



e-Diagnostics Field Engineer Support

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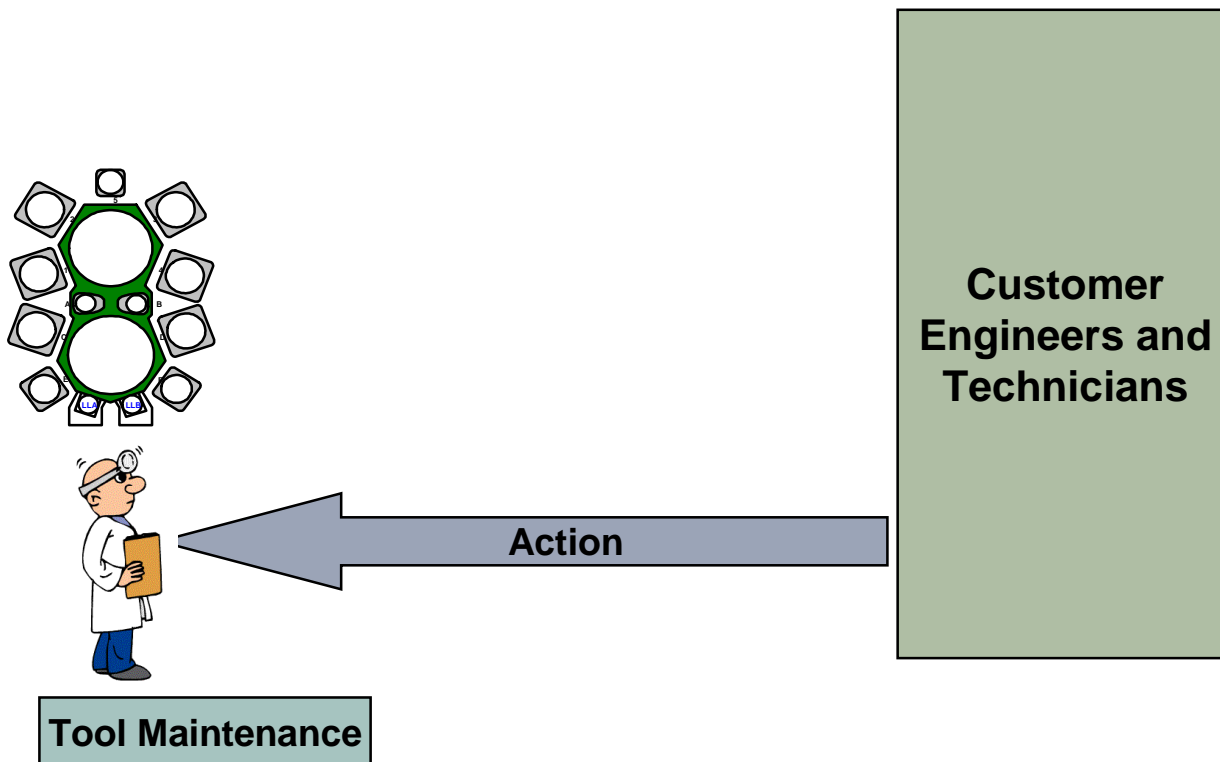
SEMI
EDUCATION



