VLSIresearch Customer Satisfaction Survey
Step-by-Step
Survey Completion Guide
To begin the survey:

• Required environment
  – Please use one of these web browsers:
    • Internet Explorer version 10.0 or higher
    • Firefox version 55.0 or higher
    • Google Chrome version 60.0 or higher
    • Microsoft Edge 38.0 or higher
  – Make sure your cache is cleared
    • Click here for directions to clear cache in Internet Explorer or Firefox
    • Please email cssanalyst@vlsiresearch.com if you need help clearing the cache in Google Chrome
  – The survey might work with older browsers but this is not guaranteed

• To access the survey
  – Click https://css.vlsiresearch.com/csr/ver.php or the link that was emailed directly to you
  – You can choose your language in the top right corner of the page after you enter your company email address
Please enter your e-mail address and click "Continue" to begin.
Start Survey

Please verify that the email below is the most current email as you will not be able to change this later. Please click Change to edit your email or click Continue to start the survey.

Sample@Sample.com

Once you enter an email address this screen will pop up. You will need to confirm this is your most current email as you will not be able to change this later.

You can then click “Continue” to enter the survey or “Change” if you wish to use a different email address.
Start Survey

If you entered a personal email address this screen will pop up. You will need to enter the verification code(s) that was provided to you by your supplier(s).

You can then click “Continue” to enter the survey or “Cancel” if you wish to use a different email address.
If you entered a personal email address the supplier will be chosen based on the verification code(s) you entered. You can fill out the ratings simultaneously if you choose and will then also be able to add as many supplier ratings as you would like on additional screens.
You can change the survey from English to Chinese (Simplified), Chinese (Traditional), Japanese, or Korean.
An additional survey is shown on the right. If you choose to rate an additional supplier, you can do so now simultaneously with the left-side survey.
Identifying who/what you are rating

Please type the company you are rating and click on the name of the company when it appears below the typing. If you are rating a company that does not show up then just type it in.

Please type the name/number of the product you are rating.
Identifying what you are rating

For the product you are rating please select its:
- product class
- product type
- product sub-segment (this will only appear if you have selected Fab as the product type).

Once you have selected these, the rating categories will appear.
Selecting your ratings

You must select a rating from 1-10 for at least four (4) of these rating categories. 10 is the highest score.

You can mouse-over each rating category term for the definition or click on “Rating Categories” at the top for an entire page of definitions.
### Selecting your ratings

If you are choosing to rate two suppliers simultaneously, then your screen will have two surveys side-by-side.

<table>
<thead>
<tr>
<th>Rating Categories</th>
<th>Low</th>
<th>Click a number in each row below to Rate the Product/Company</th>
<th>High</th>
</tr>
</thead>
<tbody>
<tr>
<td>Would you recommend this supplier to a colleague?</td>
<td>1 2 3 4 5 6 7 8 9 10</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Technical Leadership</td>
<td>1 2 3 4 5 6 7 8 9 10</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Supplier’s Overall Commitment to Supporting Your Needs</td>
<td>1 2 3 4 5 6 7 8 9 10</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Trust in Supplier</td>
<td>1 2 3 4 5 6 7 8 9 10</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Partnering</td>
<td>1 2 3 4 5 6 7 8 9 10</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Project Support</td>
<td>1 2 3 4 5 6 7 8 9 10</td>
<td></td>
<td></td>
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<tr>
<td>Field Engineering Support</td>
<td>1 2 3 4 5 6 7 8 9 10</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Spare/Replacement Support</td>
<td>1 2 3 4 5 6 7 8 9 10</td>
<td></td>
<td></td>
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<tr>
<td>Support After Sales</td>
<td>1 2 3 4 5 6 7 8 9 10</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Overall Product Performance</td>
<td>1 2 3 4 5 6 7 8 9 10</td>
<td></td>
<td></td>
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<tr>
<td>Usable Performance</td>
<td>1 2 3 4 5 6 7 8 9 10</td>
<td></td>
<td></td>
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<tr>
<td>Quality of Product/Results</td>
<td>1 2 3 4 5 6 7 8 9 10</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Overall Value</td>
<td>1 2 3 4 5 6 7 8 9 10</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Uptime</td>
<td>1 2 3 4 5 6 7 8 9 10</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Software</td>
<td>1 2 3 4 5 6 7 8 9 10</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
### Finishing the ratings

Please take the time to fill out the comments and other optional data. This enables your supplier to better understand how they can improve their products and/or services.

#### Uptime

<table>
<thead>
<tr>
<th></th>
<th>1</th>
<th>2</th>
<th>3</th>
<th>4</th>
<th>5</th>
<th>6</th>
<th>7</th>
<th>8</th>
<th>9</th>
<th>10</th>
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<tbody>
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#### Software

<table>
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<th>4</th>
<th>5</th>
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<th>10</th>
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</tbody>
</table>

<table>
<thead>
<tr>
<th>Question</th>
<th>Yes</th>
<th>No</th>
<th>Unsure</th>
</tr>
</thead>
<tbody>
<tr>
<td>Would you buy from this supplier again?</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Do you use OEM support for this product?</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Are you directly involved with this product?</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

#### What are the primary reasons for your ratings?

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...
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#### What should the supplier change or do more of to improve next year’s ratings?

```
...
```

#### Select Wafer Size (if applicable): Select
Finishing the ratings

When you are done filling out ratings please click this button to finish and save your ratings.
Rating another Supplier/Product

Would you like to rate another product?

