



For Immediate Release

Press Release

Five Star Semiconductor Equipment Suppliers

Santa Clara, CA – November 30, 2009: VLSI Research Inc awarded its five star rating to thirteen semiconductor equipment manufacturers this year. These thirteen manufacturers have achieved five out of five stars with exceptional customer satisfaction across measured categories including cost of ownership, quality of results, product performance, customer service, technical leadership, and commitment.

<i>Company</i>	<i>Equipment Segment</i>
Agilent Technologies, Inc.	Process Diagnostics
ASML	Wafer Fabrication
DISCO Corporation	Assembly
F & K Delvotec Bondtechnik GmbH	Assembly
HANMI Semiconductor	Assembly
Hitachi Kokusai Electric Inc.	Wafer Fabrication
Keithley Instruments, Inc.	Process Diagnostics
Nissin Electric Co., Ltd.	Wafer Fabrication
Novellus Systems, Inc.	Wafer Fabrication
OC Oerlikon Balzers AG	Wafer Fabrication
Rite Track	Wafer Fabrication
Varian Semiconductor Equipment	Wafer Fabrication
Verigy	Test

Source: VLSI Research Inc
2009 Customer Satisfaction Survey on Chip Making Equipment

Charts, graphs, and text extracted from this press release must be accompanied by a statement clearly identifying the VLSI Research Inc 2009 Customer Satisfaction Survey on Chip Making Equipment as the source. No advertising or other promotional use can be made of the information in this release or VLSI Research Inc's 2009 Customer Satisfaction Survey results without the express prior written consent of VLSI Research Inc.

Varian Semiconductor deserves to be highlighted for continued excellence in customer satisfaction. Varian is the only company that has won five star rating for five consecutive years. Congratulations to Varian for earning five for five!

The five star metrics are designed to capture companies that have both superior equipment performance and organizational performance ratings. Companies and organizations excelling in both metrics are rare and deserve public recognition for their achievement. Because of this the five star companies represent the top performers among semiconductor equipment companies. They are exemplary performers and highly valued by their customers in the key customer satisfaction metrics.

The star rating system reflects equipment performance and customer service evaluations from equipment users based on VLSI Research Inc's 2009 Customer Satisfaction Report on Chip Making Equipment. Please visit our website for further details and additional star ratings for other companies and categories by click [on this](#).

These ratings are given by chip equipment users representing 95% of the world's semiconductor market. VLSI Research normalized the data from the 2009 Customer Satisfaction Report to fit a five star rating methodology. The overall rating is based on all thirteen categories covered by the annual report. The 15 largest chip equipment manufacturers were grouped together and the cutoff point for a five star rating for these larger companies was the 20th percentile. All equipment companies, which are smaller than the largest 15, were grouped together and the cutoff point for a five star rating was the 12th percentile. Please note that high ratings do not mean that every customer has had a positive experience with a particular company. High ratings simply indicate that, on average, the supplier stands out when compared with other companies in the industry.

About VLSI Research Inc

VLSI Research Inc is the leading provider of market research and economic analysis on the technical, business, and economic aspects within nanotechnology and related industries. The company is known for its unparalleled accuracy, innovation in market research, and its sharply focused insight into the rapidly changing landscape of the industries covered. Its databases on manufacturing are used throughout the industry, and by government. VLSI Research's primary databases and reports cover the semiconductor, flat panel display, PV cell and module manufacturing industries, and the market for critical subsystems and components within these and associated high technology industries. VLSI Research was founded in 1976.

About the survey

The VLSI Research annual *Customer Satisfaction Survey on Chip Making Equipment* is the only publicly available opportunity for chip manufacturers to provide feedback on their suppliers. 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 [on this](#).

Percent of Chip Market Represented:	95%
Surveys Distributed:	35,726
Equipment Models Rated:	3,755
From North America:	26.2%
From Europe:	22.1%
From China:	11.9%
From Korea:	10.7%
From Taiwan:	10.4%
From Japan:	7.0%
From Other:	11.7%

Source: VLSI Research Inc
2009 Customer Satisfaction Survey on Chip Making Equipment

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