

Press Release

The 10 BEST Suppliers of Chip Making Equipment for 2010

Varian Semiconductor and Renesas Eastern Japan Semiconductor achieved highest rankings among all equipment suppliers

Santa Clara, CA – May 17, 2010: VLSIresearch is pleased to announce the 2010 10 BEST Customer Satisfaction Awards in Chip Making Equipment. Varian Semiconductor Equipment and Renesas Eastern Japan Semiconductor achieved the highest rankings by winning the 2010 10 BEST Large Suppliers and Focused Suppliers, respectively. Varian achieved its fifth consecutive win in Large Suppliers and Renesas garnered its first top ranking in Focused Suppliers. VLSIresearch's annual Customer Satisfaction Survey on Chip Making Equipment has been the industry benchmark since 1988. The survey provides chip makers – such as Intel, Samsung, Nvidia, Toshiba, TSMC, GLOBALFOUNDRIES, ASE, AMKOR, and more – an opportunity to evaluate how their equipment supplier's customer service compares to their peers, as well as see how the various tools they need are performing. Equipment suppliers use this data to quantitatively assess and improve their service and equipment performance to meet and exceed their customers' expectations. In addition to public recognition, the survey contains detailed ratings by equipment type, area of the world, and yearly rating trends. The survey also provides insight into customer loyalty and user preferences.

2010 10 BEST		
Large Suppliers of Chip Making Equipment		
Rank	Company	Overall Rating†
1	Varian Semiconductor Equipment	8.24
2	Novellus Systems, Inc.	7.80
3	Verigy	7.72
4	Dainippon Screen Mfg. Co., Ltd.	7.60
5	Tokyo Electron LTD.	7.58
6	ASML	7.49
7	Advantest Corporation	7.44
8	Hitachi High-Technologies Corp.	7.29
9	Lam Research Corporation	7.11
10	Teradyne, Inc.	7.06

2010 10 BEST		
Focused Suppliers of Chip Making Equipment		
Rank	Company	Overall Rating†
1	Renesas Eastern Japan Semi [†]	8.03
2	F&K Delvotec Bondtechnik GmbH [†]	8.03
3	DISCO Corporation	7.91
4	Hitachi Kokusai Electric Inc.	7.86
5	Keithley Instruments, Inc. [†]	7.83
6	BE Semiconductor Industries [†]	7.83
7	Oerlikon	7.82
8	Agilent Technologies, Inc.	7.80
9	ACCRETECH - Tokyo Seimitsu	7.72
10	Nissin Ion Equipment Co., Ltd.	7.64

Source: VLSIresearch
2010 Customer Satisfaction Survey on Chip Making Equipment

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Despite a tremendously challenging economic and operating environment, equipment suppliers maintained an outstanding overall average rating of 7.69, compared to the previous year's 7.68. "The 2010 Customer Satisfaction Survey results prove that equipment suppliers are dedicated to serve their customers from the recession to an extremely fast ramp," commented G. Dan

Hutcheson, Chairman and CEO of VLSIresearch. He continued, "No other industry can go from a 40% decline to 100% growth in a period of two quarters, and continue to maintain high customer satisfaction through the cycle. Congratulations to the 10 BEST winners for their achievement in this environment."

Varian has been ranked the highest rated supplier across all segments 18 times during the history of the survey. This year it has received the highest Large Supplier rating in 11 out of 13 categories. Continued commitment to customer satisfaction in both *equipment performance* and *customer service* increased their overall rating to a five-year record of 8.24. *Equipment performance* continues to be Varian's strong suit, with customers commending them with comments such as, "An excellent tool - very reliable and excellent build quality".

Renesas Eastern Japan Semiconductor reached the top rank in the Focused Suppliers of Chip Making Equipment. Equipment users rewarded Renesas with high ratings as the company received ratings above 8.0 in 9 out of 13 rating categories. Chip makers appreciated Renesas' equipment and service with comments such as "Stable platform" and "Support is very good".