Kevin Medberry - SEMICON Europa 2002 - Slide 1

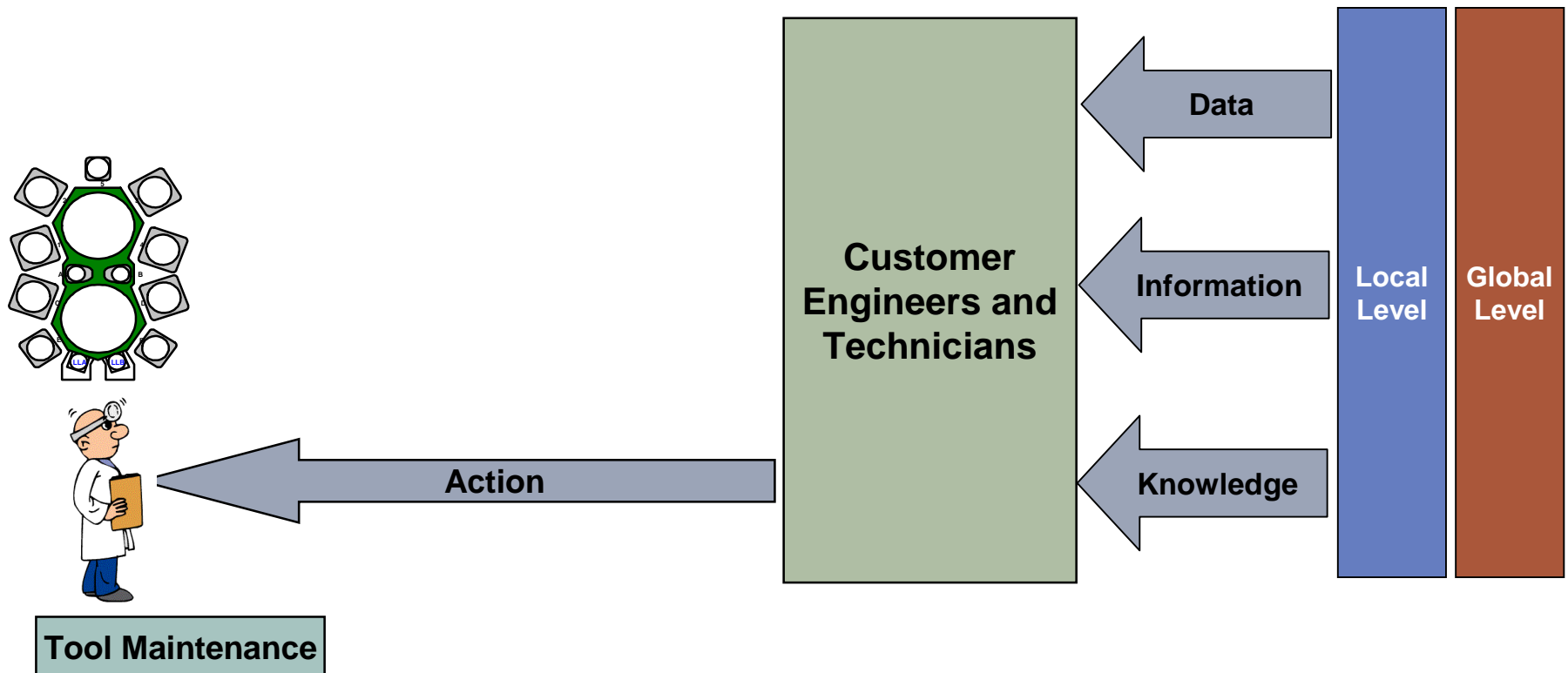
e-Diagnostics

- n Maintenance personnel need the best information, advice and infrastructure to optimize tool health



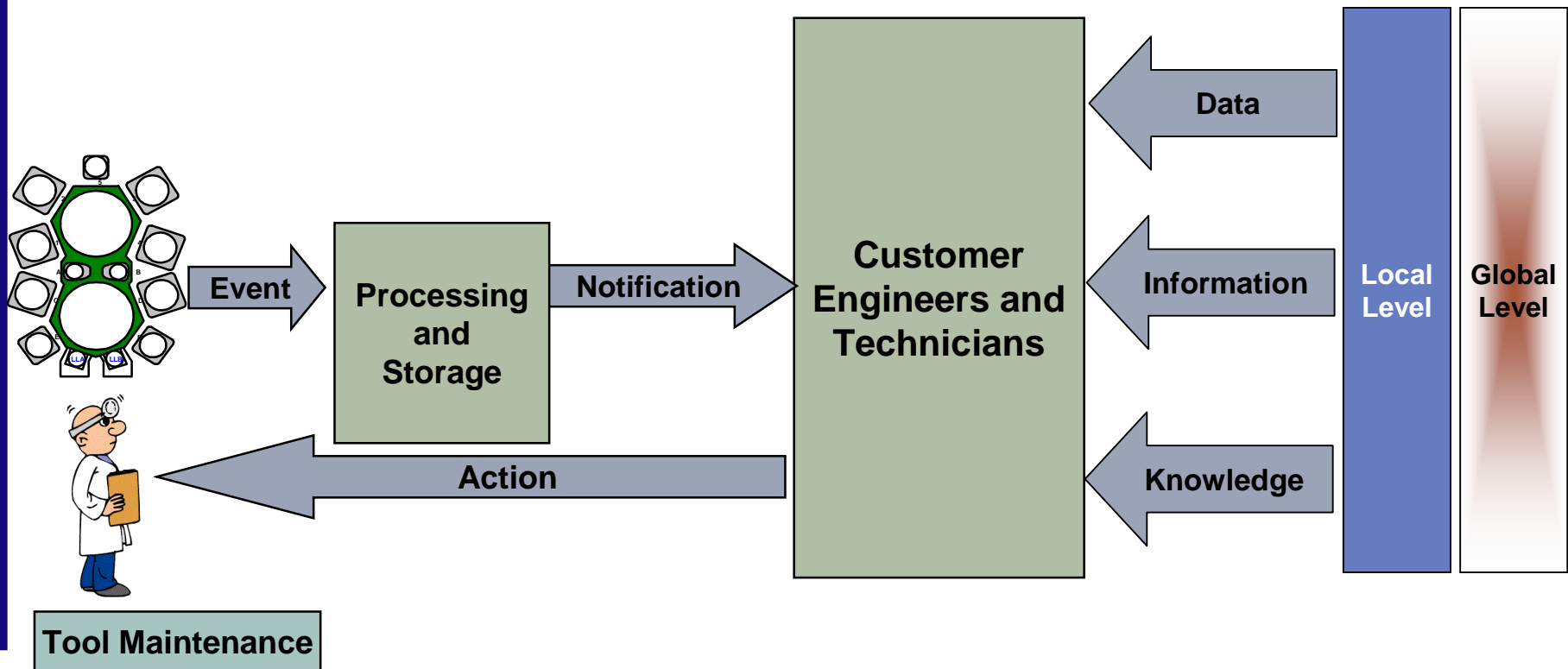
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- n Local and global statistical data, anecdotal information, and tribal knowledge are needed.



