

ADVANTEST®

five star ATE supplier

TechInsights Customer Satisfaction Survey 2022





Advantest Awarded RANKED 1st 10 BEST Supplier



- Advantest awarded RANKED 1st in the 2022 10 BEST *Large Chip Making Equipment Suppliers*
 - improves score by 9 basis points to an excellent 9.48
 - among the elite two to be honored as a 10 BEST supplier every year since the survey’s launch 34 years ago
- Customer satisfaction leadership is delivered with leading-edge products, operations, and customer relationships

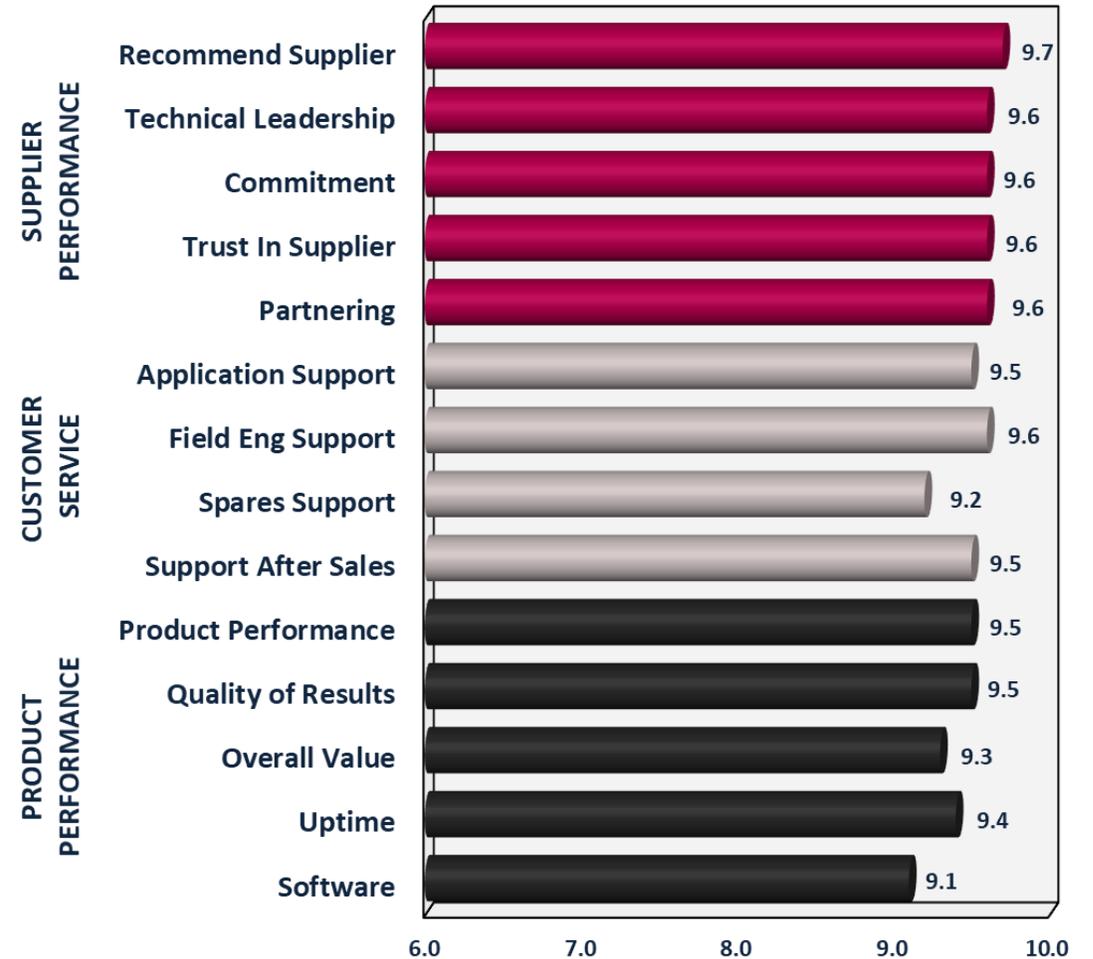
LARGE SUPPLIERS OF CHIP MAKING EQUIPMENT	Rating	TechInsights Stars
ADVANTEST®	9.48	★★★★★
ASML	9.37	★★★★★
ASM Pacific Technology	8.84	★★★★☆
Edwards	8.45	★★★★★
Teradyne	8.15	★★★★★
Kokusai Electric	7.94	★★★★☆
Lam Research	7.88	★★★★☆
Tokyo Electron	7.73	★★★★☆
Applied Materials	7.70	★★★★☆
Hitachi High-Tech	7.63	★★★★☆

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How Customers Perceive Advantest

- Improves its ratings in 10 rating categories
 - *recommend supplier, technical leadership, and commitment* up 20 basis points
 - *partnering, application support, field engineering support, support after sales, product performance, quality of results, and uptime* up 10 basis points
- Achieves the highest score of all 10 BEST Large Chip Making Equipment Suppliers in 10 rating categories
- Highest scores*
 - *Recommend Supplier*
 - *Technical Leadership*
 - *Commitment*
 - *Trust In Supplier*
 - *Partnering*
 - *Field Engineering Support*

*Listed in order of score, highest to lowest



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More Perceptions from Customers

