



# Triple Crown & Top Focused Supplier

TechInsights Customer Satisfaction Survey 2022






# FormFactor takes 10 BEST Supplier Award



- FormFactor, a leading supplier of test and measurement technologies, earns RANKED 1<sup>st</sup> in the:
  - 10 BEST *Focused Suppliers of Chip Making Equipment*
    - up 44 basis points to their best-ever score of 9.53
  - THE BEST *Test Equipment Suppliers of 2022*
- Achieves highest score of all 10 BEST *Focused Suppliers of Chip Making Equipment* in 11 categories
- FormFactor continues to maintain industry-leading customer satisfaction by being a highly trusted test partner to its customers

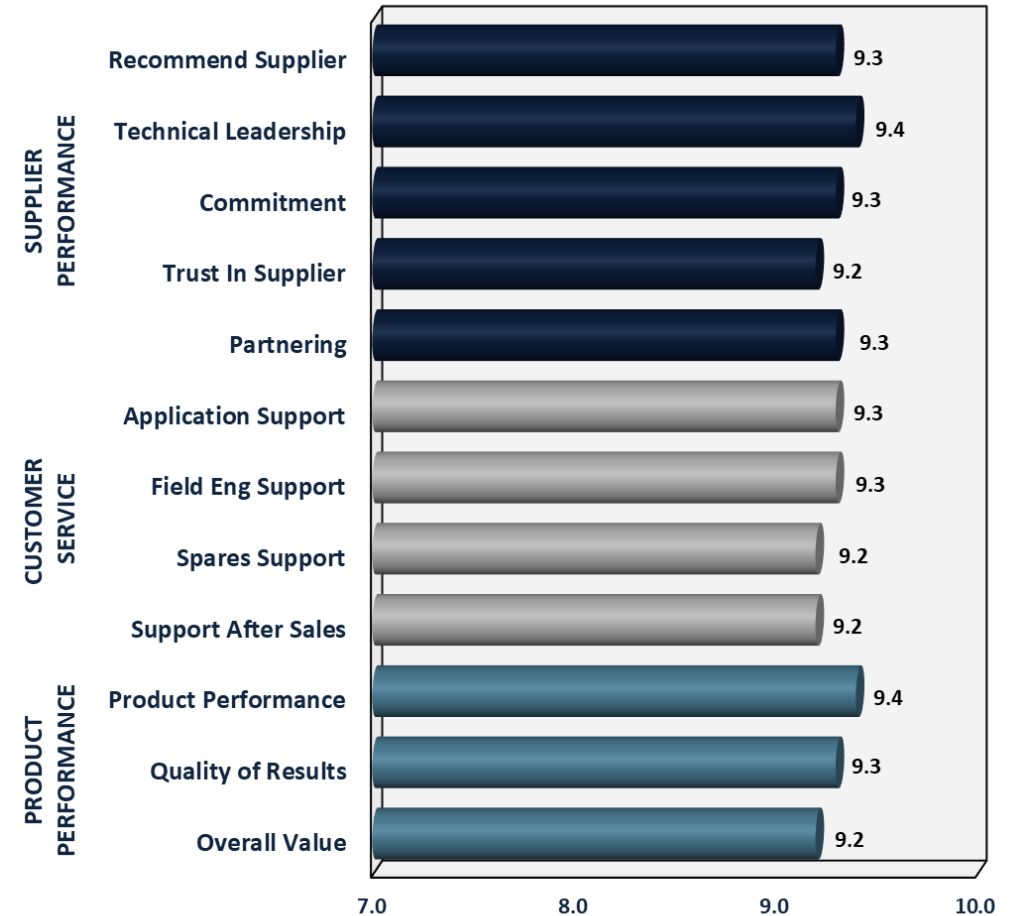
FOCUSED SUPPLIERS OF CHIP MAKING EQUIPMENT	Rating	TechInsights Stars
	9.53	★★★★★
Plasma-Therm	9.35	★★★★★
EV Group	9.03	★★★★★
Jiangsu ASIA Electronics	8.83	★★★★☆
HANMI	8.31	★★★★
HORIBA	7.38	★★★
VAT	7.25	★★★

