

# ASML

## Only Five Star WFE Leader

### TechInsights Customer Satisfaction Survey 2022





# ASML is awarded 10 BEST, THE BEST, and RANKED 1<sup>st</sup> awards

- ASML, the leading supplier of lithography equipment, earns 5 Stars from customers for the fifth consecutive year
  - earns their best-ever 10 BEST score of 9.37
  - 25th consecutive appearance in the 10 BEST
- Receives highest score of all 10 BEST *Large Suppliers of Chip Making Equipment* in *technical leadership, field engineering support, overall value, and software*
- ASML continues to deliver high levels of performance to support its customers' lithography needs

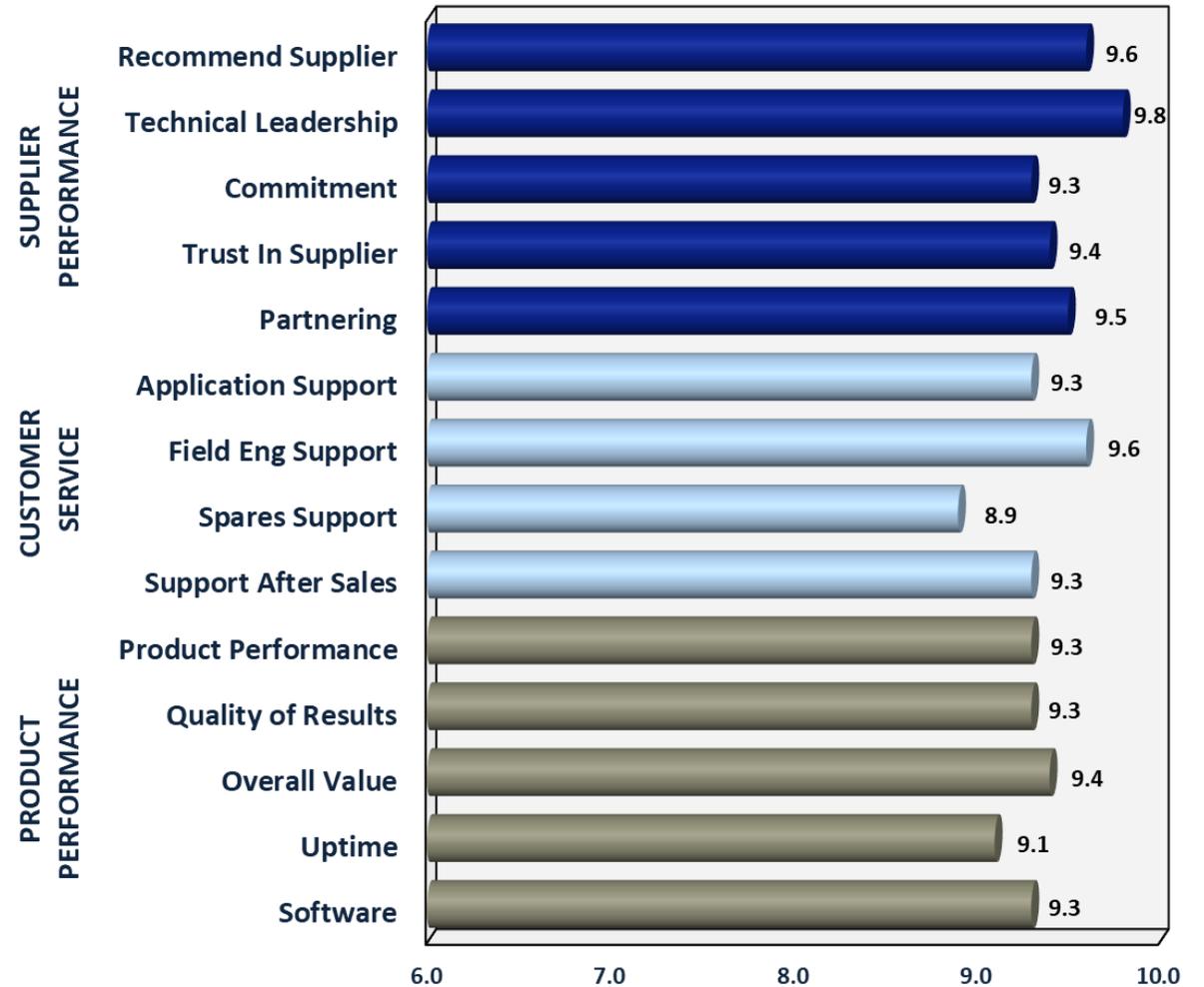
LARGE SUPPLIERS OF CHIP MAKING EQUIPMENT	Rating	TechInsights Stars
Advantest	9.48	★★★★★
<b>ASML</b>	9.37	★★★★★
ASM Pacific Technology	8.84	★★★★★
Edwards	8.45	★★★★★
Teradyne	8.15	★★★★★
Kokusai Electric	7.94	★★★★★
Lam Research	7.88	★★★★★
Tokyo Electron	7.73	★★★★★
Applied Materials	7.70	★★★★★
Hitachi High-Tech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

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# How Customers Perceive ASML

- Increases its ratings in 10 categories
  - *application support* up 40 basis points
  - *technical leadership, trust in supplier, field engineering support, and software* up 30 basis points
  - *partnering and quality of results* up 20 basis points
  - *commitment, overall value, and uptime* up 10 basis points
- Customers honor ASML with an average rating of 9.5 in *Supplier Performance*
- Highest scores\*
  - *Technical Leadership*
  - *Recommend Supplier*
  - *Field Engineering Support*
  - *Partnering*
  - *Trust In Supplier*
  - *Overall Value*

