



## Press Release

### The 10 BEST Suppliers of Chip Making Equipment for 2009

**Varian Semiconductor and Keithley Instruments achieve top rankings among all equipment companies**

**Santa Clara, CA – May 20, 2009:** VLSI Research Inc is honored to present this year's 10 BEST Customer Satisfaction Awards in Chip Making Equipment. For Focused Suppliers, Keithley Instruments achieved first place. For Large Suppliers, first place -- *for the fourth consecutive year* -- was awarded to Varian Semiconductor. Since 1988, VLSI Research's annual survey has provided chip makers such as Intel, Samsung, Qualcomm, Texas Instruments, TSMC, and ASE an opportunity to evaluate the equipment performance and customer service of equipment suppliers. The suppliers use this data to quantitatively evaluate and improve their service and equipment performance to meet and exceed their customers' expectations. In addition to public recognition, the survey provides detailed ratings by equipment type, platform, and area of the world. The survey also provides insight into customer loyalty, and user preferences.

<b>2009 10 BEST</b>		
<b>Large Suppliers of Chip Making Equipment</b>		
Rank	Company	Overall Rating <sup>†</sup>
1	Varian Semiconductor	8.20
2	Novellus Systems, Inc.	8.09
3	ASML	7.96
4	Verigy	7.62
5	Tokyo Electron Limited	7.50
6	Lam Research Corporation	7.23
7	Teradyne, Inc.	7.19
8	Nikon Corporation	7.13
9	Dainippon Screen Mfg. Co., Ltd.	7.11
10	Advantest Corporation	7.05

<b>2009 10 BEST</b>		
<b>Focused Suppliers of Chip Making Equipment</b>		
Rank	Manufacturer	Overall Rating <sup>†</sup>
1	Keithley Instruments, Inc.	8.28
2	JEOL Ltd.	8.19
3	DISCO Corporation	8.04
4	Agilent Technologies, Inc.	7.95
5	F & K Delvotec Bondtechnik GmbH	7.90
6	Hitachi Kokusai Electric Inc.	7.69
7	HANMI Semiconductor <sup>†</sup>	7.63
8	Nissin Electric Co., Ltd. <sup>†</sup>	7.63
9	Seiko Epson Corporation	7.62
10	Rite Track	7.57

Source: VLSI Research Inc  
2009 Customer Satisfaction Survey on Chip Making Equipment

Charts, graphs, and text extracted from this press release must be accompanied by a statement clearly identifying the VLSI Research Inc 2009 Customer Satisfaction Survey on Chip Making Equipment as the source. No advertising or other promotional use can be made of the information in this release or VLSI Research Inc's 2009 Customer Satisfaction Survey results without the express prior written consent of VLSI Research Inc.

Despite an extremely difficult economic environment, equipment suppliers maintained an outstanding overall average rating of 7.68, compared to the previous year's 7.70. "The 2009 Customer Satisfaction Survey results show the commitment of equipment suppliers to serve their customers through this recession" commented G. Dan Hutcheson, CEO of VLSI Research Inc. "These companies are showing outstanding dedication to their customers and are using customer satisfaction to position themselves for the coming upturn." Hutcheson continued.



Varian has been ranked the #1 supplier across all segments 16 times during the history of the survey. Dominating this segment, they received the highest rating in 10 out of 13 categories. A strong dedication to customer satisfaction in both equipment performance and customer service propelled their overall rating to 8.20, the highest in four years. Equipment performance is Varian's forte with customers commending the "leading edge tools with superior engineering quality and support".

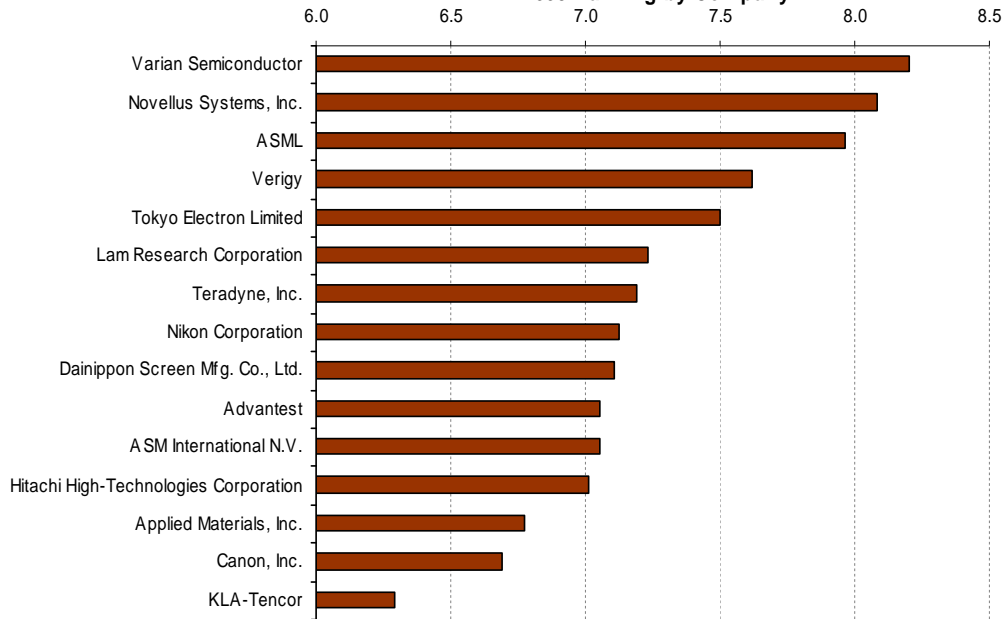
Keithley Instruments secured the top rank under Focused Suppliers of Chip Making Equipment for the second successive year. Customers praised Keithley highly for equipment *uptime*, *software*, and *technical leadership*, rewarding them with the top rating among their peers. Research institutions as well as chip producers appreciated Keithley's equipment and said they provided "Good performances with good reliability for 20 years' use".

