



Customers Award Triple Crown

TechInsights Customer Satisfaction Survey 2022

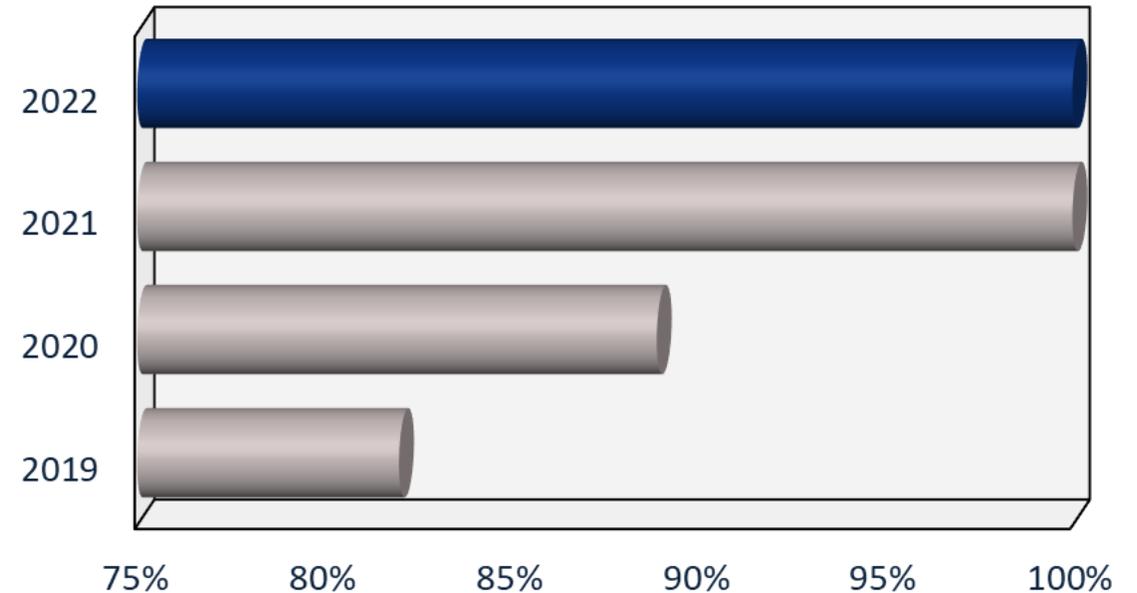




KOKUSAI ELECTRIC is awarded 10 BEST and THE BEST awards

- KOKUSAI ELECTRIC awarded 3½ Stars in 10 BEST *Large Suppliers of Chip Making Equipment*
 - honorable score of 7.94
- This is KOKUSAI ELECTRIC's 25th consecutive appearance in the 10 BEST
- 100% of customers said they will return to KOKUSAI ELECTRIC for their equipment needs
- KOKUSAI ELECTRIC's commitment to providing customers with high-quality products and services results in strong customer satisfaction

