

Press Release

The 10 BEST Suppliers of Chip Making Equipment for 2011

Varian Semiconductor and Novellus tie for the #1 rank in Large Suppliers while DISCO takes the top spot for the first time in Focused Suppliers.

Santa Clara, CA – May 17, 2011: For the first time in the history of VLSIresearch's Customer Satisfaction Survey, a tie for the #1 spot has occurred. Varian Semiconductor and Novellus have both received a score of 8.18 in Large Suppliers of Chip Making Equipment. This is Varian's ninth consecutive win and Novellus' first time at the top spot in this category. DISCO Corporation, the leading dicing equipment supplier, achieved the highest rank for its first time in Focused Suppliers.

2011 10 BEST		
Large Suppliers of Chip Making Equipment		
Rank	Company	Overall Rating
1	Varian Semiconductor	8.18
	Novellus	8.18
3	Hitachi High-Technologies	7.95
4	ASML	7.92
5	Verigy	7.79
6	Tokyo Electron	7.53
7	Advantest	7.36
8	Dainippon Screen Manufacturing	7.13
9	Teradyne	7.00
10	Applied Materials	6.87

2011 10 BEST		
Focused Suppliers of Chip Making Equipment		
Rank	Manufacturer	Overall Rating
1	DISCO Corporation	8.05
2	Oerlikon	8.02
3	F&K Delvotec	7.93
4	Agilent Technologies	7.81
5	Nissin Ion Equipment	7.65
6	Hitachi Kokusai Electric	7.65
7	Rite Track	7.63
8	Plasma-Therm	7.61
9	Shinkawa	7.43
10	HANMI Semiconductor	7.39

Source: VLSIresearch
2011 Customer Satisfaction Survey on Chip Making Equipment

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These winners maintained an overall average rating of 7.65, slightly lower than last year's overall average rating of 7.69. "The 2010 Customer Satisfaction Survey results show that equipment suppliers continue to serve customers with high levels of satisfaction," commented G. Dan Hutcheson, Chairman and CEO of VLSIresearch. He continued, "The fact that Novellus caught up with Varian shows that focusing on customer satisfaction yields results. It also enables companies to achieve higher market shares, as last year's revenue trends for Novellus show. Congratulations to the 10 BEST winners for their achievements in 2011."

Large Suppliers of Chip Making Equipment

Both Varian and Novellus displayed great effort in the customer satisfaction arena with an overall rating of 8.18. Throughout the history of the survey, Varian, the leader in ion implant, has been ranked the highest rated supplier across all 10 BEST and THE BEST segments 20 times. In 2011 they received the highest rating in 6 categories: *software, field engineering, spares support, support after sales, technical leadership, and trust in supplier*. Novellus' dedication to customer satisfaction has shown improved ratings for several years. This year's efforts pushed them to the top rank for the first time. They were awarded the highest rating in *cost of ownership, usable throughput, commitment, and partnering*.

Hitachi High-Technologies rounded out the number three spot with an overall rating of 7.95. Equipment performance was Hitachi High-Technologies' highest attribute, receiving top scores in *uptime, build quality, and quality of results*.

Focused Suppliers of Chip Making Equipment

DISCO Corporation, the leading dicing equipment supplier, leaped to the top spot for the first time. Their 8.05 rating was an improvement from last year's overall rating of 7.91. *Build quality, usable throughput, quality of results, product performance, trust in supplier, and partnering* were their highest rated categories.

The number two rank goes to Oerlikon. Their ranking rose sharply from last year's seventh spot. The company's PVD tools received the highest rating in three categories, *process support, field engineering, and support after sales*.