Second place is awarded to JEOL in Focused Suppliers and Novellus in Large Suppliers of Chip Making based on the overall ratings. JEOL made the list for the first time and captured the second rank with their exceptional rating in *quality of results* and *support after sales*. Novellus' strong dedication to customer satisfaction boosted their rating to 8.09 from 7.66 a year ago. Although Novellus' ranking remains unchanged from the previous year, the intense competition narrowed the score between first and second to only 0.11 points. Respondents also awarded the company the highest rating among their peers in *cost of ownership* and *commitment*. Novellus tied with Varian in *uptime*. Customers were more than pleased with Novellus' "Best in class *throughput*".

ASML and DISCO Corp. rounded out the third spots with overall ratings of 7.96 and 8.04, respectively. Survey participants rewarded ASML with the highest rating of 8.65 in *technical leadership*, with praise for being the "technical leader in industry". DISCO excelled in *process support* and *field engineering support*, and received the highest rating in both categories when compared to peers.



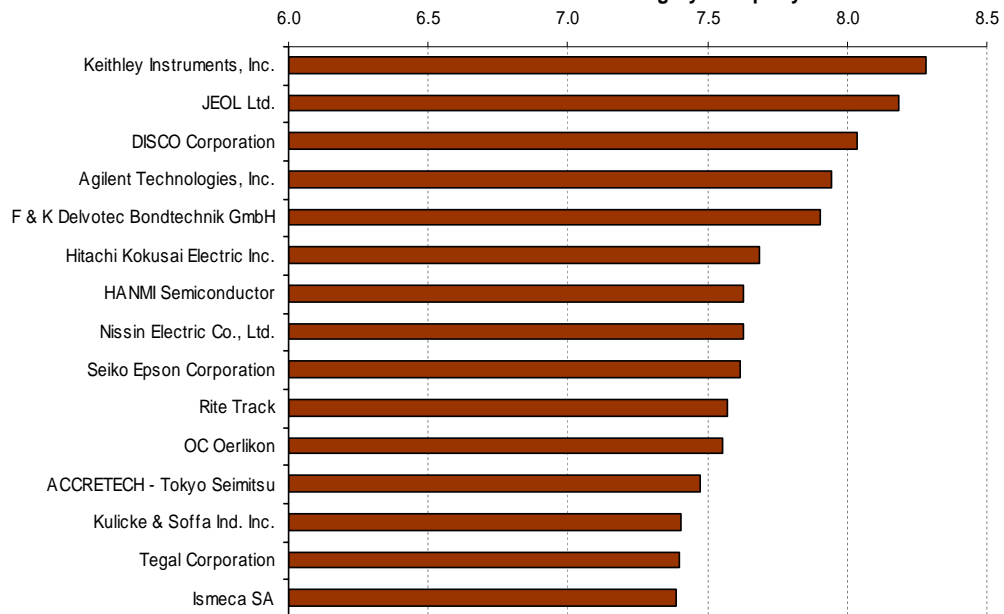
## Large Suppliers of Chip Making Equipment 2009 Ranking by Company



### Strongest Field

- Quality of Results
- Usable Throughput
- Technical Leadership
- Product Performance
- Uptime
- Technical Leadership
- Quality of Results
- Technical Leadership
- Uptime
- Uptime
- Quality of Results
- Quality of Results
- Quality of Results
- Uptime
- Quality of Results

## Focused Suppliers of Chip Making Equipment 2009 Ranking by Company



### Strongest Field

- Uptime
- Quality of Results/Support After Sales
- Quality of Results
- Uptime
- Commitment
- Usable Throughput
- Usable Throughput
- Support After Sales
- Build Quality/Product Performance
- Support After Sales
- Build Quality
- Quality of Results
- Quality of Results
- Uptime
- Spares Support

Source: VLSI Research Inc  
2009 Customer Satisfaction Survey on Chip Making Equipment

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## About VLSI Research Inc

VLSI Research Inc is the leading provider of market research and economic analysis on the technical, business, and economic aspects within nanotechnology and related industries. The company is known for its unparalleled accuracy, innovation in market research, and its sharply focused insight into the rapidly changing landscape of the industries covered. Its databases on manufacturing are used throughout the industry, and by government. VLSI Research's primary databases and reports cover the semiconductor, flat panel display, PV cell and module manufacturing industries, and the market for critical subsystems and components within these and associated high technology industries.

VLSI Research was founded in 1976. The company's website is <https://www.vlsiresearch.com>.

## 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. Equipment manufacturers need an accurate baseline of their performance. The factors determining which equipment manufacturers will be successful are no longer determined solely by technical prowess and market timing. Nor are companies measured solely by their market share position. Customer satisfaction has become a critical measure of a company's success. Companies need to know how they are perceived by the customer, so that they can consistently improve their market position. The 10 BEST and THE BEST by Market Segment rankings award special recognition to the suppliers that are rated highest by their customers. For more details on the survey, click [here](#).

<b>Percent of Chip Market Represented:</b>	<b>95%</b>
Surveys Distributed:	35,726
Equipment Models Rated:	3,755
From North America:	26.2%
From Europe:	22.1%
From China:	11.9%
From Korea:	10.7%
From Taiwan:	10.4%
From Japan:	7.0%
From Other:	11.7%

Source: VLSI Research Inc  
2009 Customer Satisfaction Survey on Chip Making Equipment

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† In cases where a tie has occurred, the ranking position is determined by a single-sided 97.5% confidence margin.

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