Customers that will Buy Again from KOKUSAI ELECTRIC

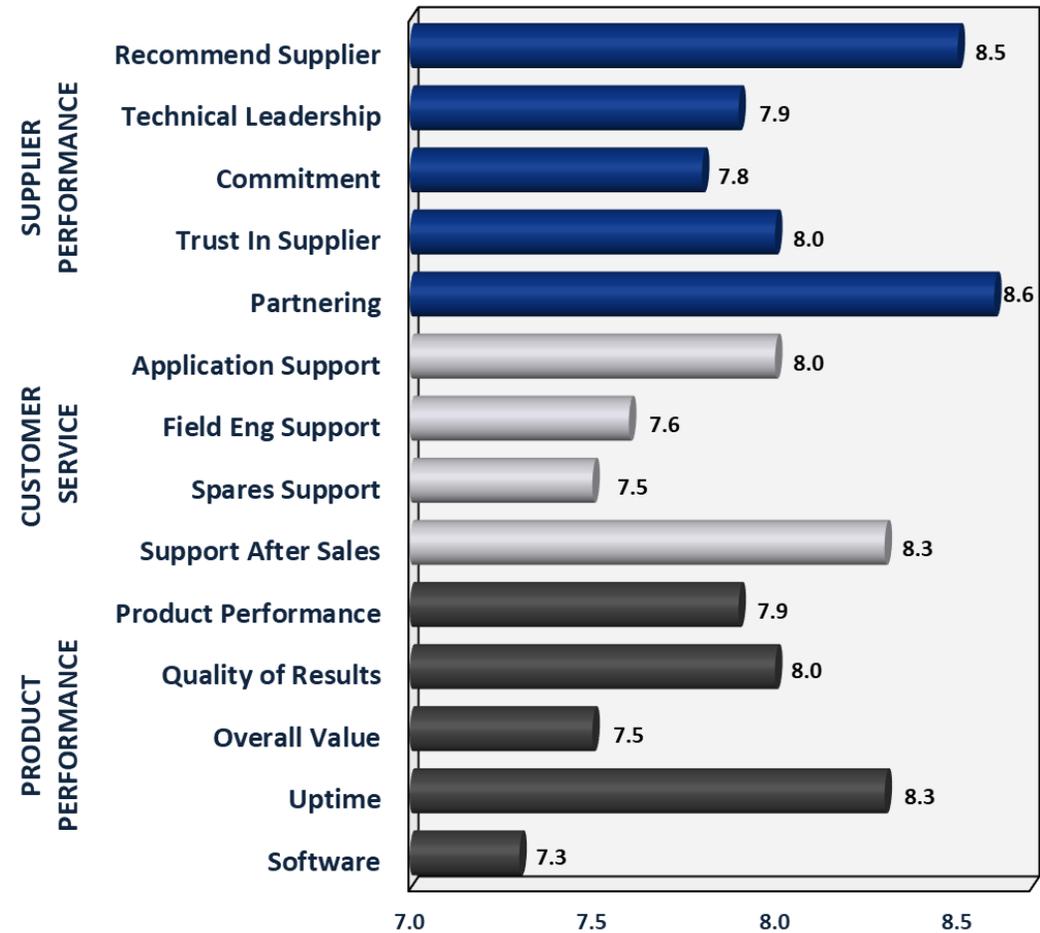


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How Customers Perceive KOKUSAI ELECTRIC

- Improves rating in 7 categories
 - *recommend supplier* up 50 basis points
 - *partnering* up 40 basis points
 - *trust in supplier, application support, and support after sales* up 20 basis points
 - *technical leadership and uptime* up 10 basis points
- Honored by customers with an average rating of 8.2 in *Supplier Performance*
- Highest scores*
 - *Partnering*
 - *Recommend Supplier*
 - *Support After Sales*
 - *Uptime*
 - *Trust In Supplier*
 - *Application Support*
 - *Quality of Results*

*Listed in order of score, highest to lowest



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Global Perceptions from Customers

- Received majority of surveys from Japan
- KOKUSAI ELECTRIC's highest ratings are from Taiwan and North America
 - *Taiwan average rating of 9.14*
 - *earning a 10.0 in 5 categories*
 - *North America average rating of 8.92*
- Improves its average rating in North America and Taiwan
 - *North America by 199 basis points*
 - *Taiwan by 63 basis points*



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KOKUSAI ELECTRIC's Performance Among Peers