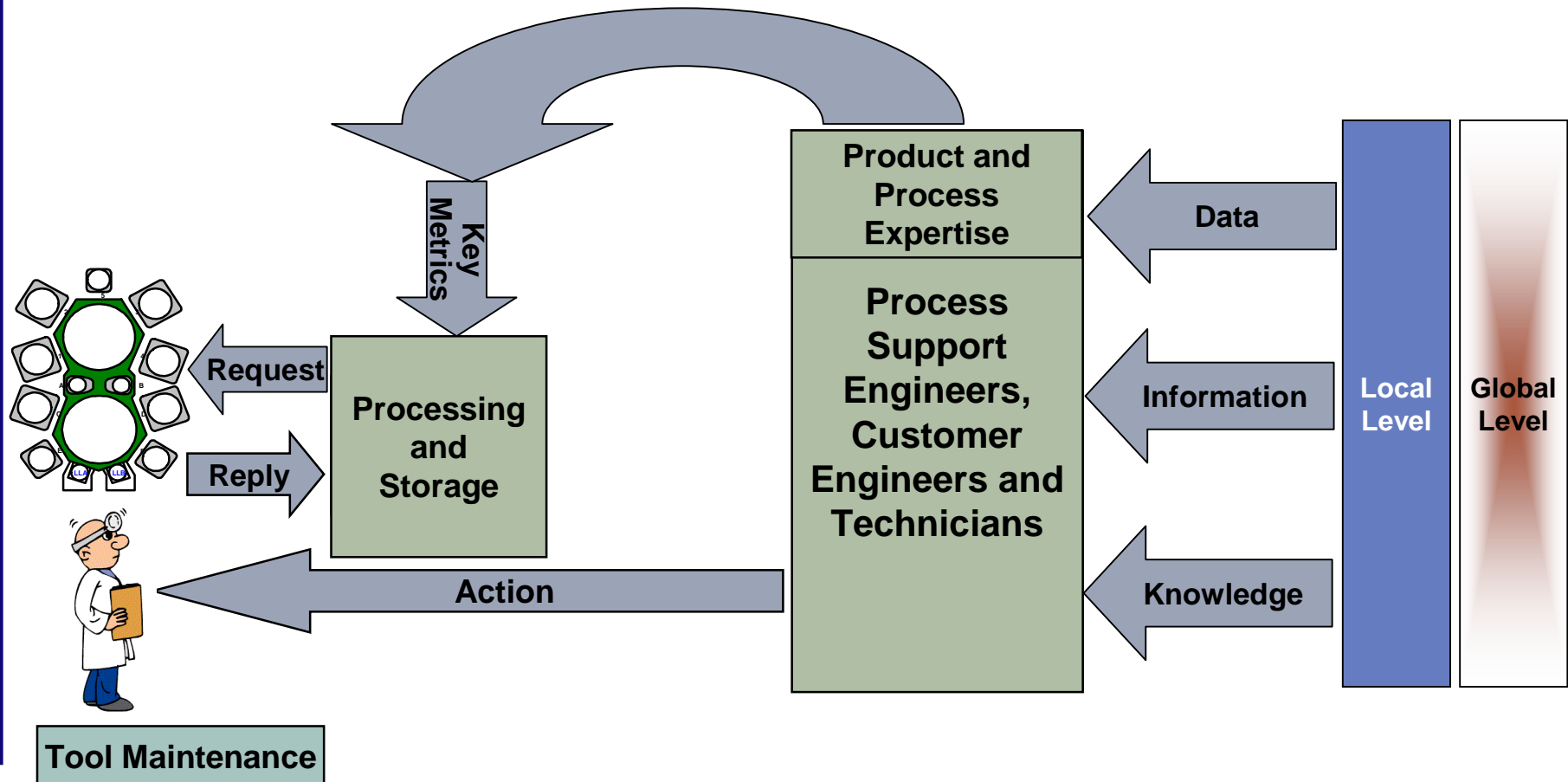
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- Event notification allows the engineer to focus on other activities until needed, then respond immediately.



