

THE HIGHEST RATED TEST CONSUMABLE SUPPLIERS

June 3, 2014

Suppliers received exceptional ratings for the first-ever Test Consumable Supplier Rankings

Suppliers of Test Consumable products, such as Probe Cards, Test Sockets, and Device Interface Boards, received exceptional ratings in the first-ever public ranking of these suppliers. Customers responded enthusiastically, as the suppliers received ratings from 60 different companies. The leaders in Test Consumable rankings, FormFactor, and SV TCL, performed very well relative to their equipment peers. Their score would place them in #3 and #4 positions in the overall 10 BEST 2014 rankings. Congratulations to the 2014 highest-rated test consumable suppliers below.

“Test Consumable products are becoming very complex systems delivering great value to the customers” commented Risto Puhakka, President at VLSIresearch. He also observes, “These Probe Card Suppliers are showing equal or better customer satisfaction than their peers in the equipment space.”

Supplier	Rating	Highest-Rated Categories
 FORMFACTOR INC.	9.08	<ul style="list-style-type: none">• Technical Leadership• Product Performance
 SV TCL An SV Probe Company	9.04	<ul style="list-style-type: none">• Commitment• Partnering
 JEM JAPAN ELECTRONIC MATERIALS	8.62	<ul style="list-style-type: none">• Recommend Supplier• Support After Sales

Source: VLSIresearch
Doc: 700247.1v14.06

These charts, graphs, and text are approved for public release by certified media and must be accompanied by a statement clearly identifying the VLSIresearch 2014 Customer Satisfaction Survey as the source. No advertising or other promotional use can be made of the information in this release or VLSIresearch's 2014 Customer Satisfaction Survey. Copyright © 2014 VLSI Research Inc. All rights reserved.

The test consumable suppliers that received ratings in the survey but did not qualify because of low response counts were Advantest, Multitest, Micronics Japan Co (MJC), National Instruments, and Technoprobe.

These charts, graphs, and text are approved for public release by certified media and must be accompanied by a statement clearly identifying the VLSIresearch 2014 Customer Satisfaction Survey as the source. No advertising or other promotional use can be made of the information in this release or VLSIresearch's 2014 Customer Satisfaction Survey. Copyright © 2014 VLSI Research Inc. All rights reserved.

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.

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

VLSIresearch | Ph: 408.453.8844 | 2290 North First Street Suite 202 San Jose, CA 95131

... intelligence to make better decisions faster

[VLSIresearch.com](#)

[ChipHistory.org](#)

[weSRCH.com](#)

The Chip Insider®, The Industry Pulse Pro®, and the CSS 10 BEST logo are registered trademarks of VLSI Research Inc. All other trademarks, service marks, and logos are the property of their respective owners.

Test_Consumable_News_Rlse_700247v14 06