

FOR IMMEDIATE RELEASE

VLSI RESEARCH INC

2007 Best Customer-Rated Equipment Suppliers in Taiwan

Santa Clara, CA – September 11, 2007 - VLSI Research Inc is pleased to announce the best equipment suppliers as rated by customers in Taiwan. These 20 companies were the cream of the crop among 61 suppliers rated by equipment users in Taiwan. Data is based on the annual customer satisfaction survey covering 95% of the world's total semiconductor market. The survey asked equipment users to rate equipment suppliers on thirteen criteria.

<i>2007 Best Customer-Rated Equipment Suppliers in Taiwan</i>			
Rank	Company	Overall Rating	Personal Best Criteria for Each Company
1	Varian Semiconductor	8.71	Throughput
2	ASML	8.50	Quality of results
3	Nissin Electric Co., Ltd.	8.29	Product performance, Support after sales, and Commitment (three-way-tie**)
4	Kulicke & Soffa Industries, Inc.	7.94	Quality of results, Product performance, Process support, Support after sales, Technical leadership, and Commitment (six-way-tie**)
5	ACCRETECH - Tokyo Seimitsu Co., Ltd	7.72	Throughput
6	Oerlikon Balzers Coating / Systems	7.69	Uptime, Product performance, Support after sales, Technical leadership, and Commitment (five-way-tie**)
7	Tokyo Electron Limited	7.67	Throughput
8	SUSS MicroTec	7.56	Field engineering support
9	ASM International N.V.	7.55	Quality of results
10	Seiko Epson Corporation	7.53	Build quality
11	Advantest	7.52	Uptime
12	Verigy	7.35	Uptime
13	Novellus Systems, Inc.	7.28	Throughput
14	Teradyne, Inc.	7.14	Uptime
15	Dainippon Screen Mfg. Co., Ltd.	7.03	Uptime
16	Axcelis Technologies	7.00	Product performance
17	Credence Systems Corporation	6.93	Throughput
18	EV Group	6.91	Support after sales
19	Nikon Corporation	6.90	Throughput
20	Applied Materials, Inc.	6.85	Throughput

** The top-rated criteria for this company is a tie between two or more criteria.

Results are derived from the customer satisfaction survey run in the spring of 2007.

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.

The survey asks users of chip making equipment to rate their suppliers on a ten-point scale among thirteen categories that exemplify a supplier's relationship with its customers. These thirteen categories include seven measures of equipment performance and six measures of customer service. *Cost of ownership, uptime, software, build quality, usable throughput, quality of results achieved, and product performance* are the equipment performance measures. Customer service measures include *process support, field engineering support, spares support, support after sales, technical leadership in the supplier's field, and the supplier's overall commitment to supporting its customers' needs*.

The results were drawn from a distribution of 48,255 questionnaires sent worldwide by mail, email, and fax in six languages: English, Japanese, Korean, Chinese, German, and French. About one in sixteen industry employees received a survey. Virtually every chipmaker was given a chance to respond.

Respondents returned surveys rating 4,594 equipment models. The companies that responded to VLSI Research's customer satisfaction survey represented 95% of worldwide chip production in 2005. When calculating each of the thirteen separate categories previously mentioned, total responses comprised about 56,700 individual ratings across the categories, each on a scale of 1 through 10.

Demographic distribution of the equipment ratings returned was 29.9% from North America, 20.5% from Europe, 12.9% from China, 8.4% from Taiwan, 8.1% from Japan, 6.0% from Korea, and 14.3% from all other areas of the world.

SURVEY STATISTICS

Percent of Chip Market Represented:	95%
Surveys Distributed:	48,255
Equipment Models Rated:	4,594
From Asia:	35%
From North America:	30%
From Europe:	21%
From Other:	14%

Contact: May Chang - Director, CSR
email: mchang@vlsiresearch.com
phone: 408-453-8844 ext 226
fax: 408-437-0608

doc # 507888 v 1.0 09/07

[About VLSI Research Inc](#)

[Terms of Use](#)