

# JABIL AND MOLEX CULTURE OF COLLABORATION ENABLES UNPRECEDENTED CUSTOMER VALUE IN TURBULENT TIMES

**AGILITY, INNOVATION AND COLLABORATION  
SPEED PRODUCTION OF LIFESAVING  
VENTILATORS DURING COVID-19**

## CHALLENGES

- Urgent demand to produce lifesaving ventilators during COVID-19
- Leading-edge connectivity solutions required for automotive, healthcare and 5G
- Earlier engagement with top suppliers needed to elevate customer outcomes

## SOLUTION

- Molex prioritizes ventilator component builds with newly designed parts
- Molex joins Jabil Early Access Partnership to accelerate customer opportunities
- Molex's global footprint and technology investments align across key markets

## BENEFITS

- Molex produced 20,000 ventilator parts in six days; another 16,000 parts delivered one week later
- Early product design collaborations solve customer problems while scaling supply chain and manufacturing efficiencies
- Strong customer, technology, investment and cultural alignment positions both companies for accelerated growth

## CASE STUDY



“We really cared about the fact that the products we were building could save people’s lives and make a difference. We reached out to Molex and they reacted with lightning speed.”

*Frank McKay  
SVP and Chief Procurement  
Officer at Jabil*

In the Spring of 2020, the COVID-19 pandemic started its massive disruption of every industry sector while overburdening manufacturers of medical devices, diagnostic equipment and consumables, as well as personal protective equipment for healthcare workers. Despite facing global factory shutdowns and urgent needs to keep employees healthy and safe, world-class manufacturers and their supply partners made unprecedented moves to solve problems through innovation and collaboration.

Jabil stands out for its Herculean efforts during the pandemic, which required extra measures of resiliency and agility. The company quickly prioritized the health and safety of employees while continuing to deliver customer outcomes. With help from trusted partners, Jabil met critical manufacturing demands for healthcare-related products with speed and urgency.

“We really cared about the fact that the products we were building could save people’s lives and make a difference,” explains Frank McKay, SVP and Chief Procurement Officer at Jabil. “We reached out to Molex and they reacted with lightning speed.”



## CONNECTIONS COUNT

It comes as no surprise that seamless coordination between Jabil and Molex during COVID-19 was anchored by a 25-year track record of working together. “You can’t buy history,” adds McKay. “We’ve got a long, tenured history and successes we can point to.”

In striving to be the most trusted and technologically advanced manufacturing solutions provider on the planet, Jabil consistently overcomes manufacturing and market challenges. On behalf of its global customers, representing more than 450 of the world’s premier brands, Jabil has weathered macroeconomic forces, changing business models and shorter product development cycles through its supply chain solutions and strategic supplier relationships.

As a leading developer and supplier of advanced connectivity solutions, Molex plays an ever-increasing role in Jabil’s fastest growing market segments, including automotive, 5G, datacenter and healthcare. “Molex and Jabil focus on being agile,” says Scott Whicker, SVP and Global President of Sales and Marketing at Molex. “Our relationship is built on open communication, transparency and respect.”

Leading-edge connectivity solutions are gaining ground across many

of Jabil’s customer segments, which continues to strengthen the long-standing relationship. In particular, global market shifts during the pandemic have created an insatiable need for greater connectivity, power and memory capacity. “There are boundless opportunities for both companies to serve growing markets,” says McKay. “Both Jabil and Molex are well positioned with global footprints and strategic investments in areas that will serve our markets extremely well going forward.”



## ACCELERATING INNOVATION

Molex and Jabil both align technology investment and roadmap strategies in anticipation of fluctuating market demands and evolving customer expectations. As part of Jabil’s total supply chain orchestration, supplier relationship management and commodity management teams work hand-in-hand with suppliers like Molex to ensure ample capacity of differentiated, diversified products and solutions.

“We look for suppliers with the biggest influence and impact on the markets and customers we both serve,” asserts Graham Scott, VP of Global Procurement at Jabil. “The best fit is a company with a similar vision and strategy. Molex can really help us diversify as we explore new markets and customers, so we can thrive together.”

**molex**

## CASE STUDY

To identify the highest echelon of suppliers, Jabil uses supply value mapping based on company history, financial projections and business objectives. The supplier relationship management team then meets with those top-tier companies to create co-developed account plans to drive mutual value. Potential strategic suppliers are evaluated on their pace of technological innovation and investment as well as ability to scale operations globally. The co-developed plans are a playbook of agreed-upon goals and strategies to guide priorities for the respective companies.

“When we knowledge-share and collaborate, we can address challenges to realize the best possible solutions Molex can provide to Jabil,” says Whicker. “It really accelerates innovation in all products and solutions we develop.” Quarterly business reviews ensure each organization has close alignment across technology roadmaps, customer focus areas and go-to-market imperatives.

“The best fit is a company with a similar vision and strategy. Molex can really help us diversify as we explore new markets and customers, so we can thrive together.”

