


THE 2014 10 BEST SUPPLIERS OF CHIP MAKING EQUIPMENT

May 21, 2014

Teradyne, Axcelis, and ASM Pacific achieve ratings above 9.0 in the 10 BEST

This year's survey was like a pole vaulting competition where the players kept jumping ever higher bars. Here are the companies that set new heights in keeping their customers satisfied:

			
10 BEST Segment	Rank	10 BEST CHIP MAKING EQUIPMENT SUPPLIERS OF 2014	10 BEST Rating
L A R G E	1	Teradyne	9.19
	2	ASML	8.93
	3	Advantest	8.90
	4	Hitachi High-Technologies	8.89
	5	Tokyo Electron	8.75
	6	Applied Materials	8.17
	7	Lam Research	8.01
	8	Hitachi Kokusai Electric	7.96
	9	Nikon	7.86
F O C U S E D	1	Axcelis	9.11
	2	ASM Pacific	9.02
	3	LTX - Credence	8.76
	4	Plasma-Therm	8.70
	5	F&K Delvotec	8.64
	6	Oerlikon	8.41
	7	EV Group	8.22
	8	HANMI Semiconductor	8.08
	9	Multitest	7.89

Source: VLSIresearch
Doc: 700225.1v14.05

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With 15 of the 18 qualified suppliers achieving greater than an 8.0 rating this year, the average rating for these suppliers increased 41 basis points to 8.53, a 5% increase. *Large Suppliers* sprang over the bars with increases in all categories; *Focused Suppliers* made great strides with increases in thirteen categories. "Suppliers leapt over the bars set by their customers last year for improved ratings in this year's survey, making strides in *software, partnering, support-after-sales, and technical leadership*", commented G. Dan Hutcheson, Chairman and CEO of VLSIresearch. He continued, "With two of the largest increases in technical areas, the results reflect the constant striving of these companies to innovate under the most challenging conditions ever faced by this industry. Congratulations to the 2014 10 BEST winners!"

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About the 2014 Customer Satisfaction Survey

VLSIresearch received feedback from more than 95% of the chip market, 83% of the subsystems market, 62% of the display market, and 26% of the solar 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. 3,516 surveys were returned, resulting in 55,918 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, and PV solar equipment; as well as materials and subsystems. The 10 BEST, THE BEST, and RANKED 1st awards provide special recognition to suppliers that are rated highest by their customers.

10 BEST awards recognize each **chip making equipment supplier** as a whole, regardless of product type:

- Fab, Test, and Assembly equipment ratings are grouped together for an overall rating for each supplier
- Each supplier is then listed in one of two categories based on a three-year average of total revenues for all its market segments: **Large** and **Focused**

THE BEST awards recognize the more detailed markets for chip making equipment suppliers, as well as suppliers in adjacent markets:

- **Fab, Test, and Assembly**
- **Materials, Display, Subsystems, Solar, and Other Markets**

RANKED 1st awards place special distinction on suppliers that achieve the highest rating from customers in any survey category, including:

- **10 BEST**, and **THE BEST**
- Specialized areas of Fab: **CMP, Deposition, Etch & Clean, Implant, Lithography, Process Diagnostics**, and **Other Fab**
- Adjacent markets: **Materials, Display, Subsystems, Solar, and Other Markets**

Click [here](#) for more details on the survey.

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.

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