

## Dell Recognizes Eight Suppliers in Annual Awards Program

Quality, Service, Cost Among Measures Used to Evaluate Thousands of Suppliers

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Round Rock, Texas, May 28, 2003

Eight companies have been recognized for helping Dell further improve its industry-leading supply-chain management and manufacturing capabilities.

The eight stood out from among thousands of Dell production and general procurement suppliers evaluated on quality, technology, service, continuity of supply and cost. The Worldwide Procurement Supplier Awards, an annual program in its 10th year, were given in Dell's first quarter, which ended May 2.

"Our suppliers play an essential role in helping us provide customers with the quality and value they've come to expect from Dell," said Marty Garvin, senior vice president of Dell's worldwide procurement group. "With their help we ended fiscal 2003 by posting best-ever quarterly product shipments, revenue and operating profit."

"These eight set the standard for the thousands of suppliers we do business with every day worldwide."

Dell recognized suppliers in eight categories.

- **Platinum Award — Best Overall Production Supplier:** Foxconn , a leading manufacturer of connectors, cable assemblies, and enclosures, primarily for standards-based servers and desktop computers. Attention to quality and ability to react to Dell volume fluctuations are among many reasons Foxconn took the top production award.
- **Gold Award — Second Best Production Supplier:** BENQ Corp. , a specialist in electronic multimedia and communications, including display, storage, imaging wireless and broadband. Quality, cost leadership and overall support, especially during Dell's fourth quarter, earned BENQ high praise.
- **Diamond Award — Best Overall Nonproduction Supplier:** Service Zone , a leading provider of technical support, customer service, add-on sales and customer retention. Service Zone demonstrated outstanding performance in four key areas: cost, globalization, flexibility and quality.
- **Emerald Award — Second Best Overall Nonproduction Supplier:** Airborne Express , which ships time-sensitive documents, letters, small packages and freight for Dell. On a global scale, Airborne Express continued to build out its international operations, and effectively reduced unit costs as Dell's volume continued to grow.
- **Silver Award — Best Overall Production Quality Performance:** Samsung AMLCD Division , which supplies Dell memory components, liquid-crystal displays, monitors and optical disk drives. Samsung provided outstanding support and drove for continuous improvement in all regions.
- **Bronze Award — Most Improved Production Performance:** Western Digital , a storage pioneer that produces reliable, high-performance hard drives. The company consistently delivered cost savings and exemplified flexibility by increasing factory capacity to help Dell meet customer demand.
- **Customer Experience Award — World Wide Technologies (WWT)** , a provider of electronic procurement and logistics solutions to the information technology industry. WWT exceeded Dell's quality, service and support requirements, and continually looked for ways to improve business processes and performance.
- **Supplier Diversity Award — Kingston Technology** , the world's largest independent manufacturer of memory products. The company showed excellent team support in all regions, and exceeded expectations for on-time delivery and best-in-class pricing.

### About Dell

Dell Computer Corporation (Nasdaq: DELL) is a premier provider of products and services required for customers worldwide to build their information-technology and Internet infrastructures. Company revenue for the past four quarters totaled \$36.9 billion. Dell, through its direct business model, designs, manufactures and customizes products and services to customer requirements, and offers an extensive selection of software and peripherals. Information on Dell and its

products can be obtained at [www.dell.com](http://www.dell.com).

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