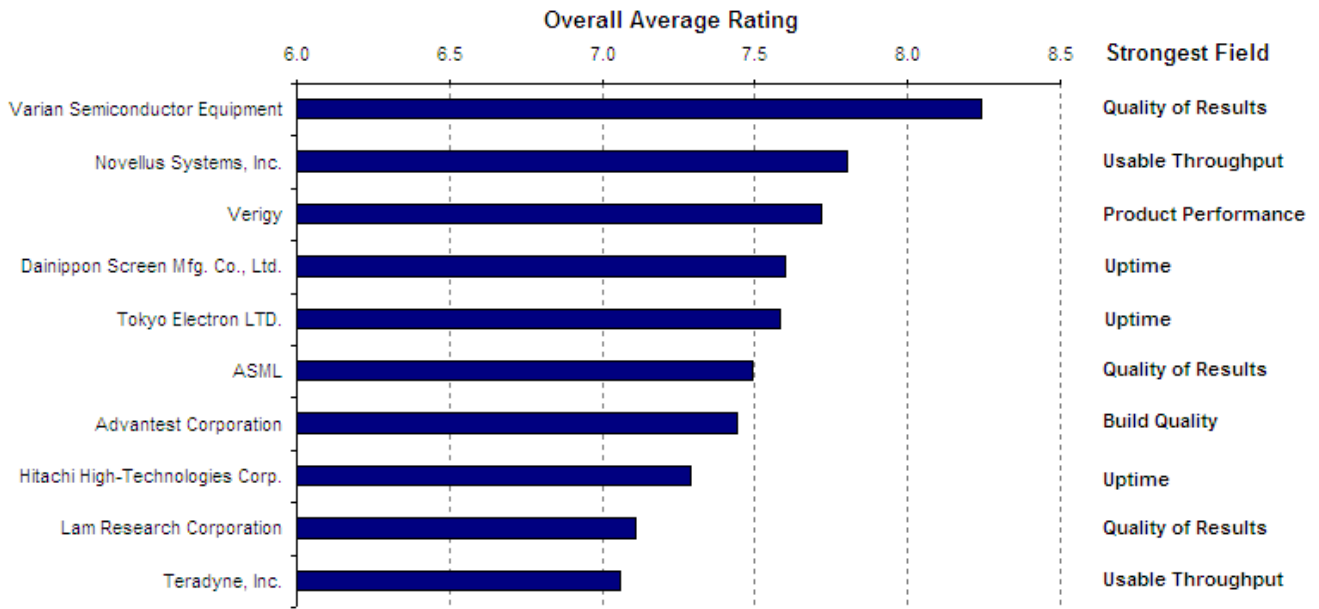
Customers awarded the #2 rankings to Novellus in Large Suppliers and F&K Delvotec Bondtechnik GmbH in Focused Suppliers. Novellus continues to be a valued equipment supplier, earning exceptionally high ratings in *usable throughput*, *quality of results*, and *product performance*. Their deep focus on serving the semiconductor industry at all levels of management is really paying off. This year's results presented Renesas and F&K Delvotec with a tie for the highest 10 BEST rating; the winner was determined by a single-sided 97.5% confidence margin. Customers were pleased with F&K Delvotec's *process* and *field engineering support*, as well as *support after sales* and *technical leadership*, rewarding them with the highest rating of all suppliers in these categories.

Verigy and DISCO Corp. rounded out the top three spots with overall ratings of 7.72 and 7.91, respectively. Verigy excelled in *product performance* and *quality of results*, with customers commenting, "Excellent hardware - by far superior performance and quality". DISCO achieved the highest rating in *build quality* of all Focused Suppliers.

