

# THE BEST 2014 SUPPLIERS

May 22, 2014

## Customers respond with stellar ratings for the 2014 THE BEST Suppliers

Customers responded with stellar ratings this year and a record number of surveys. The majority of the 2014 THE BEST Suppliers achieved greater than an 8.0 average rating. Congratulations to the 2014 highest-rated suppliers in the market segments below.



## THE BEST SUPPLIERS OF 2014

FAB EQUIPMENT		Rating
1	Axcelis	9.11
2	ASML	8.93
3	Tokyo Electron	8.91
4	Plasma-Therm	8.70
5	Oerlikon	8.41
6	EV Group	8.22
7	Applied Materials	8.17
8	Hitachi High-Technologies	8.16
9	Lam Research	8.01
10	Hitachi Kokusai Electric	7.96

TEST EQUIPMENT		Rating
1	Teradyne	9.19
2	Advantest	8.89
3	LTX - Credence	8.76
4	Tokyo Electron	8.01
5	Multitest	7.89

ASSEMBLY EQUIPMENT		Rating
1	Hitachi High-Technologies	9.26
2	ASM Pacific	9.02
3	F&K Delvotec	8.64
4	HANMI Semiconductor	8.08

DISPLAY EQUIPMENT		Rating
1	Applied Materials	8.18

SOLAR EQUIPMENT		Rating
1	Applied Materials	8.71

SUBSYSTEMS		Rating
1	FormFactor	9.08
2	SV TCL	9.04
3	Japan Electronic Materials	8.62
4	Micro Point Pro	8.49

Source: VLSIresearch  
Doc: 700226.1v14.05

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**THE BEST SUPPLIERS  
HIGHEST-RATED CATEGORIES**

 <ul style="list-style-type: none"> <li>Trust in Supplier</li> <li>Recommend Supplier</li> </ul>	 <ul style="list-style-type: none"> <li>Technical Leadership</li> <li>Trust in Supplier</li> </ul>
 <ul style="list-style-type: none"> <li>Technical Leadership</li> <li>Recommend Supplier</li> </ul>	 <ul style="list-style-type: none"> <li>Recommend Supplier</li> <li>Commitment</li> </ul>
 <ul style="list-style-type: none"> <li>Field Engineering Support</li> <li>Recommend Supplier</li> </ul>	 <ul style="list-style-type: none"> <li>Trust in Supplier</li> <li>Technical Leadership</li> </ul>
 <ul style="list-style-type: none"> <li>Quality of Results</li> <li>Technical Leadership</li> </ul>	 <ul style="list-style-type: none"> <li>Technical Leadership</li> <li>Product Performance</li> </ul>
 <ul style="list-style-type: none"> <li>Software</li> <li>Product Performance</li> </ul>	 <ul style="list-style-type: none"> <li>Uptime</li> <li>Trust in Supplier</li> </ul>
 <ul style="list-style-type: none"> <li>Usable Performance</li> <li>Technical Leadership</li> </ul>	 <ul style="list-style-type: none"> <li>Recommend Supplier</li> <li>Support After Sales</li> </ul>
 <ul style="list-style-type: none"> <li>Technical Leadership</li> <li>Usable Performance</li> </ul>	 <ul style="list-style-type: none"> <li>Trust in Supplier</li> <li>Recommend Supplier</li> </ul>
 <ul style="list-style-type: none"> <li>Product Performance</li> <li>Usable Performance</li> </ul>	 <ul style="list-style-type: none"> <li>Recommend Supplier</li> <li>Trust in Supplier</li> </ul>
 <ul style="list-style-type: none"> <li>Recommend Supplier</li> <li>Uptime</li> </ul>	 <ul style="list-style-type: none"> <li>Commitment</li> <li>Recommend Supplier</li> </ul>
 <ul style="list-style-type: none"> <li>Commitment</li> <li>Partnering</li> </ul>	 <ul style="list-style-type: none"> <li>Recommend Supplier</li> <li>Usable Performance</li> </ul>
 <ul style="list-style-type: none"> <li>Trust in Supplier</li> <li>Recommend Supplier</li> </ul>	

Source: VLSIresearch  
Doc: 700226.2v14.05

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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 1<sup>ST</sup> 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 1<sup>st</sup>** 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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