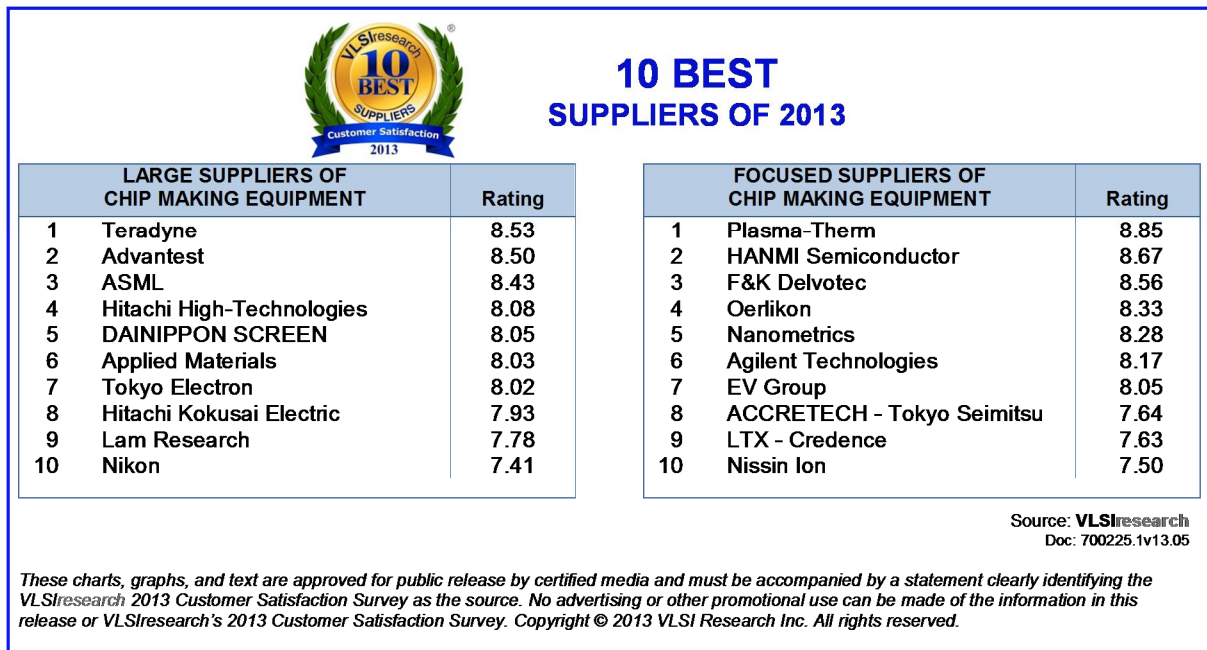


The 2013 10 BEST Suppliers of Chip Making Equipment

May 22, 2013

Teradyne and Plasma-Therm both achieve their first-ever #1 spots in the 10 BEST




The competitive play continued in this year's customer satisfaction equivalent of the World Series. Teradyne and Advantest reversed slots this year, with Teradyne scoring a home run in the bottom of the ninth, just three basis points[†] ahead of Advantest. Here are the companies that made great strides in keeping their customers satisfied:






With 14 of the 20 suppliers achieving greater than an 8.0 rating this year, the average rating for these suppliers increased 12 basis points to 8.12. "The suppliers were knocking balls out of the park to achieve such high ratings from their customers this year, with significantly higher ratings in technical leadership, commitment, and trust," commented G. Dan Hutcheson, Chairman and CEO of VLSIresearch. He continued, "These results reflect the increased level of partnering it is taking to surmount the increased challenges of today's industry. This would not have been possible without tireless efforts by the employees of this year's winners, hitting a lot of singles to advance their companies home. Winning is not just about a home run product. It's about covering all bases with the customer and satisfying their needs on a day-by-day basis over the entire year. Congratulations to the 2013 10 BEST winners!"

Below are highlights from the awards:

SPOTLIGHT ON THE TOP 3 SUPPLIERS

LARGE SUPPLIERS OF CHIP MAKING EQUIPMENT	SUPPLIER'S HIGHEST-RATED CATEGORIES	HIGHEST RATINGS AMONG ALL 10 BEST LARGE SUPPLIERS*
 <p>First ever #1 spot with an increase of 18 basis points</p>	<ul style="list-style-type: none"> • 8.8 in <i>product performance</i> • 8.7 in <i>recommend supplier, technical leadership, trust in supplier, usable performance, & quality of results</i> 	<ul style="list-style-type: none"> • 8.7 in <i>recommend supplier & usable performance</i> • 8.5 in <i>process support & uptime</i> • 8.4 in <i>software</i>
 <p>Secures 2nd position, ever-so-slightly behind Teradyne</p>	<ul style="list-style-type: none"> • 8.8 in <i>trust in supplier, product performance, & quality of results</i> • 8.7 <i>technical leadership & partnering</i> 	<ul style="list-style-type: none"> • 8.8 in <i>trust in supplier</i> • 8.7 in <i>partnering</i> • 8.6 in <i>commitment & field engineering support</i> • 8.5 in <i>spares support & support after sales</i>
 <p>Moves up two slots to #3 with 36 basis points improvement</p>	<ul style="list-style-type: none"> • 9.4 in <i>technical leadership</i> • 8.9 in <i>product performance & quality of results</i> 	<ul style="list-style-type: none"> • 9.4 in <i>technical leadership</i> • 8.9 in <i>product performance & quality of results</i>