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# How Customers Perceive FormFactor's Probe Card Group

- FormFactor Probe Card group earns 5 Stars in THE BEST *Test Subsystems Suppliers* with an exceptional 9.29 rating
- Increases its ratings in 9 categories
  - *field engineering support* up 40 basis points
  - *spares support* up 30 basis points
  - *recommend supplier, commitment, and partnering* up 20 basis pints
  - *technical leadership, application support, quality of results, and overall value* up 10 basis points
- Highest scores\*
  - *Technical Leadership*
  - *Product Performance*
  - *Recommend Supplier*
  - *Commitment*
  - *Partnering*
  - *Application Support*
  - *Field Engineering Support*
  - *Quality of Results*

\*Listed in order of score, highest to lowest



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# How Customers Perceive FormFactor's Test Equipment Group

- Customers award FormFactor Test Equipment group with 5 Stars in THE BEST *Test Equipment Suppliers*
  - earns excellent score of 9.49
  - increases rating by 40 basis points
- Receives highest score of all THE BEST *Test Equipment Suppliers* in *uptime, overall value, spares support, and software*
- Improves ratings in all 14 categories
- Highest scores\*
  - *Commitment*
  - *Trust In Supplier*
  - *Partnering*
  - *Quality of Results*
  - *Overall Value*
  - *Uptime*

\*Listed in order of score, highest to lowest



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# More Perceptions from Customers

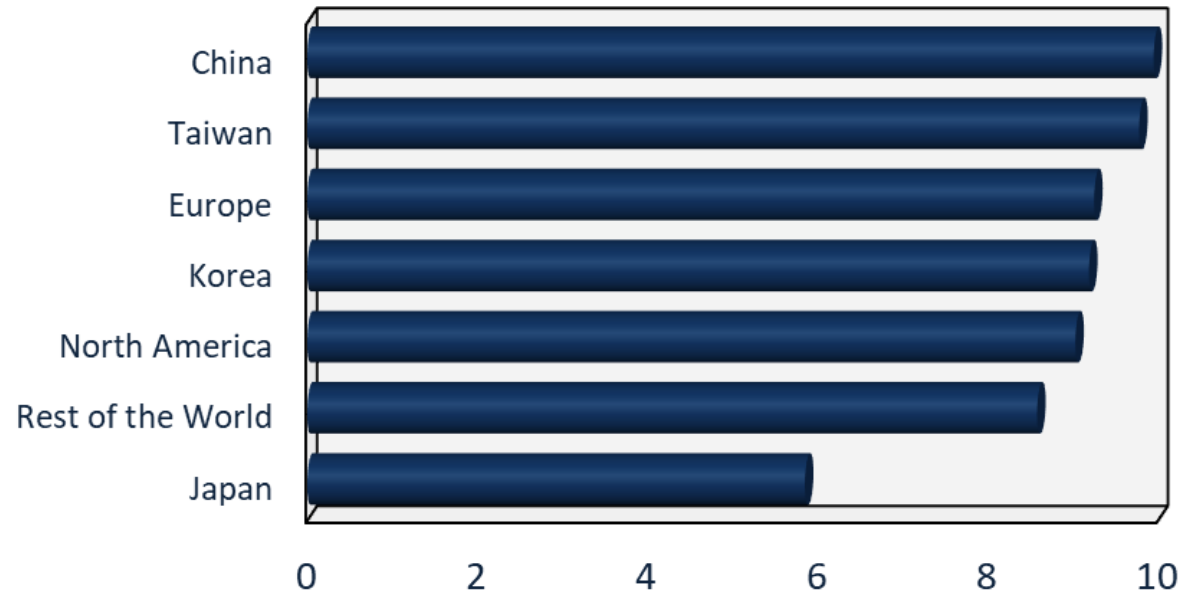
- **Excellent support. Good product quality and performance.**
- *FormFactor, Inc. is a **leading company in terms of technology and field technical support** as a probe card maker.*
- **Strong and timely support.**
- **Leading technology, happy cooperation.**
- **Professional, fast, and efficient technical service.**
- **Quality service** and maintenance are in place.
- **Professional enthusiasm, leading technology, and high degree of cooperation.**
- *The **device is small and flexible**, with **stable performance** and **reliable data**.*
- **Equipment stability, accuracy, precision, and reliability.** After-sales service response, technical support, etc.
- **Probe leader** and is our probe card vendor.
- **Good Support** and **stable performance.**