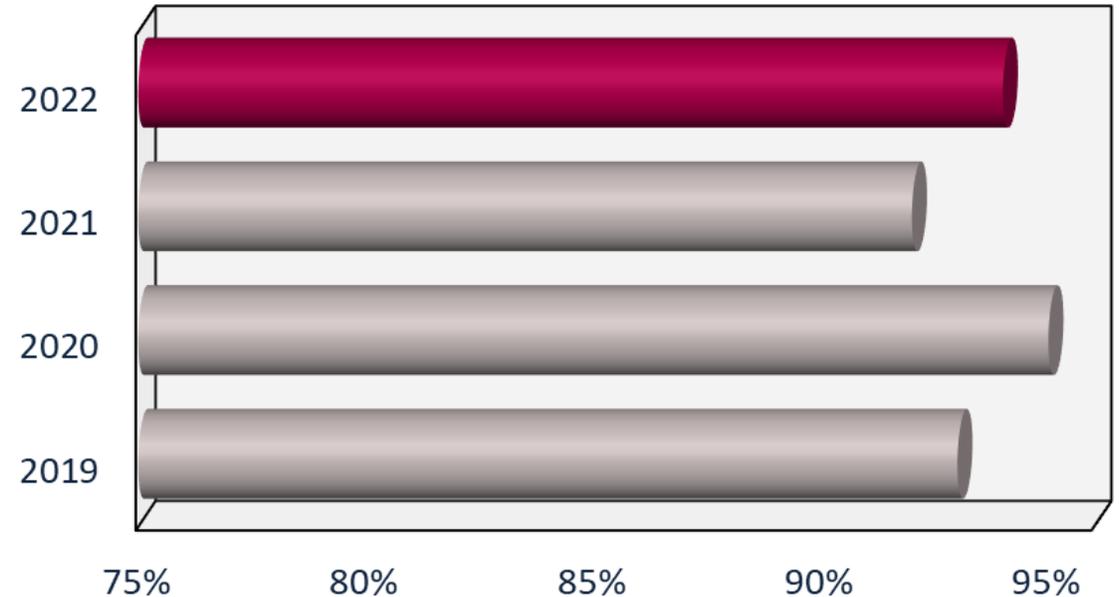
- **Good product offerings and capabilities coupled with great support.**
- Advantest gives **excellent technical support and fast response** to their customer's needs.
- Primary ATE supplier and **partner for the last 20 years.**
- The 93000 tester is an **excellent piece of equipment.** They **keep improving** the hardware and make **upward compatibility an easy process.**
- Top ATE company with **excellence in all areas: technology, reliability, quality, delivery, and cost.**
- Good support overall. Whenever I have any issues, upon highlighting to the Advantest team, I can be sure to **get the appropriate response in the fastest time possible.** Even the non-local team (Advantest Japan, or other Advantest teams) are **very responsive and helpful.**
- The **dedication to help their customer and broad knowledge towards their product,** and experience how best to apply necessary tasks and requirements by their customers. They **provide immediate response and support for any inquiries** by the customer and **works hand-in-hand until all is solved and working good.** They can be reached anytime when a customer needs and can support anytime.



Advantest Performance Among Peers

- Advantest honored as THE BEST *Test Equipment Supplier* by customers
 - earns 5 Stars for a sixth year
 - receives the highest rating among all THE BEST *Test Equipment Suppliers* in 9 categories
- 94% of customers said they will return to Advantest for their equipment needs
- Awarded five-star customer satisfaction by continuously improving products and services for their worldwide customers

Customers that will Buy Again from Advantest



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Advantest's Approach to Customer Satisfaction

- Enable leading-edge technologies
- Push the envelope for the next generation of test technologies
 - cutting-edge product and solution development capabilities
 - wide variety of semiconductor and test needs
 - SoC, memory, R&D evaluation, and system level test
 - unmatched technical support
- Build strong partnerships around the globe
 - decades of commitment have earned broad-based customer trust
 - expanding test and measurement solutions throughout the entire semiconductor value chain



About Advantest

Advantest (TSE: 6857) is the leading manufacturer of automatic test and measurement equipment used in the design and production of semiconductors for applications including 5G communications, the Internet of Things (IoT), autonomous vehicles, high performance computing (HPC) including artificial intelligence (AI) and machine learning, and more. Its leading-edge systems and products are integrated into the most advanced semiconductor production lines in the world. The company also conducts R&D to address emerging testing challenges and applications; develops advanced test-interface solutions for wafer sort and final test; produces scanning electron microscopes essential to photomask manufacturing; and offers system-level test solutions and other test-related accessories. Founded in Tokyo in 1954, Advantest is a global company with facilities around the world and an international commitment to sustainable practices and social responsibility.

www.advantest.com

About TechInsights

TechInsights is the most trusted source of semiconductor technology and market analysis, providing content and services to the world's most successful companies.

For over 30 years we have existed to support a fair marketplace where semiconductor and electronics intellectual property can be innovated and monetized. By revealing the innovation others cannot inside the broadest range of advanced technology products, we enable business leaders to make the best technology investment decisions and prove patent value with fact-based information.

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About the 2022 TechInsights Customer Satisfaction Survey

TechInsights received feedback from more than 63% of the semiconductor equipment market and 80% 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 fourteen categories based on three key factors: supplier performance, customer service, and product performance. 1,316 surveys were returned, resulting in 17,546 total responses.

The TechInsights 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 1st awards provide special recognition to suppliers that are rated highest by their customers.

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

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

RANKED 1st 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, Assembly Subsystems, Test Subsystems, and WFE Subsystems**

The TechInsights 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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