



## Aiphone wins Second Deming Prize

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Redmond, Wash. — Oct. 23, 2018 —Aiphone, the leading international manufacturer of intercom and security communication products, today announced it has received a 2018 Deming Prize, one of the world's highest awards for successful implementation of total quality management (TQM) programs. This is the second time Aiphone has won the prestigious international award.

The company also recently achieved ISO 9001:2015 accreditation issued by the independent, Switzerland-based International Organization for Standardization. The ISO 9001 series is recognized internationally as a hallmark of production quality. Aiphone has held ISO 9001 accreditation since 1993.

The Deming Prize, awarded annually since 1951 to businesses and individuals, was named for W. Edwards Deming, an American engineer and management consultant. Deming's ideas for improving quality are considered an important factor in Japan's post-World War II economic boom. President Ronald Reagan awarded Deming a 1987 National Medal of Technology.

The Deming Prize organization defines TQM as a set of systemic organizational activities that leads to products and services with a high level of quality and customer satisfaction. There are no restrictions regarding an organization's type of industry, business scale and nationality to be eligible for the award.

To win the Deming Prize, Aiphone completed lengthy application documents and hosted on-site inspections by the awards committee comprised of representatives of industry and academia. Aiphone was awarded its first Deming Prize in 1981.

The ISO 9001:2015 standard is based on seven quality management principles including a strong customer focus, motivation and involvement of top management and continual improvement. The standard also ensures a company is meeting statutory and regulatory requirements related to its specific products and/or services. Third-party certification provided confirmation Aiphone had met the standard's requirements.

## About Aiphone

Aiphone's wide breadth of high-quality, reliable products offer solutions for security points in almost any application. Known for design simplicity, technical excellence, and backed by award-winning customer support, our highly configurable systems range from DIY audio intercoms, through sophisticated video entry systems, all the way to enterprise-level, IP-based communication networks with emergency call stations. For more information visit <http://www.aiphone.com/home/>