



L to R: Louis M. Arcidy, President and CEO, Maria Grisanzio, VP of Human Resources, Michael Arcidy, VP of Product Development

## **Passives Manufacturer, RCD Components Inc., wins coveted BBB Torch Award**

Manchester, NH – May 31, 2012 – RCD Components Inc., a manufacturer of passive electronic components for 40 years, was honored by receiving the prestigious Better Business Bureau 2012 Torch Award in the 'Large Business' category at a ceremony held May 8, 2012 at the Radisson Hotel Ballroom, Center of NH. The Torch Award recognizes one small, medium, and large NH-based business for their outstanding commitment to maintaining trust, performance and integrity in all facets of their business and for going above and beyond in helping to foster the BBB's mission of advancing marketplace trust.

Howard Brodsky, CEO of CCA Global Partners, BBB Board Chairman, and NH Magazine's 2012 Business Leader of the Year, stated that the founder of RCD, Louis Arcidy Sr., "... was a charismatic and innovative dynamo who ran the company like his family and made sure every employee, customer, supplier and even competitor was treated with respect. His enthusiasm for creating new ways to improve was contagious. While he is with them now only in spirit, his high ethical standards and character are creatively built into RCD policies, procedures and permeate their very culture." Mr. Brodsky said that world class service like RCD's is expected in today's marketplace but what distinguishes RCD from the others is its devotion to customers and its ability to go above and beyond by doing the unexpected. Mr. Brodsky read from numerous 'letters of appreciation' and awards presented to RCD by its customers, including the Department of the Navy, General Motors, Hewlett Packard and Texas Instruments. Agreeing with the BBB Board Chairman, RCD V.P. Michael Arcidy added, "like many companies, RCD concentrates on customer service. But at RCD, we take that to another whole level. In fact, we have an entire manufacturing department at our New Hampshire facility dedicated to urgent orders. This unique SWIFT™ delivery department enables the manufacture of almost any resistor product within one week, a real lifesaver to many of our customers who would otherwise have to wait many weeks or months."

Mr. Brodsky noted that RCD is one of a small number of electronic component companies that continues to produce much of its product line in the USA, with many of its employees having been with the company for decades. "People come from across the globe and come together to share their talents at RCD and as one employee put it, 'the employees at RCD are like the resistors on a printed circuit board' because each staff member is individual and equally important yet dependent on the successful connection with each other." Mr. Brodsky went on to say "Louis M. Arcidy Jr is the President and CEO of RCD Components but his business card says 'Customer Satisfaction' as a title. His goal is to ensure that customer's expectations are exceeded in every aspect of their dealing with RCD. "

Louis M. Arcidy then spoke to the hundreds in the audience on the honor of receiving this award. "My job is easy as I am only a steward of my father's vision for RCD. He was the most brilliant, honest and ethical person I ever

met. With uncertainty in the marketplace and other difficult matters, I always think ‘WWDD’ - what would Dad do?”

“My father used to say, ‘Trust is everything ’and trust remains RCD’s most valuable commodity.”

“I’m thankful to the BBB for honoring the RCD family and my Father with the Torch Award.”

Acknowledged throughout the electronics industry for its service and engineering excellence, RCD Components Inc. is one of the world’s leading manufacturers of Resistors, Capacitors, Coils, and Delay Lines. RCD, founded in 1973, continues to grow as a key supplier of passive components to the commercial, Military, and aerospace industries. For more information, visit [WWW.RCDCOMPONENTS.COM](http://WWW.RCDCOMPONENTS.COM).