# FormFactor's Global Presence

- FormFactor receives majority of surveys from Taiwan and China regions
- Highest rating is from the region of China
  - with an extraordinary average of 9.95
  - earning a 10.0 in 7 categories
- Improves its average rating in Korea, North America, and Taiwan
  - Korea up 56 basis points
  - North America up 11 basis points
  - Taiwan up 2 basis points

2022 Ratings by Area of The World

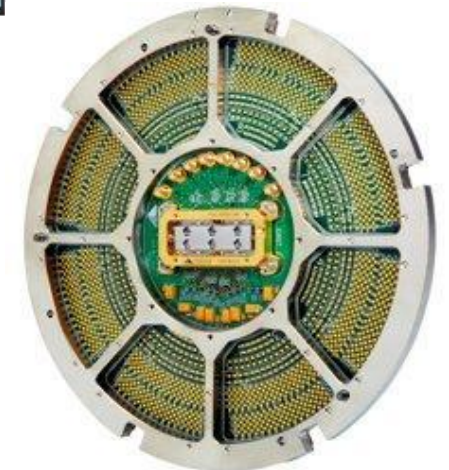
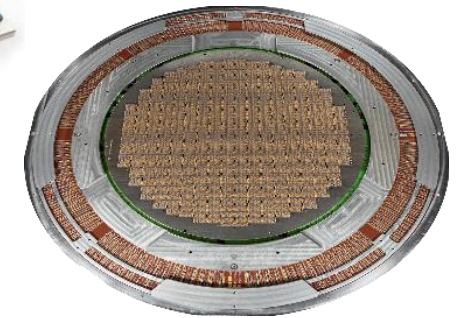
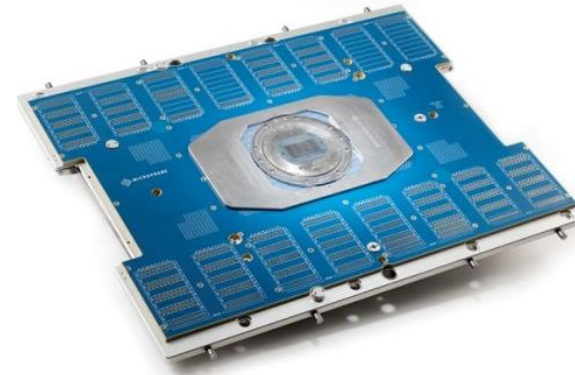


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# FormFactor's Approach to Customer Satisfaction

- FormFactor provides essential test and measurement technologies along the entire IC test life cycle
  - from inspection, metrology, characterization, modeling, reliability, and design debug, to qualification production test
- Applies expertise towards practical and profitable customer applications
  - collaborating with both customers and partners to continually produce solutions that minimize the time and cost, while maximizing accuracy and efficiency
- Offers solutions across many industry verticals:
  - computing, leading-edge, communications, automotive, energy, aerospace, and defense



## About FormFactor

FormFactor, Inc. (NASDAQ: FORM), is a leading provider of essential test and measurement technologies along the full IC life cycle - from metrology and inspection, characterization, modeling, reliability, and design de-bug, to qualification and production test. Semiconductor companies rely upon FormFactor's products and services to accelerate profitability by optimizing device performance and advancing yield knowledge. The Company serves customers through its network of facilities in Asia, Europe, and North America.

[www.formfactor.com](http://www.formfactor.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 1<sup>st</sup> 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 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, 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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