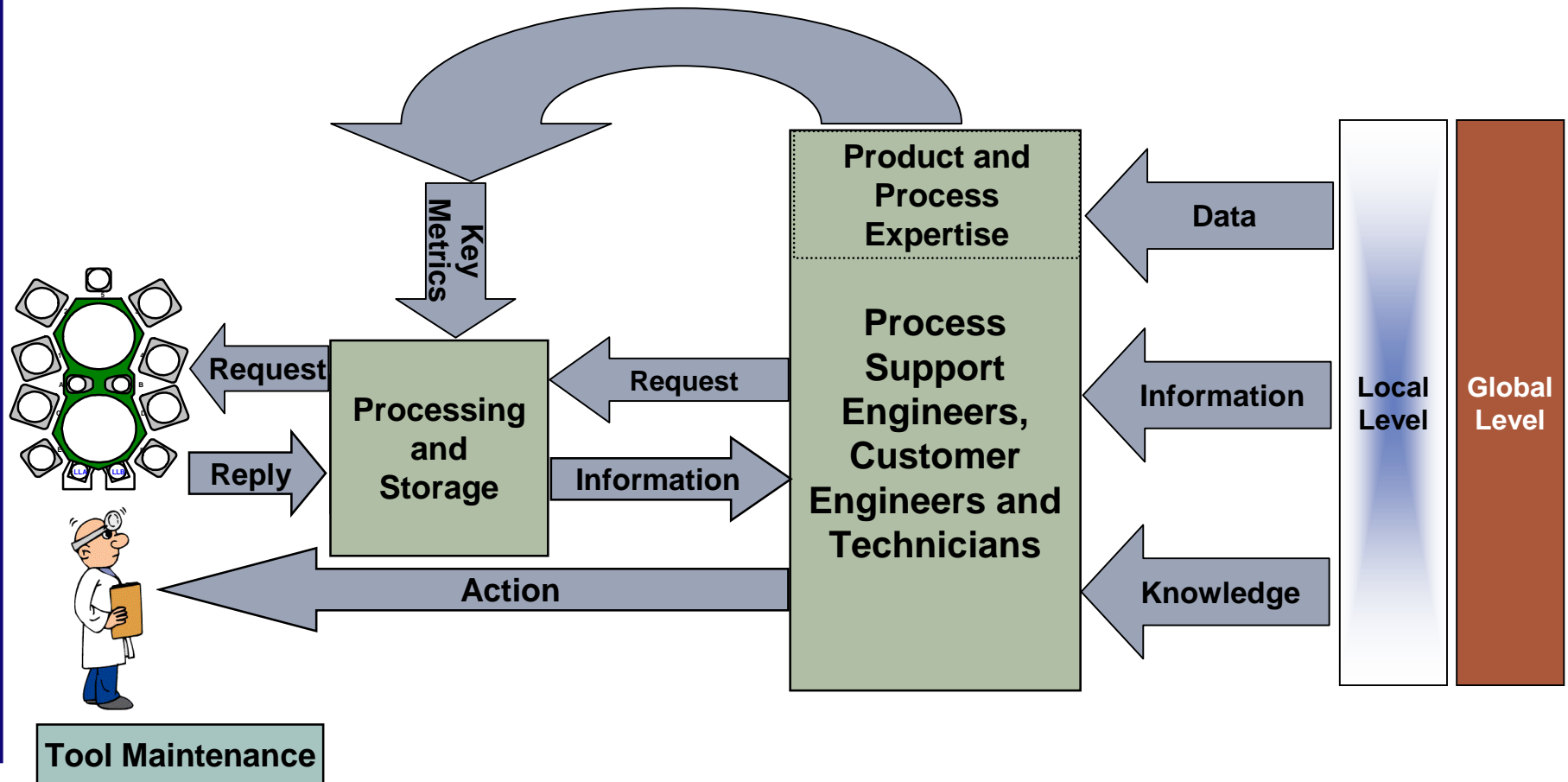
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- n Engineer needs access to key metrics and avoid information overload.



