

# TEXAS MATERIALS



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## Grand Prairie Employees Offer One-Stop Shopping to National Semiconductor

By Laura Stadler

The Grand Prairie office recently prepared for its new 24-hour contract with National Semiconductor with a kick-off meeting in June.

The contract requires Applied Materials to provide around-the-clock support of National's tungsten deposition and tungsten etch systems. This contract is the first of its kind to be implemented in the Central Region.

The contract is designed to ensure improved uptime on those systems with special efforts to make them perform distinctively better. The customer engineers tour the fab every three hours and look for small problems or errors that need to be fixed.

This effort is a preemptive measure to help prevent small problems from becoming potentially bigger ones. Error logs are checked and frequent visits are made to the operators and manufacturing supervisors. This attention to service contributes significantly to Applied Materials' success at

National Semiconductor.

Providing this type of service also eliminates the need for the customer to maintain and work on

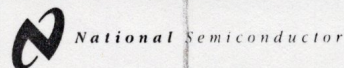
systems and offers ongoing opportunities to prove the value of Applied Materials' services to the customer. The overall goal of such a program is to exceed the customer's expectations and remain the key supplier in the long run.

To achieve the goals of the National Semiconductor contract, throughput on the systems must be increased by 25 percent, operational uptime on the machines must be 85 to 90 percent, and mean time between failure must increase to 200 to 500 hours. Also, cost of ownership is to be reduced by 25 percent.

Additional goals include the increase of mean time between wet cleans to six weeks (followed by an increase to three months) while sustaining zero failures between cleans.

Recommendations are welcomed  
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### Customer Focus



National Semiconductor Corporation, headquartered in Santa Clara, California, is the 16th largest merchant semiconductor manufacturer among worldwide semiconductor companies.

- It employs 22,300 people worldwide.
- Manufacturing locations for National include: South Portland, Maine; Arlington, Texas; Salt Lake City, Utah; Murrysville, Pennsylvania; Greenock, Scotland; Malacca and Penang, Malaysia; Cebu, Philippines; and Singapore.
- Principle products include: system-level products for fax machines, desktop and notebook computers and peripherals, local and wide-area networking and telecommunications.
- The Arlington, Texas, facility provides technical support, customer services and literature fulfillment to all of National Semiconductor's North American operations.
- The Arlington facility produces integrated circuits which are later incorporated into products for a wide range of markets, including telecommunications, mass storage, office automation and personal computer products.
- Annual sales are \$2.4 billion.