D assembly



# **COMPLEX CABLE** *Aucory Highlights*

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Glenair's Complex Cable Group (CCG) has delivered creative engineering, high-quality workmanship, fast response, and on-time delivery to countless mission-critical interconnect customers for over 60 years. The operation– from cable design through fabrication, test, and delivery–is fully integrated into Glenair's Glendale campus, ISO 9001 and AS9100 quality system, and high availability business model.

 High-speed production overmolding

 Commander Ed White's "Golden Umbilical," with space-grade radiation shielding

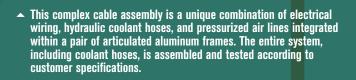


Continuity testing standard on all cable circuits

Reliable Band-Master ATS<sup>®</sup> EMI/RFI shield termination technology used extensively throughout the shop CCG manufacturing engineering team designs and builds custom jigs and fixtures

22 Rev. 04.17.19

63



 Creative and practical: layout boards ensure final fit and function

.

Skilled technicians produce madeto-measure multi-branch assemblies to exact dimensional tolerances

Complete coverage of cable interstices in overbraided assemblies

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# **Out**look

# If not, why not?

We like to keep things simple at Glenair. I was reminded of this the other day when an ISO quality auditor questioned me regarding customer satisfaction and quality. He was interested in how well we communicated our quality policy throughout our organization and whether or not we took adequate steps to *truly* evaluate customer satisfaction. My answer was that we use comprehensive PPM measurement instruments and are of course subject to intense scrutiny and feedback from our customers when it comes to on-time delivery, rejected parts and so on. Further, that we deliver important quality training on a regular basis and reiterate quality goals and objectives regularly in employee communications. Nailed it, right?

Some of you may know that our Glendale headquarters is located adjacent to The Disney Company's west coast Imagineering facility and that over the years we have had the occasion to interact closely with many of the people there. This question of measuring customer satisfaction—measuring it in a way that *truly* reveals how you are doing—reminds me of the unique approach followed by Walt Disney himself during the early years of Disneyland. Walt had a simple and effective way of determining customer satisfaction, as well as for determining where to focus his ongoing improvement efforts.

At the end of each day, a cheerful cast member with a clipboard would ask departing guests a few simple questions (I'm paraphrasing here, but the most important question in my mind went something like this):

 Do you intend to recommend a trip to Disneyland to your friends, neighbors, co-workers, and others—and if not, why not?

Walt believed a practical survey of this sort would provide all the information needed to determine whether or not they had a customer satisfaction problem. The "if not, why not" element of the question was of course critical. If the reasons were things like, "the lines were too long," or "the cast members were inattentive," or "the food was unappetizing," then *voila* he had a simple—and practical—road map for corrective action.

I think at times we all believe business must be more complex than that. That particularly in our industry, the range of questions and "if not, why not's" are more complicated than in Walt's day. But really, doesn't this one issue go straight to the heart of quality, performance, and customer satisfaction? In fact, what better way to gauge for yourself on an ongoing basis—no matter what your role is in the organization—whether your specific performance is meeting your customer's expectations? I can't say whether Walt's approach would have won any points with an ISO audit team. But I do hope it gives everyone on the Glenair team a glimpse into a powerful and effective way to *truly* measure customer satisfaction.

Ohris Torney

# Qwik<mark>Connect</mark>

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