*Graham Scott  
VP of Global Procurement at Jabil*



### EARLY ACCESS TO OPPORTUNITIES

As a testament to their close relationship, Jabil asked Molex to join its Early Access Partnership (EAP) when it was launched in 2020. Designed to spur collaboration and spark creativity between engineering teams, Jabil’s EAP calibrates each



partner’s technology directions and business goals through a series of strategic working sessions, virtual conferences and other joint activities. The goal: foster earlier engagement in business opportunities while optimizing different technologies for mutual and prospective customers.

“It was an easy decision to select Molex for Jabil EAP,” says Scott. “There are lots of synergies across our engineering organizations, and alignment with where Jabil is going as far as specific markets are concerned and the technologies that are required within each of them.”

Jabil EAP makes it easier for Molex engineers to engage with Jabil’s technology experts in the product design process. Moreover, Jabil engineers are learning more about new and emerging connectivity solutions on Molex’s product development horizon. Together, the companies are uniquely positioned to take advantage of early access to business opportunities for mutual benefit.

“It starts with collaborating on designs versus just being a supplier,” says Whicker. “We’ve worked through a lot of different situations to help solve customers’ needs while fitting Jabil’s processes better to help all of us become more efficient through product development cycles.”



### RAPID PANDEMIC RESPONSE

While nothing could have prepared Molex or Jabil for the massive disruption of COVID-19, decades of working together enabled both companies to rally quickly and efficiently. In March, factory operations around the globe halted abruptly while travel restrictions confined employees to work-from-home realities. Customers across all industries were faced with a host of challenges, ranging from huge supply chain interruptions to major manufacturing slowdowns and go-to-market delays.

As Jabil and Molex navigated this uncharted territory, it became abundantly clear that both companies understood the impact of facility shutdowns and magnitude of supply chain disruption. An integrated team assessed risks and developed contingency plans involving alternate materials and fast-ramp manufacturing once factories reopened.

In the healthcare and medical device sector, in particular, the organizations turbocharged responses to escalating demands for lifesaving and personal protective equipment. For example, Molex helped Jabil respond to a ventilator

**molex**



“Molex and Jabil focus on being agile. Our relationship is built on open communication, transparency and respect.”

*Scott Whicker  
SVP and Global President of Sales  
and Marketing at Molex*

manufacturer’s dramatic volume increase while addressing a dire need for parts on a legacy product.

In rapid-fire fashion, Molex secured alternative sources for materials and then used its engineering prowess to identify new components within more recent technologies. “Molex reacted extremely quickly,” says Scott. “They provided us with priority once facilities came back online while ensuring we had the components needed to build the ventilators.”

As a result, Molex significantly scaled ventilator component production from a purchase order history of around 2,000 parts yearly to 20,000 parts in as little as six days. A week later, Molex delivered another 16,000 pieces to support this extremely important product build. “I just can’t thank the Molex team enough for their unprecedented speed of urgency,” says McKay. “They reacted in a way that gave us and the customer confidence we could meet the need as quickly and efficiently as possible.”



## CULTURE OF COLLABORATION

At the core of the Jabil-Molex relationship is a culture of collaboration that resonates at every level of both organizations. A mutual commitment to customers and employees is reinforced by U.S. midwestern roots, which inform each company’s core values and go-to-market philosophies. “Jabil and Molex have a clear, true North Star,” McKay says. “It’s part of our shared DNA and culture, that extends to C-Suite engagement. We have a trusted relationship.”

Cultural synergy also enables each organization to share common objectives. “What we like best about working with Jabil is they understand a partnership goes both ways,” Whicker notes. “With all of our projects, we want to find mutual benefit that creates value for our end-customers.”

A recent example of this teamwork in action involved Jabil and Molex redesigning a connector cable to reduce lead-times. “We ended up replacing a couple of components that enabled us to process things faster,” adds Whicker. “In turn, this helped Jabil introduce it into their operations faster, which produced a better solution in less time.”

Jabil and Molex are positioned to build on their combined successes, bolstered by the right investments at the right time. “We will continue to lift up each other and be better for our customers,” concludes McKay. “We’re dealing with mass disruption and global trade challenges. When you put all that together, it comes down to correct alignment of people, processes and technologies. Jabil and Molex will continue to do a great job of working together today and into the future.”

### ABOUT JABIL

Jabil (NYSE: JBL) is a manufacturing solutions provider that delivers comprehensive design, manufacturing, supply chain and product management services. Leveraging the power of over 200,000 people across 100 sites strategically located around the world, Jabil simplifies complexity and delivers value in a broad range of industries, enabling innovation, growth and customer success. For more information, visit [jabil.com](http://jabil.com).

### ABOUT MOLEX

Molex makes a connected world possible by enabling technology that transforms the future and improves lives. With a presence in more than 40 countries, Molex offers a full range of connectivity products, services and solutions for markets that include data communications, medical, industrial, automotive and consumer electronics. For more information, visit [www.molex.com](http://www.molex.com).

[www.molex.com](http://www.molex.com)

**molex**