Source: VLSIresearch

FOCUSED SUPPLIERS OF CHIP MAKING EQUIPMENT	SUPPLIER'S HIGHEST-RATED CATEGORIES	HIGHEST RATINGS AMONG ALL 10 BEST FOCUSED SUPPLIERS*
 <p>After jumping from 8th to 3rd position last year, leaps into first-ever #1 spot with an increase of 67 basis points</p>	<ul style="list-style-type: none"> • 9.3 in <i>commitment & field engineering support</i> • 9.2 in <i>trust in supplier, spares support, & support after sales</i> 	<ul style="list-style-type: none"> • 9.3 in <i>commitment & field engineering support</i> • 9.2 in <i>trust in supplier, spares support, & support after sales</i> • 9.0 in <i>recommend supplier</i> • 8.8 in <i>partnering</i> • 8.5 in <i>cost of ownership</i>
 <p>Takes 2nd place in its 7th 10 BEST appearance</p>	<ul style="list-style-type: none"> • 9.0 in <i>recommend supplier, technical leadership, & quality of results</i> • 8.9 in <i>trust in supplier, product performance, & usable performance</i> 	<ul style="list-style-type: none"> • 9.0 in <i>technical leadership & quality of results</i> • 8.9 in <i>product performance & usable performance</i> • 8.6 in <i>process support</i> • 8.3 in <i>software</i>
 <p>Rating increase of 5 basis points</p>	<ul style="list-style-type: none"> • 9.0 in <i>trust in supplier</i> • 8.8 in <i>recommend supplier & usable performance</i> 	

Source: VLSIresearch

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* Highest-rated categories are determined by ratings carried out to three decimal places in order to break ties.

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10 BEST SUPPLIERS Areas of Excellence

Supplier	Recommend Supplier	Technical Leadership	Commitment	Trust In Supplier	Partnering	Process Support	Field Engineering Support	Spares Support	Support After Sales	Product Performance	Usable Performance	Quality of Results	Cost of Ownership	Uptime	Software
Teradyne	●	●	●	●	●	●	●	●	○	●	●	●	○	●	○
Advantest	●	●	●	●	●	○	●	●	●	●	●	●	○	●	○
ASML	●	●	○	●	○	○	○	○	○	●	●	●	○	●	○
Hitachi High-Technologies	○	○	○	●	○	○	○	○	○	○	○	○	○	○	○
DAINIPPON SCREEN	○	○	○	○	○	○	○	○	○	○	○	○	○	○	○
Applied Materials	○	○	○	○	○	○	○	○	○	○	○	○	○	○	○
Tokyo Electron	○	○	○	○	○	○	○	○	○	○	○	○	○	○	○
Hitachi Kokusai Electric	○	○	○	○	○	○	○	○	○	○	○	○	○	○	○
Lam Research	○	○	○	○	○	○	○	○	○	○	○	○	○	○	○
Nikon	○	○	○	○	○	○	○	○	○	○	○	○	○	○	○
Plasma-Therm	●	●	●	●	●	○	●	●	●	●	●	●	●	●	○
HANMI Semiconductor	●	●	●	●	●	○	○	○	○	●	●	●	○	●	○
F&K Delvotec	●	●	●	●	●	○	○	○	○	●	●	●	○	●	○
Oerlikon	○	○	○	○	○	○	○	○	○	○	○	○	○	○	○
Nanometrics	○	○	○	○	○	○	○	○	○	○	○	○	○	○	○
Agilent Technologies	○	○	○	○	○	○	○	○	○	○	○	○	○	○	○
EV Group	○	○	○	○	○	○	○	○	○	○	○	○	○	○	○
ACCRETECH - Tokyo Seimitsu	○	○	○	○	○	○	○	○	○	○	○	○	○	○	○
LTX - Credence	○	○	○	○	○	○	○	○	○	○	○	○	○	○	○
Nissin Ion	○	○	○	○	○	○	○	○	○	○	○	○	○	○	○

Source: VLSIresearch
Doc: 700225.3.1v13.05

- Ratings 8.5 and above
- Ratings 8.0 - 8.4
- Ratings 7.5 - 7.9

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Most Improved Suppliers

In Large Suppliers, Lam Research shows the most improvement with its movement up from 12th to 9th position and a 9% rating increase. The merger with Novellus has certainly been positive for the company. Hitachi Kokusai Electric and ASML follow Lam with rating increases of 5%, respectively.

Plasma-Therm and Agilent Technologies show the most improvement among Focused Suppliers with a rating increase of 8% each.

† 1 basis point = 1/100th

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About the 2013 Customer Satisfaction Survey

VLSIresearch received feedback from more than 98% of the chip market, 60% of the solar market, and 21% of the display market for this year's survey. The survey spans two and half months and covers five languages. Worldwide participants were asked to rate equipment suppliers among fifteen categories based on three key factors: supplier performance, customer service, and product performance. 3,184 surveys were returned, resulting in 70,687 total responses.

The VLSIresearch annual *Customer Satisfaction Survey* is the only publicly available opportunity since 1988 for customers to provide feedback for suppliers of: semiconductor equipment; display, LED, and PV solar equipment; as well as materials and subsystems. The 10 BEST, THE BEST, and RANKED 1st awards provide special recognition to the suppliers that are rated highest by their customers. For more details on the survey, click [here](#).

About VLSIresearch

VLSIresearch is an award-winning provider of market research and economic analysis on the technical, business, and economic aspects within semiconductor, nanotechnology, and related industries. VLSIresearch provides intelligence for faster and better decision making in the areas of semiconductors, photovoltaics, LEDs, display, manufacturing, materials, and critical subsystems. VLSIresearch was founded in 1976.

Contact: Risto Puhakka | email: analyst @ vlsiresearch.com | ph:408.453.8844

VLSIresearch | Ph: 408.453.8844 | 2880 Lakeside Drive, Suite 350, Santa Clara, CA 95054

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