

Press Release

THE BEST Chip Making Equipment Suppliers for 2010

Santa Clara, CA – May 17, 2010: VLSIresearch is delighted to announce the 2010 winners of THE BEST Chip Making Equipment Suppliers by Market Segment awards. The market segments for this award include Assembly, Test, Material Handling, Process Diagnostics, and Wafer Processing Equipment. The survey provides chip makers – such as Intel, Samsung, Nvidia, Toshiba, TSMC, GLOBALFOUNDRIES, ASE, AMKOR, and more – an opportunity to evaluate how their equipment supplier's customer service compares to their peers, as well as see how the various tools they need are performing. Equipment suppliers use this data to quantitatively assess and improve their service and equipment performance to meet and exceed their customers' expectations. In addition to public recognition, the survey contains detailed ratings by equipment type, area of the world, and yearly rating trends. The survey also provides insight into customer loyalty and user preferences.

THE BEST Assembly Equipment Suppliers: Accretech – Tokyo Seimitsu ranked highest.

Accretech, the leading dicing equipment supplier, excelled in customer satisfaction and captured the highest ranking for assembly equipment suppliers with an overall rating of 8.16. Accretech was rated the highest assembly equipment supplier in six out of thirteen categories. Renesas Eastern Japan Semiconductor and F & K Delvotec received equal ratings; the tie-breaking rules[†] placed Renesas in second position. Both companies received a very high rating of 8.03, showing a tight competition among assembly equipment suppliers. Both companies also earned the highest ratings of all assembly suppliers in three categories each.

THE BEST Test Equipment Suppliers: Verigy ranked highest.

Verigy, last year's winner, successfully repeated its win in 2010. Verigy's rating improved to 7.72 this year. Customers rated the company highest of all test suppliers in eleven categories. Verigy's strongest attribute continues to be *product performance*. Advantest's focus on customers paid off, as their improved rating placed the company in second place this year. Respondents rated *quality of results* as their strongest trait and they were rated highest among their peers in *cost of ownership*. Equipment users gave Teradyne a rating of 7.06, which placed them in third position in the test equipment category. Teradyne's earned the highest rating among all ATE suppliers for *software*.

THE BEST Material Handling Equipment Suppliers: SUSS MicroTec ranked highest.

With the top score of 8.41, SUSS MicroTec has captured the first material handling equipment spot for the fifth consecutive year. These results cover Suss MicroTec's prober division, as it was recently acquired by Cascade Microtech. Advantest continues with another strong performance in this year's survey as their handler division secured second position. Advantest received the highest rating among other material handling equipment suppliers in *usable throughput*. Tokyo Electron's prober division presented consistent customer satisfaction by winning third position in 2010. TEL received the top rating in *process support* among its peers.

THE BEST Process Diagnostics Equipment Suppliers: Keithley ranked highest.

Keithley Instruments earned the highest rating among process diagnostics equipment suppliers for the third year in a row. The company had exceptional performance in *uptime, software, process support, support after sales, and technical leadership*. Agilent took the number two spot with the highest rating between process diagnostics equipment suppliers in six of thirteen categories. Hitachi High-Technologies improved from last year's survey with a rating of 7.29 and placed third. Hitachi High-Tech achieved the highest rating among its peers in *usable throughput*.

THE BEST Large Suppliers of Wafer Processing Equipment: Varian ranked highest.

Varian continues to be unbeatable in customer satisfaction, having garnered the number one spot in the large suppliers' category since 2003. Its rating improved to 8.24, compared to 8.20 last year. Varian received the highest score in eight of thirteen categories. Hitachi Kokusai Electric captured the second position with a score of 7.86. It attained the highest rating among its peers in *process support, support after sales, and overall commitment*. Novellus continues to provide excellent customer satisfaction and earned the third spot with a rating of 7.80. Novellus' highest rated categories were *usable throughput, quality of results, and product performance*, where it received ratings above 8.0.

THE BEST Small Suppliers of Wafer Processing Equipment: Oerlikon ranked highest.

Oerlikon's customer satisfaction rating improved from 7.55 a year ago to 7.82 in 2010. As a result, Oerlikon received the highest overall rating in the 2010 small suppliers' category. The company received the highest ratings among these suppliers in *product performance, process support, field engineering, spares support, and support after sales*. Nissin Ion Equipment captured top ratings compared to its peers in *cost of ownership, uptime, software, and build quality*. This earned the company a rating of 7.64 and second place. Plasma-Therm, a year old spin-off from Oerlikon, showed a remarkable performance by capturing third place. The company earned the highest ratings among its peers in *technical leadership and commitment*. Plasma-Therm is in a great start again as an independent company, with an overall rating of 7.59.

