

Press Release

THE BEST Chip Making Equipment Suppliers for 2011

Santa Clara, CA – May 17, 2011: Semiconductor equipment users have rated and ranked the best companies in customer satisfaction. As a result VLSIresearch is pleased to announce the winners of THE BEST Chip Making Equipment Suppliers by Market Segment awards for 2011. This award includes Assembly, Test, Material Handling, Process Diagnostics, and Wafer Processing Equipment. Here are the results:

THE BEST Large Suppliers of Wafer Processing: Varian & Novellus ranked highest.

Varian and Novellus tied for first place. Both companies displayed great effort in the customer satisfaction arena and received an overall rating of 8.18. Varian excelled in *software, spares support, and technical leadership*, Novellus shined in *cost of ownership, uptime, build quality, usable throughput, quality of results, and partnering*. It is Varian's ninth consecutive win and Novellus' third time as the number one ranking in this segment. Hitachi High-Technologies leaped into the third rank with an overall rating of 8.17. They received the highest ratings of all large wafer processing suppliers in *product performance, process support, field engineering, support after sales, commitment, and trust in supplier*.

THE BEST Small Suppliers of Wafer Processing: Oerlikon ranked highest.

Oerlikon retained the number one spot for the second consecutive year. Their rating improved from 7.82 a year ago to 8.02 in 2011. They received the highest ratings in nine categories, five of which received scores above 8.0. Nissin Ion Equipment's highest ratings in *cost of ownership* and *uptime* helped them secure second place for two years running. Their overall rating of 7.65 was a slight improvement from last year. Rite Track's overall rating of 7.63 pushed them to the top three. The company's equipment received the highest ratings among suppliers of small wafer processing equipment in *usable throughput, commitment and trust in supplier*.

THE BEST Assembly Equipment Suppliers: Hitachi High-Technologies ranked highest.

Hitachi High-Technologies, a leading die bonder supplier, excelled in customer satisfaction and captured the highest ranking for assembly equipment suppliers with an overall rating of 8.59. Hitachi High-Technologies was rated the highest assembly equipment supplier in fourteen out of fifteen categories. DISCO, the leader in dicing equipment, received the second highest rating. Supplier performance was a key attribute for their success. F&K Delvotec maintain its third position in this segment. It was rated highest among its peers in *cost of ownership*.

THE BEST Process Diagnostics Equipment Suppliers: Agilent ranked highest.

Agilent Technologies received an overall rating of 7.81 in addition to the top score in twelve categories. They received ratings of more than 8.0 in *uptime, usable throughput, quality of results, product performance, and trust in supplier*. Hitachi High-Technologies continued to move higher in the rankings. Achieving the highest rating in *build quality* boosted them to the number two spot. Applied Materials jumped four positions to reach the number three spot. It is the company's highest ranking yet among process diagnostics tool suppliers. Their overall rating improved to 6.87 from 6.79 one year ago.

THE BEST Test Equipment Suppliers: Verigy ranked highest.

Verigy continued its winning streak, making this its third consecutive year at the top. The company's rating improved to 7.79 this year as they garnered the highest ratings in thirteen categories. Advantest held the number two spot with an overall rating of 7.32. Teradyne retained the third position with any overall rating of 7.00. For a second year in a row, Teradyne earned the highest rating among all ATE suppliers for *software*.

THE BEST Material Handling Equipment Suppliers: Advantest ranked highest.

Advantest captured the top ranking in this segment for the first time in its history. Their rating rose to 7.67, with the highest ratings of all material handling suppliers in eight categories: *software, process support, field engineering, spares support, support after sales, commitment, trust in supplier, and partnering*. Seiko Epson came in second place this year. Last time the company achieved such a ranking was in 2006. Seiko Epson captured the highest ratings in *build quality, product performance, and technical leadership*. Tokyo Electron's prober division retained third position. Excellence with the highest scores in *uptime, usable throughput, and quality of results* contributed to TEL's success.