- Yes
- No

Click yes to be taken to another rating page to fill out more ratings.

OR

Click no to be taken to the final page.
Your profile

Please type or select your profile.

For completing a survey you will receive weekly emails with our Semiconductor Week; you may opt out of this by checking this box.

Don’t forget to select your WildPhotons image to download for free!

After entering your info, please click “Submit”. You are now done!
Step-4 Confirmation

Thank you. Your survey has been submitted to VLSIresearch.

An email acknowledging your survey response will be sent to the email address provided. Check your junk or spam folder if you cannot locate the email.

Feel free to forward our original email to others within your organization, so they can also participate in the survey.

Close the browser to completely exit the survey.

Get Your Research Published Now. Interact with your colleagues. See what other technologists are working on.
Receipt mail

• You will receive the confirmation email below from VLSIresearch (sondi.black@yourbestsuppliers.org)

Email you get when filling out a survey with a corporate email

From: Sondi Black <sondi.black@yourbestsuppliers.org>
Sent: Tuesday, August 08, 2017 2:10 PM
To: Sample Test
Subject: 2018 VLSIresearch Customer Satisfaction Survey

This email confirms the receipt of your survey for the 2018 VLSIresearch Customer Satisfaction Survey. You rated the following supplier(s):

<table>
<thead>
<tr>
<th>Supplier</th>
<th>Product Class</th>
<th>Product Type</th>
<th>Product Sub-segment</th>
<th>Product Name/Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Sample</td>
<td>Equipment</td>
<td>Fab</td>
<td>CMP</td>
<td>Sample</td>
</tr>
</tbody>
</table>

Thank you for taking the time to complete the survey.

If you have received this email in error, please let us know by replying to this email.

Regards,

VLSIresearch

Email you get when filling out a survey with a personal email

From: Sondi Black <sondi.black@yourbestsuppliers.org>
Sent: Tuesday, August 08, 2017 2:10 PM
To: Sample Test
Subject: Thank you for your response on behalf of Sample

This email confirms the receipt of your survey for the 2018 VLSIresearch Customer Satisfaction Survey. You rated the following supplier(s):

<table>
<thead>
<tr>
<th>Supplier</th>
<th>Product Class</th>
<th>Product Type</th>
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<td>Equipment</td>
<td>Fab</td>
<td>CMP</td>
<td>Sample</td>
</tr>
</tbody>
</table>

Thank you for taking the time to complete the survey.

If you have received this email in error, please let us know by replying to this email.

Regards,

VLSIresearch

• You can reply to this email if there are any errors in the email
Thank You
for taking the time to provide suppliers with substantial information delineating how they can improve in order to meet their customers’ continuing expectations.

In Appreciation of Your Time and Effort, all respondents of completed surveys are provided with:
- access to online summary data at the conclusion of the survey (released in early fall)
- the ability to download a WildPhotons image for a computer or laptop.
- the ability to be included in six random drawings for $50 Amazon.com gift cards; submitting your survey early, as well as with ratings for multiple suppliers and/or products increases your chances for all six drawings.
- a free subscription to VLSIresearch’s Semiconductor Week.

If you have further questions, contact us at:
clientservices @ vlsiresearch.com
or visit us at
VLSIresearch.com
about the Customer Satisfaction Survey

The Survey
- Each year VLSI Research, an independent market research organization, appraises suppliers by rating their performance according to input from individuals such as yourself.
- The direct ratings and frank comments result in valuable insight about how suppliers can better serve the industry as a more focused supplier with improved service, products, and processes.
- Your responses, as well as the public recognition given this survey, help ensure that suppliers remain committed to your company’s satisfaction.
- The only publicly available opportunity for customers to provide feedback about these products:
  - Semiconductor
  - Components, Spares, and Consumables.

The Questionnaire
- Ratings and comments are all input on one screen with the ability to simultaneously complete two product ratings on the same page.
  - Unlike other surveys where you have to tab through multiple pages.
- Allows for unlimited ratings of multiple products in the same survey.
- Available in 5 languages: English, Japanese, Korean, Chinese (Simplified) and Chinese (Traditional).

Confidentiality
- Your personal identity information is never sold by VLSI Research.
- Personal identity information is retained by VLSI Research for the purpose of future communication to qualify your responses and to register you to receive summary data gleaned from the survey.
- Your personal identity, including your email address, is not linked to your responses by VLSI Research in the survey results reports given to suppliers.
- Suppliers will be able to confirm you have submitted a questionnaire during the survey period in order to reduce the number of times you are contacted.
about VLSIresearch

VLSIresearch is an award-winning provider of market research and economic analysis on the technical, business, and economic aspects of the semiconductor supply chain. Providing intelligence for faster and better decision making, seasoned executives in high technology, government, and finance rely on VLSIresearch’s insights to guide them to the right decisions. The formula is simple: **Better intelligence leads to better decisions which deliver better results.** Founded in 1976, VLSIresearch is the leading technology research and advisory company focused on semiconductor related manufacturing. The company’s website is [www.vlsiresearch.com](http://www.vlsiresearch.com).

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- The ForecastPro
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  - Semi Equipment
- Semiconductor Analytics
  - Know when it’s turning as it turns
- Critical Subsystems
  - Eq Supply Chain
- Customer Satisfaction
  - Brand management
- Test Connectivity Systems
- Consulting

VLSIresearch ... intelligence to make better decisions faster
VLSI Research Operations
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