**THE BEST
2010 LARGE SUPPLIERS OF
WAFER PROCESSING EQUIPMENT**
(Based on Revenue)

Rank	Company	Overall Rating†
1	Varian Semiconductor Equipment	8.24
2	Hitachi Kokusai Electric Inc.	7.86
3	Novellus Systems, Inc.	7.80
4	Dainippon Screen Mfg. Co., Ltd.	7.60
5	ASML	7.49
6	Tokyo Electron LTD.	7.46
7	Lam Research Corporation	7.11
8	Nikon Corporation	6.85
9	ASM International N.V.	6.81
10	Canon, Inc.	6.61

Source: VLSIresearch
2010 Customer Satisfaction Survey on Chip Making Equipment

**THE BEST
2010 SMALL SUPPLIERS OF
WAFER PROCESSING EQUIPMENT**
(Based on Revenue)

Rank	Company	Overall Rating†
1	Oerlikon	7.82
2	Nissin Ion Equipment Co., Ltd.	7.64
3	Plasma-Therm LLC	7.59
4	SPP Process Technology Systems	7.26
5	Rite Track	7.11
6	Semitool Inc.	7.07
7	Axcelis Technologies	6.99
8	Mattson Technology, Inc.	6.94
9	EBARA	6.78
10	EV Group	6.76

Source: VLSIresearch
2010 Customer Satisfaction Survey on Chip Making Equipment

**THE BEST
2010 ASSEMBLY
EQUIPMENT SUPPLIERS**

Rank	Company	Overall Rating†
1	ACCRETECH - Tokyo Seimitsu	8.16
2	Renesas Eastern Japan Semi†	8.03
3	F&K Delvotec Bondtechnik GmbH†	8.03
4	DISCO Corporation	7.91
5	BE Semiconductor Industries	7.83
6	Kulicke & Soffa Industries, Inc.	7.63
7	HANMI Semiconductor	7.51
8	Shinkawa Ltd.	7.28
9	ASM Pacific Technology Ltd. / ASMI	7.06

Source: VLSIresearch
2010 Customer Satisfaction Survey on Chip Making Equipment

**THE BEST
2010 MATERIAL HANDLING
EQUIPMENT SUPPLIERS**

Rank	Company	Overall Rating†
1	SUSS MicroTec	8.41
2	Advantest Corporation	7.64
3	Tokyo Electron LTD.	7.60
4	Seiko Epson Corporation	7.52
5	ACCRETECH - Tokyo Seimitsu	7.36
6	Cascade Microtech	7.32
7	Multitest	6.95
8	Delta Design	6.04
9	Electroglas	6.02

Source: VLSIresearch
2010 Customer Satisfaction Survey on Chip Making Equipment

**THE BEST
2010 AUTOMATED TEST
EQUIPMENT SUPPLIERS**

Rank	Company	Overall Rating†
1	Verigy	7.72
2	Advantest Corporation	7.43
3	Teradyne, Inc.	7.06
4	Yokogawa Electric Corporation	6.45
5	LTX-Credence Corporation	6.40
6	Shibasoku Co., Ltd.	6.18

Source: VLSIresearch
2010 Customer Satisfaction Survey on Chip Making Equipment

**THE BEST
2010 PROCESS DIAGNOSTICS
EQUIPMENT SUPPLIERS**

Rank	Company	Overall Rating†
1	Keithley Instruments, Inc.	7.83
2	Agilent Technologies, Inc.	7.80
3	Hitachi High-Technologies Corp.	7.29
4	Nanometrics Inc.	6.94
5	FEI Company	6.93
6	KLA-Tencor	6.92
7	Applied Materials	6.79

Source: VLSIresearch
2010 Customer Satisfaction Survey on Chip Making Equipment

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Website: <https://www.vlsiresearch.com>

Products: [Chip Market Research Services](#), [Customer Satisfaction Report](#), [Industry Pulse Pro®](#), [PV-Solar](#), [Critical Subsystems](#)

About the survey

The VLSIresearch annual *Customer Satisfaction Survey on Chip Making Equipment* is the only publicly available opportunity for chip manufacturers to provide feedback on their suppliers since 1988. Equipment manufacturers need an accurate baseline of their performance. The factors determining which equipment manufacturers will be successful are no longer determined solely by technical prowess and market timing. Nor are companies measured solely by their market share position. Customer satisfaction has become a critical measure of a company's success. Companies need to know how they are perceived by the customer, so that they can consistently improve their market position. The 10 BEST and THE BEST by Market Segment rankings award special recognition to the suppliers that are rated highest by their customers. For more details on the survey, click [here](#).

Percent of Chip Market Represented:	95%
Surveys Distributed:	34,238
Equipment Models Rated:	2,707
From North America:	28.8%
From Europe:	15.3%
From China:	13.7%
From Korea:	14.6%
From Taiwan:	11.1%
From Japan:	4.7%
From Other:	11.7%

Source: VLSIresearch
2010 Customer Satisfaction Survey on Chip Making Equipment

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† In cases where a tie has occurred, the ranking position is determined by a single-sided 97.5% confidence margin.

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