**Dear Customer,**

**Thank you very much for using VeriSilicon service. In order to further improve the quality of our service, we would like to take you a few minutes to complete the attached survey form.**

**As a valued customer, how you rate our work is the most important information we can get. Your feedback will enable us to identify any opportunities we need to improve.**

**You may complete the attached survey form and return it to VeriSilicon local Sales representative Wei Jiang or by e-mail \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ . Please complete the survey within 7 days from receiving date of the survey form. Should you have any questions, please contact VeriSilicon local Sales representative.**

**Thank you for your valuable time in completing this survey. Your input is important to us!**

***(VeriSilicon Sales Representative*)**

**Customer Satisfaction Survey**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| **Customer Information** | | | | | | | |
| Company Name | Artosyn | Region | | China | |  | |
| Customer Contact Person | Bo Shen | Tel. | | 021-6111-2069 | |  | |
| VeriSilicon Contact Person | Wei Jiang | Date | | 2017-11-20 | |  | |
| **Please give each item a rank of 1 to 5 with 1 being the lowest grade and 5 being the highest. And free to share your comments and be sure to give it for the items you score lower than 4. This will help us make continuous improvement. 请给每项打分,1为最低分，5为最高分，请对得分低于4的项目给予简短说明，我们将持续改进。** Excellent 优秀5 Good良好 4 Average 一般 3 Poor 匮乏 2 Bad 差 1 | | | | | | | |
| **Survey Items 调查项目** | | | **Rating等级**  **(1-5)** | | **Weight 权重** | | **Comments 备注** |
| **Design service 设计服务**　(30%) | | | | | | | |
| How do you rate VSI process of project development and verification？请对芯原的项目开发及验证流程作评价。 | | | 4.6 | | 5% | |  |
| How do you rate VSI (project/ Library / IP) product quality? Higher, equal or lower than industrial standard? 请评价芯原产品设计开发（项目/单元库/IP）质量，高于或低于或与业界水平相当？ | | | 4.5 | | 5% | |  |
| Are the products designed to meet the specifications agreed by two parties? 设计交付的产品是否满足双方协议的规格要求？ | | | 4.5 | | 10% | |  |
| Does VSI complete design on schedule? 是否按计划交付设计项目？ | | | 4.8 | | 5% | |  |
| Is VSI technologies development keeping the pace? Does VSI technology profile covers your product needs? 请评价芯原的技术研发能力，技术能力是否满足产品的要求？ | | | 4.5 | | 5% | |  |
| **Quality 质量**　(35%) | | | | | | | |
| Is product (wafer, die, chip) quality satisfying your expectation? Any quality accident occurred? 产品质量是否使您满意？是否有重大质量事故？ | | | 4.5 | | 15% | |  |
| Is your product yield satisfying your expectation? 产品良率是否满足期许？ | | | 4.5 | | 5% | |  |
| Is product provided by VSI reliable? 芯原的产品可靠性是否满足要求？ | | | 4.6 | | 5% | |  |
| Dose VSI packaging of product shipping meet your request? 产品包装是否符合要求？ | | | 4.6 | | 5% | |  |
| Is VSI product delivery and shipment procedure satisfying your expectation? Any suggestions? 芯原的交付和出货流程是否符合您的预期？请给予建议。 | | | 4.8 | | 5% | |  |
| **Delivery and Service 交期与服务**　(35%) | | | | | | | |
| Dose VSI keeps promises of product delivery? 芯原是否按期交付产品？ | | | 4.8 | | 5% | |  |
| Does the handling of RMA or FA case meet your satisfaction? 退货或失效分析的处理过程是否令您满意？ | | | 4.5 | | 5% | |  |
| Effective & timely resolution of complaints (whether 8D report feedback time meets your request?)  是否及时有效地处理客户抱怨？8D报告的答复时间是否符合预期？ | | | 4.3 | | 5% | |  |
| Do you satisfy with problems solving support from VSI? 对解决问题方面提供的支持是否使您满意？ | | | 4.3 | | 5% | |  |
| Response time to your request对客户要求的回馈时间是否使您满意？ | | | 4.3 | | 5% | |  |
| Is VSI on-line system easy to access and operate? 在线系统是否易于使用？ | | | 4.4 | | 5% | |  |
| Does VSI information security management meet with your requirement? 我司信息安全的管理是否使您满意？ | | | 4.4 | | 5% | |  |
| **General 整体评价** | | | | | | | |
| Compared to other silicon solutions company, how much competition superiority does VSI have? 与业界同类型企业相较，您认为芯原是否存在优势？  **拥有经验丰富的设计团队，技术支持和硬件资源，完整的设计flow的优势，从而保证最终设计能够delivery on schedule，特别是在具有挑战的工艺技术上，能够基于客户初次流片和设计多变的情况下，提前规范的try run/final run 计划，严格执行计划，与客户深入合作，达到预定delivery的时间，满足客户的设计生产时间需求。** | | | | | | | |
| According to long-term cooperation and overall performance, what's your expectation to verisilicon as a silicon solutions supplier in the coming half year? Preferred supplier or general supplier or backup one? 基于长期合作及各方面表现, 您对VSI在未来的半年内有何期待？我们是贵司的首选供应商？一般供应商或备选供应商？  **由于芯片设计具有较长的周期性，在未来半年内，还未有芯片设计流片计划。但是希望VSI之后能够继续提供良好的芯片ECO设计服务和封测服务，增近彼此更多的合作了解，也为未来挑战更高设计工艺的时候，作为首选供应商做好准备。** | | | | | | | |
| Please kindly give suggestions for further improvement of our services and products. And list TOP THREE considerations which you concern mostly. (eg. Quality, Service, Technology and so on) 请给予我们的产品及服务方面的改善建议，并列举您所最为关注的三个方面  **1．完善和简化ECO 方案的评估时间。**  **2．简化delivery final tape out GDS release 的流程。** | | | | | | | |

By\_\_Bo Shen\_\_\_\_\_\_