

# ADVANTEST®

wins five stars from customers

VLSIresearch Customer Satisfaction Survey 2017





# Advantest Earns 29<sup>th</sup> Consecutive Ranking as a Top IC Test Equipment Supplier

- Advantest wins 5 VLSI Stars, continuing its legacy in an elite group of companies
  - awarded as a 10 BEST supplier since the survey's inception 29 years ago
- A leading producer of automatic test equipment (ATE), Advantest's concentration on
  - groundbreaking measurement technologies
  - best-in-class operations
  - an emphasis on ongoing R&D and
  - standards of excellence for more than six decades
  - has enabled them to deliver world-class customer satisfaction

LARGE SUPPLIERS OF CHIP MAKING EQUIPMENT	VLSI Stars
<b>ADVANTEST®</b> Teradyne	★★★★★
ASML ASM Pacific Technology Hitachi Kokusai Electric	★★★★★
Applied Materials Lam Research Tokyo Electron	★★★★★
Hitachi High-Technologies	★★★★
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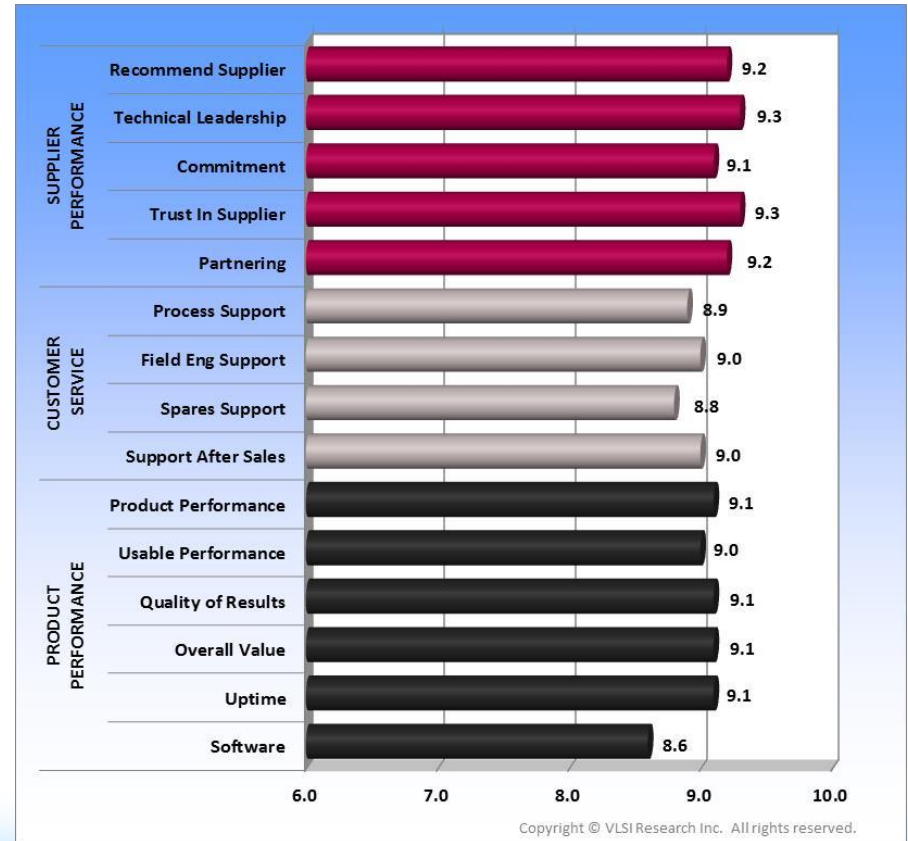
# Advantest's Approach to Customer Satisfaction

- Continually expand and refine core measurement technology
  - Focus engineering on the customer
  - Develop extraordinary global engineering capability
  - Drive product and application engineering as well as customer service
- Advantest is a trusted supplier of measurement solutions
  - Diverse customers in SOC, MPU, and memory markets
  - Extraordinary capabilities to partner with different customers in the Fabless, IDM, and OSAT spaces
  - Integrates varying customer demands into its platforms
- Customer satisfaction leadership is created with excellent products and operations



# What Customers Liked about Advantest in 2017

- Ratings 9.0 and above in 12 categories
  - with a 9.2 average rating in *supplier performance*
- Improves 10 basis points in *technical leadership* and *trust in supplier*
- Highest scores, ranked
  - *technical leadership*
  - *trust in supplier*
  - *recommend supplier*
  - *partnering*
  - *commitment*
  - *product performance*
  - *quality of results*
  - *overall value*
  - *uptime*



# What Customers said in 2017

- Trusted partner committed to customer success
  - First priority in customer success
  - remarkable customer support
  - dedicated to providing results
  - strong leadership
- World-class test and measurement products
  - ensures high reliability & stability
  - top quality hardware
- Outstanding service and support operations
  - field application support and availability
  - puts customers first
  - great communication