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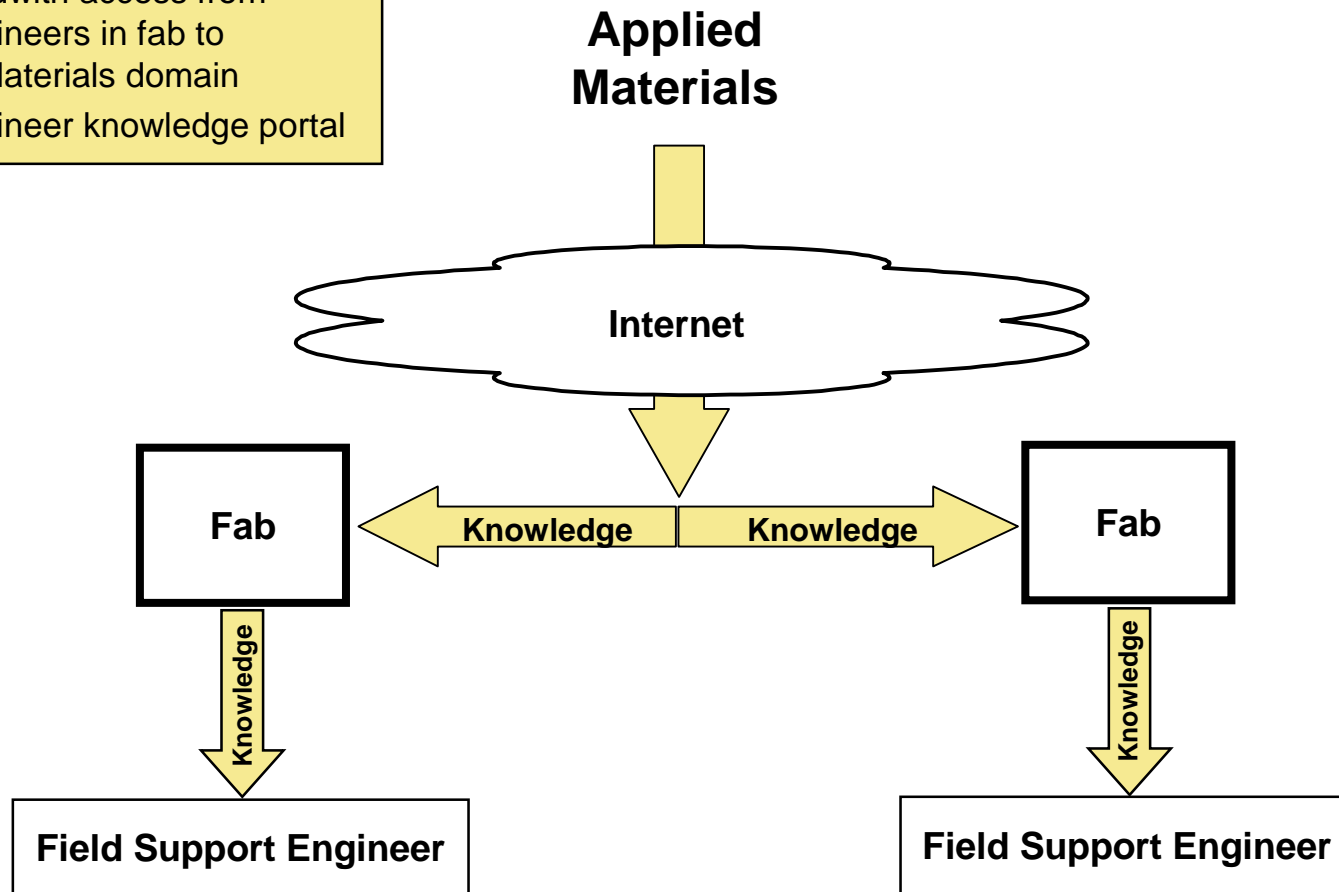
- n The engineer utilizes the global knowledge base to establish local metrics and take recommended actions.