THE BEST Chip Making Equipment Suppliers for 2011

LARGE SUPPLIERS OF WAFER PROCESSING EQUIPMENT		
Rank	Company	Overall Rating
1	Varian Semiconductor	8.18
	Novellus	8.18
3	Hitachi High-Technologies	8.17
4	ASML	7.92
5	Hitachi Kokusai Electric	7.65
6	Tokyo Electron	7.60
7	Dainippon Screen Manufacturing	7.13
8	EBARA	7.07
9	Applied Materials	6.81
10	Nikon	6.80

Source: VLSIresearch
2011 Customer Satisfaction Survey on Chip Making Equipment

SMALL SUPPLIERS OF WAFER PROCESSING EQUIPMENT		
Rank	Company	Overall Rating
1	Oerlikon	8.02
2	Nissin Ion Equipment	7.65
3	Rite Track	7.63
4	Plasma-Therm	7.61
5	SUSS MicroTec	7.29
6	EV Group	7.05
7	Axcelis Technologies	7.04
8	SPP Process Technology Systems	6.84
9	FSI International	6.83
10	Akron Systems	6.39

Source: VLSIresearch
2011 Customer Satisfaction Survey on Chip Making Equipment

ASSEMBLY		
Rank	Company	Overall Rating
1	Hitachi High-Technologies [†]	8.59
2	DISCO Corporation	8.04
3	F&K Delvotec	7.93
4	ASM International	7.79
5	HANMI Semiconductor	7.57
6	KLA-Tencor	7.48
7	Shinkawa	7.43
8	ACCRETECH - Tokyo Seimitsu	7.35
9	Kulicke & Soffa	7.15
10	BE Semiconductor Industries	7.04

[†]Hitachi High-Tech Instruments

Source: VLSIresearch
2011 Customer Satisfaction Survey on Chip Making Equipment

PROCESS DIAGNOSTICS		
Rank	Company	Overall Rating
1	Agilent Technologies	7.81
2	Hitachi High-Technologies	7.06
3	Applied Materials	6.87
4	KLA-Tencor	6.74
5	FEI Company	6.52
6	Bruker, AXS	6.24
7	Nova Measuring Instruments	6.23
8	Nanometrics	5.51
9	Nikon	5.35

Source: VLSIresearch
2011 Customer Satisfaction Survey on Chip Making Equipment

AUTOMATED TEST EQUIPMENT		
Rank	Company	Overall Rating
1	Verigy	7.79
2	Advantest	7.32
3	Teradyne	7.00
4	Yokogawa Test Solutions	6.42
5	LTX - Credence	6.14
6	Shibasoku	5.71

Source: VLSIresearch
2011 Customer Satisfaction Survey on Chip Making Equipment

MATERIAL HANDLING EQUIPMENT		
Rank	Company	Overall Rating
1	Advantest	7.67
2	Seiko Epson	7.24
3	Tokyo Electron	7.05
4	Delta Design	6.91
5	ACCRETECH - Tokyo Seimitsu	6.87
6	Multitest	6.80
7	Aetrium	5.96

Source: VLSIresearch
2011 Customer Satisfaction Survey on Chip Making Equipment

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About VLSIresearch

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

About the 2011 survey

VLSIresearch received feedback from more than 550 organizations for this year's Customer Satisfaction Survey. The survey spans two and half months and covers four languages. Worldwide participants were asked to rate equipment suppliers based on three key factors: equipment performance (7 categories), customer service (4 categories), and supplier performance (4 categories). This year VLSIresearch added two new categories, *Trust in Supplier* and *Partnering*, which are part of supplier performance and provide additional insights into key attributes for a supplier's success.

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. 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:	30,537
Equipment Models Rated:	3,029
From North America:	24.8%
From Europe:	14.7%
From China:	15.8%
From Korea:	15.8%
From Taiwan:	14.0%
From Japan:	4.2%
From Other:	10.7%

Source: VLSIresearch
2011 Customer Satisfaction Survey on Chip Making Equipment

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