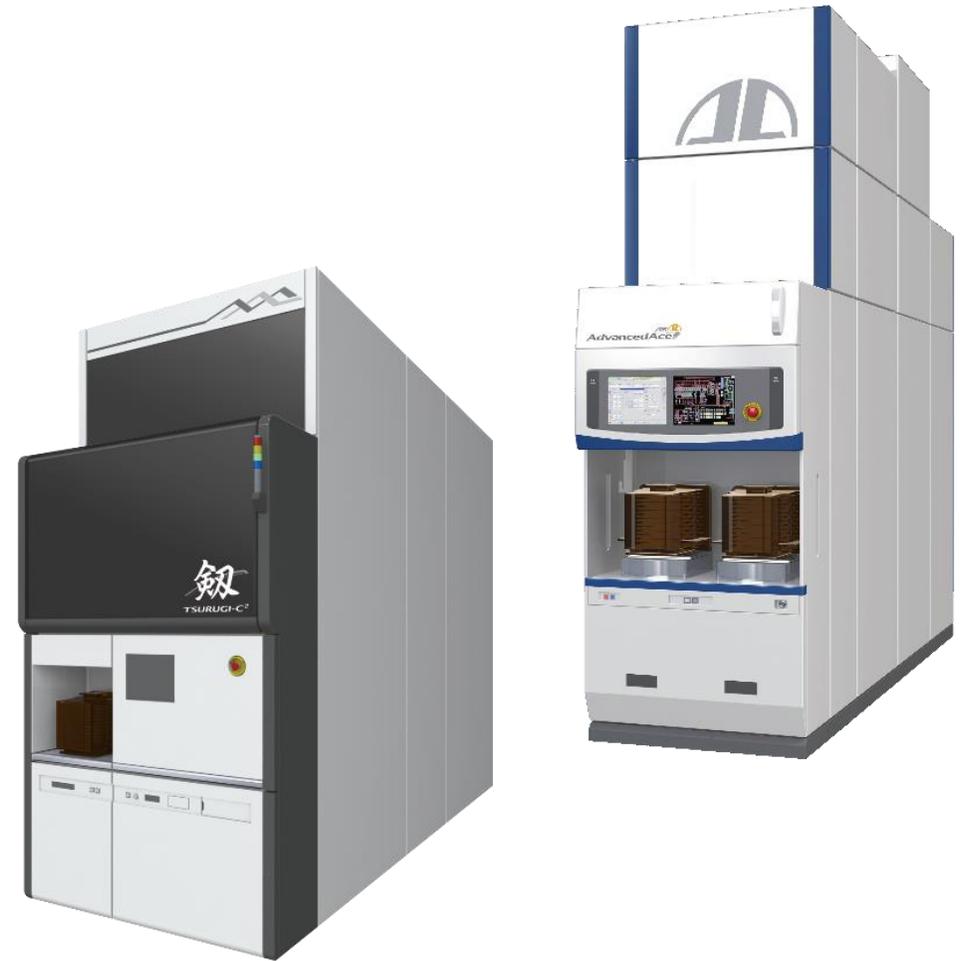
- KOKUSAI ELECTRIC earns 3½ Stars in THE BEST *Suppliers of Fab Equipment*
 - earns their highest score in *partnering and recommend supplier*
- Receives RANKED 1st award in *Deposition Equipment*
- KOKUSAI ELECTRIC's customers highly appreciate their superior technology and generous support

FAB EQUIPMENT	Rating	TechInsights Stars
ASML	9.37	★★★★★
Plasma-Therm	9.35	★★★★★
EV Group	9.03	★★★★★
Jiangsu ASIA Electronics	8.83	★★★★★
 KOKUSAI ELECTRIC	7.94	★★★★★
Lam Research	7.88	★★★★★
Tokyo Electron	7.75	★★★★★
Applied Materials	7.70	★★★★★
Hitachi High-Tech	7.63	★★★★★

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KOKUSAI ELECTRIC's Approach to Customer Satisfaction

- KOKUSAI ELECTRIC produces high-quality semiconductor manufacturing equipment
 - using world-class thin film technology
- Runs a production process that encompasses
 - research & development, order receipt, design, procurement, manufacture, shipment, installation & setup, and service & maintenance
- Develops next-generation high performance semiconductor technologies with research institutions
- KOKUSAI ELECTRIC makes best use for underlying technologies to design equipment tailored to customer needs
 - conducting strict product and delivery inspections
 - visiting customer factories to handle everything from equipment installation to process launch



About KOKUSAI ELECTRIC

KOKUSAI ELECTRIC designs, manufactures, and services thermal thin film processing solution systems. Our diffusion and deposition systems can be found in the majority of semiconductor fabrication plants worldwide.

www.kokusai-electric.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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