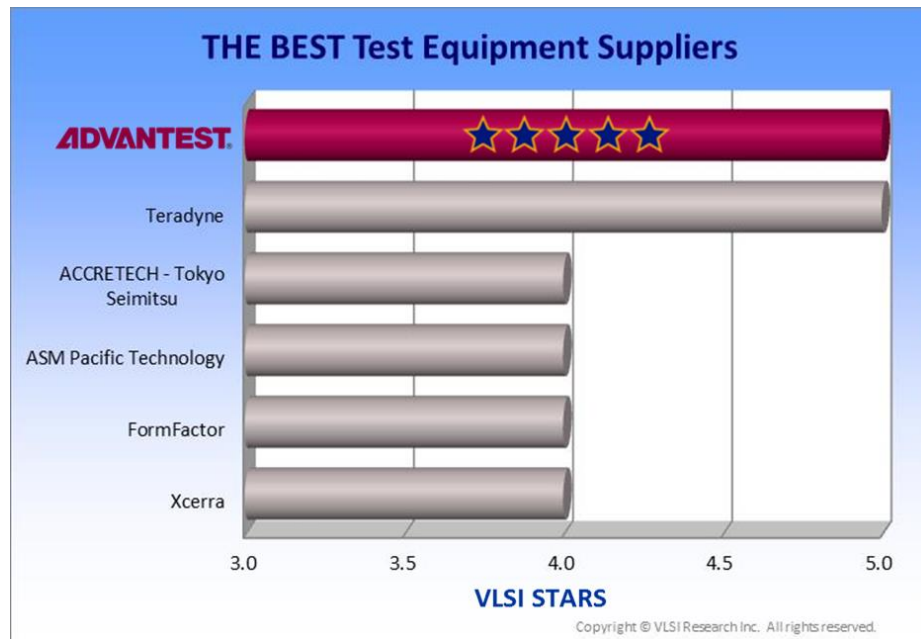
## Customer comments:

- *Quality hardware, excellent support, commitment to providing results.*
- *Advantest's facilities ensure high reliability and stability of measurement in Wafer DRAM Test, making it easy to engineer the equipment.*
- *Advantest is the top leading ATE maker of semiconductor equipment's suppliers.*
- *Advantest has very strong leadership on 93K PS1600 SoC tester platform and they provide very cost effective solution to support my company 's ASIC new products test development and manufacturing support*
- *Excellent field application support, and availability. Very good response time of all Advantest team involved into our projects. Performance of test equipment in line with requirement*
- *Advantest has been a great partner and supplier. I appreciate our quarterly meet and greets, and their desire for us to succeed. Thanks for all you do.*
- *Outstanding performance of the product, and the customer support from Advantest.*



# Advantest Performance Among Peers

- Customers honor Advantest with 5 VLSI Stars in Test Equipment
  - with a 9.06 rating
  - proving the strong loyalty of customers
- Achieves the highest rating among all 2017 Test Equipment Suppliers in *technical leadership and partnering*
- Advantest has been delivering ATE solutions to enhance their customers' success for more than six decades
  - with a keen understanding of semiconductor-industry economics
  - underscoring their core commitment to the industry



## About Advantest

A world-class technology company, Advantest is the world's largest provider of automatic test equipment (ATE) to the semiconductor industry. ATE is used during semiconductor manufacturing to verify that a chip functions to specification, ensuring it works in the end-use application – be it consumer electronics, telecommunications, medical instrumentation or computers and digital TVs, to name a few. Advantest has for over five decades led the way in developing new and innovative test and handling solutions for the global electronics industry. Founded in Tokyo in 1954, Advantest established its first subsidiary in 1982, in the USA, and now has subsidiaries worldwide.

[www.advantest.com](http://www.advantest.com)

## About VLSIresearch

VLSIresearch is an award-winning provider of market research and economic analysis on the technical, business, and economic aspects within semiconductor, nanotechnology, and related industries. VLSIresearch provides intelligence for faster and better decision making in the areas of semiconductors, photovoltaics, LEDs, manufacturing, materials, and critical subsystems. VLSIresearch was founded in 1976.

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## About the 2017 VLSIresearch Customer Satisfaction Survey

VLSIresearch received feedback from more than 79% of the chip market and 72% of subsystems customers for this year's survey. The survey spans two and half months and covers five languages. Worldwide participants were asked to rate equipment suppliers among fifteen categories based on three key factors: supplier performance, customer service, and product performance. 2,366 surveys were returned, resulting in 34,543 total responses.

The VLSIresearch annual Customer Satisfaction Survey is the only publicly available opportunity since 1988 for customers to provide feedback for suppliers of semiconductor equipment and subsystems. The 10 BEST, THE BEST, and RANKED 1<sup>st</sup> awards provide special recognition to suppliers that are rated highest by their customers.

**10 BEST** awards recognize each **chip making equipment supplier** as a whole, regardless of product type:

- Fab, Test, and Assembly equipment ratings are grouped together for an overall rating for each supplier
- Each supplier is then listed in one of two categories based on a three-year average of total revenues for all its market segments: **Large** and **Focused**

**THE BEST** awards recognize the more detailed markets:

- **Fab, Test, Assembly equipment, WFE to Foundation Chip Makers, WFE to Specialty Chip Makers** and **Subsystems**

**RANKED 1<sup>st</sup>** awards place special distinction on suppliers that achieve the highest rating from customers in any survey category, including:

- **10 BEST** and **THE BEST**
- Specialized areas such as: **CMP, Deposition, Etch & Clean, Implant, Lithography, Process Diagnostics, Specialty Fab**, and **Subsystems**

The VLSI Stars rating scale:

 9 to 10    8.5 to <9    8 to <8.5    7.5 to <8    7 to <7.5



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