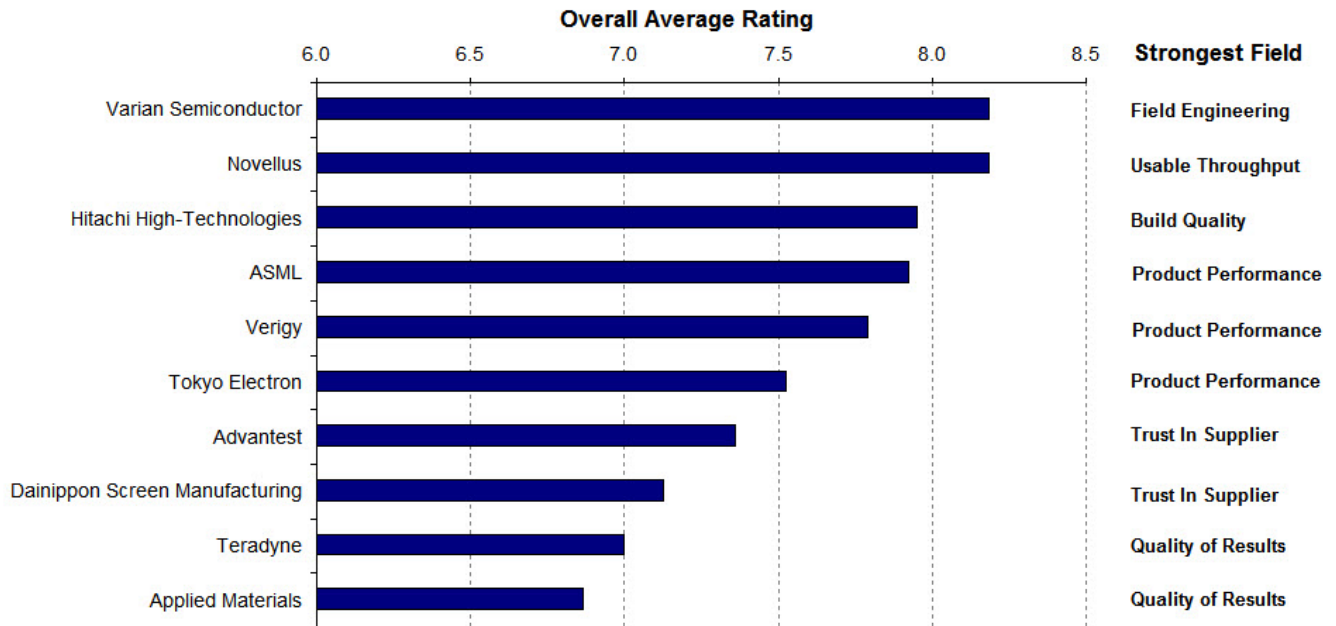
Chip makers were pleased with F&K Delvotec's bonding equipment which translated to an overall rating of 7.93. They remained in the top three for two consecutive years after receiving the highest rating in *cost of ownership, spares support, and technical leadership*.

Most Improved Suppliers

In Large Suppliers, Hitachi High-Technologies leaped to third place from eighth place with an overall rating improvement of 9%. In addition, ratings for ASML and Novellus improved by 6% and 5%, respectively.

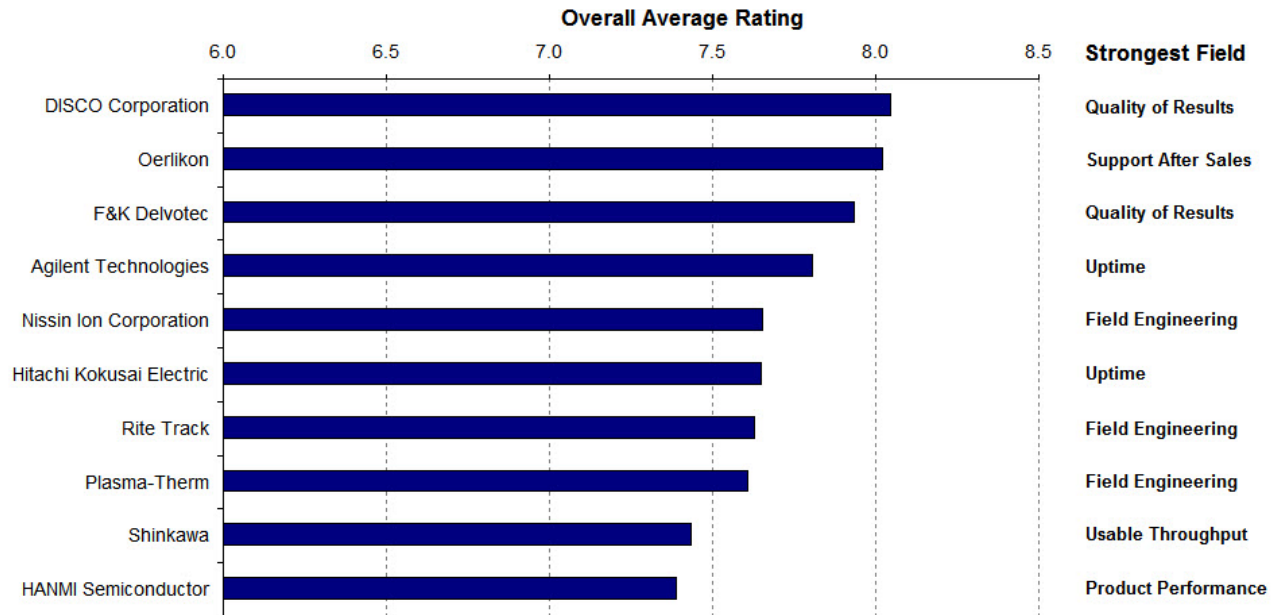
Although Delta Design did not make our 10 BEST Focused Suppliers list, it had a major improvement from the previous year with a rating jump of 14%. Other suppliers with prominent rating improvements in Focused Suppliers are SUSS MicroTec (9%) and Rite Track (7%).

**Large Suppliers of Chip Making Equipment
2011 Ranking by Company**



Source: VLSIresearch
2011 Customer Satisfaction Survey on Chip Making Equipment

**Focused Suppliers of Chip Making Equipment
2011 Ranking by Company**



Source: VLSIresearch inc
2011 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 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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