

FOR IMMEDIATE RELEASE**Yaskawa Honored Again for Delivering World Class Customer Service**

Receives 8th Consecutive NorthFace ScoreBoard Award for Excellence in Technical Support, along with Certification in Employee Customer Relationship Training.

Waukegan, IL, May 21, 2020 – The Drives & Motion Division of Yaskawa America, Inc. is proud to announce that it has earned the Customer Relationship Management Institute LLC (CRMI) NorthFace ScoreBoard Award (NFSB) for 2019 for achieving excellence in customer service in the area of Technical Support. This is the 8th consecutive year Yaskawa has been recognized with this award.

Customer Relationship Management Institute LLC (CRMI) created the NorthFace ScoreBoard Award program in 2000 to recognize organizations who not only offer exemplary service to their customers, but who also center their existence on a deep commitment to continuously exceeding customer expectations. Such a customer-centric culture is a critical component of a company's DNA, which is built on the principles of respect, empowerment and trust in others.

The process of determining recipients begins each calendar year in January and closes in late December. Customer satisfaction ratings are reviewed and evaluated in categories such as technical support, field service, account management, professional services, customer training, depot repair, customer service / support, and others

CRMI also recognized Yaskawa for engaging employees to meet the rigorous customer relationship training requirements needed for CEMPRO Award certification. The certified Customer Experience Management Professional (CEMPRO) program was established in 2010 to provide best-in-class training curricula for organizations who want to ensure that their customer-facing groups (CFG) have mastered the skills needed to deliver consistently exceptional customer service. The award criteria require the entire applicable CFG to receive the training and 90% must achieve a minimum test score of 80% within the calendar year.

About Yaskawa

Yaskawa America's Drives & Motion Division manufactures industrial automation equipment, including low and medium voltage variable speed drives, servo motors and amplifiers, machine controllers, spindle drives and motors, and low voltage industrial switch products. The company's Motoman Robotics Division makes industrial robots that can weld, assemble, cut and handle goods for manufacturers.

Yaskawa products are used in a wide variety of industries, including automotive, building automation, machine tool, material handling, advanced manufacturing, packaging, pumping, water/wastewater treatment, plastics, rubber, solar, irrigation, and textile. Yaskawa America, Inc. employs more than 1,000 people in its headquarters in Waukegan, IL, its manufacturing facilities in Buffalo Grove, IL and Oak Creek, WI, and in offices across the United States.

For more information about Yaskawa products visit our website at www.yaskawa.com.

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