*\*Listed in order of score, highest to lowest*



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# More Perceptions from Customers

- ASML provides a **comprehensive range of high-quality products and services.**
- **Leading technology, the best technology.**
- **Excellent technical competitiveness, excellent service.**
- **High performance, fast feedback, and high reliability.**
- **Leading technology and actively responding to customer satisfaction.**
- **Great service and Application support.**
- The **equipment is stable and reliable**, and **the technology is leading**. The engineer responded promptly.
- We are the first-line users of ASML, the **quality of ASML products and follow-up technical support** are **extremely important to us.**
- ASML **application support excellence, fast response, and good tool ability.**
- A **great supplier, a technology leader.**

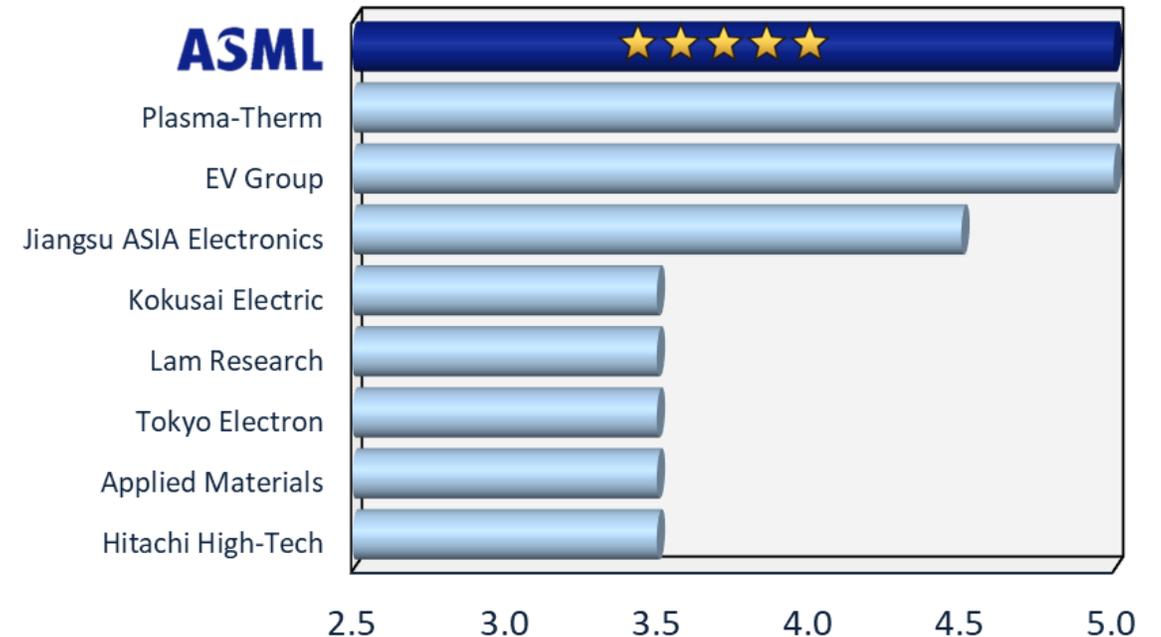


# ASML's Performance Among Peers



- Earns RANKED 1<sup>st</sup> and 5 Stars in three award categories:
  - THE BEST *Suppliers of Fab Equipment*
  - THE BEST *Suppliers of WFE to Foundation Chip Makers*
  - *Lithography Equipment*
    - for the 10th consecutive year
- Achieves highest ratings among all THE BEST *Fab Equipment Suppliers* in 7 categories
- As the leading lithography innovator in the chip industry, ASML's superior customer satisfaction is executed in their productivity, technology, and customer relationships

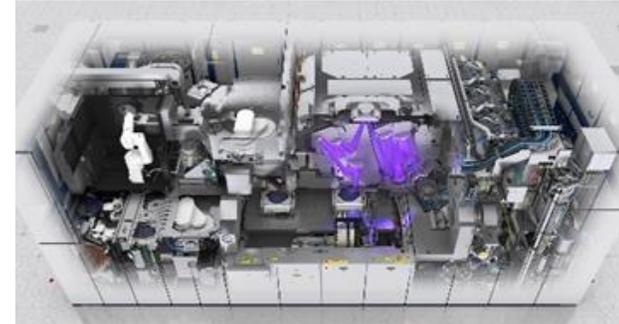
## THE BEST Fab Equipment Suppliers



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# ASML's Approach to Customer Satisfaction

- ASML builds and maintains the most advanced lithography systems in the world
  - with a global team of more than 33,750 from 130 different nationalities with operations across Europe, Asia, and the United States
- Customers come first
  - providing everything they need from hardware, software, and services to mass product patterns on silicon through lithography
  - developing partnerships to provide leading patterning solutions that drive the advancement of microchips
- Enable ground-breaking technology as an innovation leader
  - making giant leaps on this tiny scale since 1984
  - rich history of innovation and collaboration
  - solving some of society's toughest challenges



## About ASML

ASML is a leading supplier to the semiconductor industry. The company provides chipmakers with hardware, software and services to mass produce the patterns of integrated circuits (microchips). Together with its partners, ASML drives the advancement of more affordable, more powerful, more energy-efficient microchips. ASML enables groundbreaking technology to solve some of humanity's toughest challenges, such as in healthcare, energy use and conservation, mobility and agriculture. ASML is a multinational company headquartered in Veldhoven, the Netherlands, with offices across Europe, the US and Asia. Every day, ASML's more than 33,750 employees challenge the status quo and push technology to new limits. ASML is traded on Euronext Amsterdam and NASDAQ under the symbol ASML.

[www.asml.com](http://www.asml.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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