Most Improved Suppliers

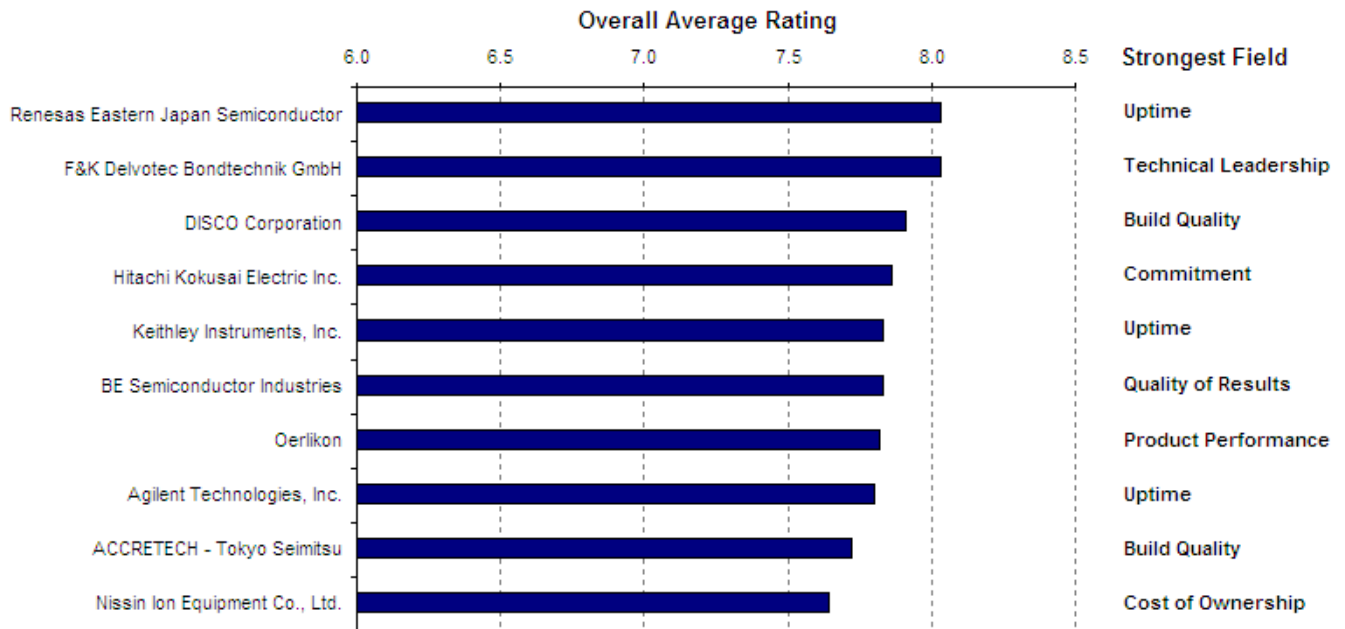
Even with the economic headwind, chip equipment companies continued to invest in customer satisfaction. As a result of these investments, the most-improved suppliers are KLA-Tencor in Large Equipment Suppliers and Tesec in Focused Equipment Suppliers. KLA-Tencor's overall rating improved 11% from 2009 and Tesec's overall rating increased by 16%. Other companies with notable rating improvements include Advantest (5%), BE Semiconductor (12%), Dainippon Screen (7%) and Oerlikon (4%).

**Large Suppliers of Chip Making Equipment
2010 Ranking by Company**



Source: VLSIresearch
2010 Customer Satisfaction Survey on Chip Making Equipment

**Focused Suppliers of Chip Making Equipment
2010 Ranking by Company**



Source: VLSIresearch inc
2010 Customer Satisfaction Survey on Chip Making Equipment

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About VLSIresearch

VLSIresearch 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. VLSIresearch'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. VLSIresearch was founded in 1976.

Website: <https://www.vlsiresearch.com>

Products: [Chip Market Research Services](#), [Customer Satisfaction Report](#), [Industry Pulse Pro®](#), [PV-Solar](#), [Critical Subsystems](#)

About the survey

The VLSIresearch annual *Customer Satisfaction Survey on Chip Making Equipment* is the only publicly available opportunity for chip manufacturers to provide feedback on their suppliers since 1988. 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](#).

Percent of Chip Market Represented:	95%
Surveys Distributed:	34,238
Equipment Models Rated:	2,707
From North America:	28.8%
From Europe:	15.3%
From China:	13.7%
From Korea:	14.6%
From Taiwan:	11.1%
From Japan:	4.7%
From Other:	11.7%

Source: VLSIresearch
2010 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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