Global Knowledge

eConnect™ (patent pending)

- High bandwidth access from Field Engineers in fab to Applied Materials domain
- Field Engineer knowledge portal

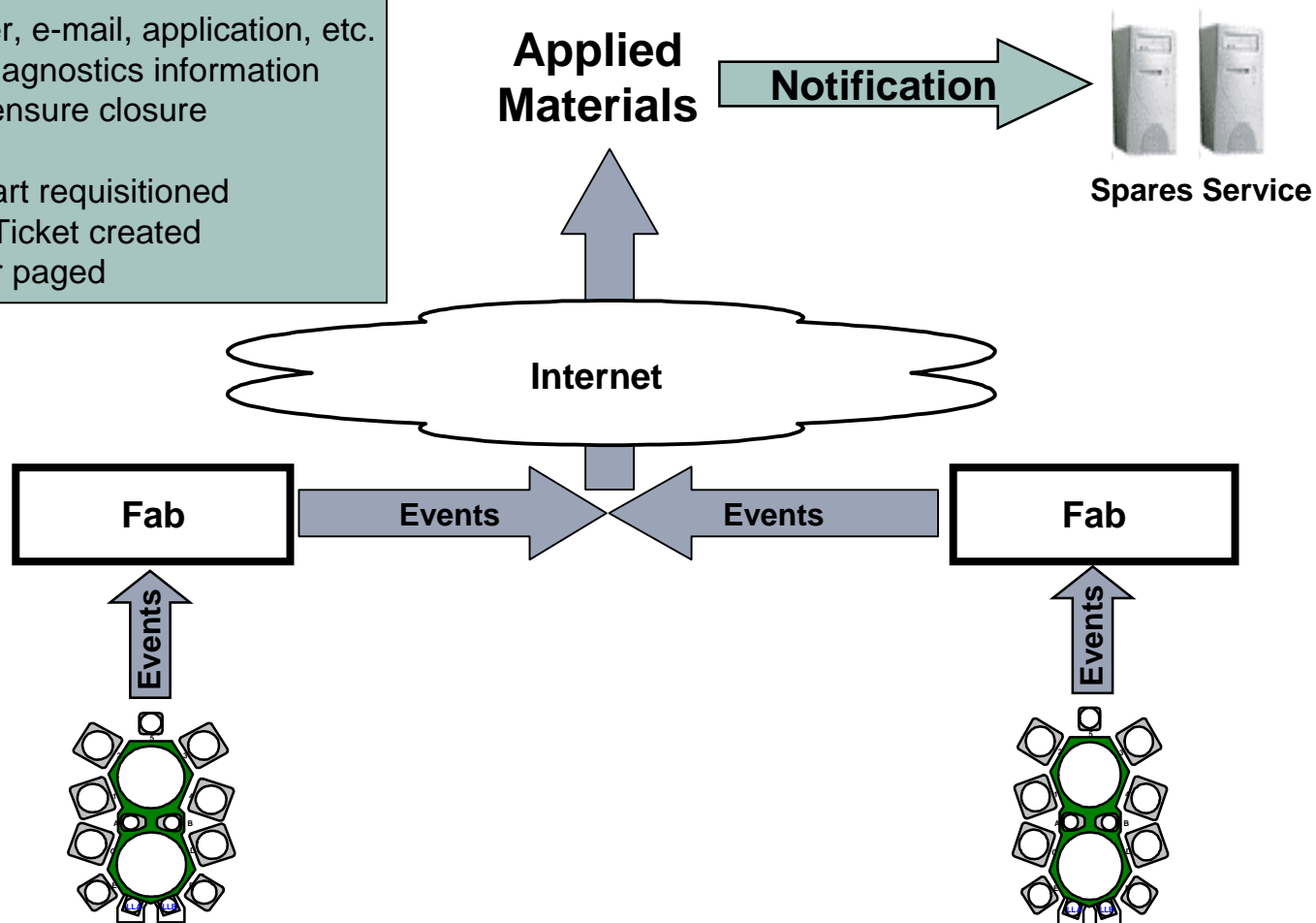


Notification

- n The right people and parts are available for quick recovery after an event occurs or is likely to occur

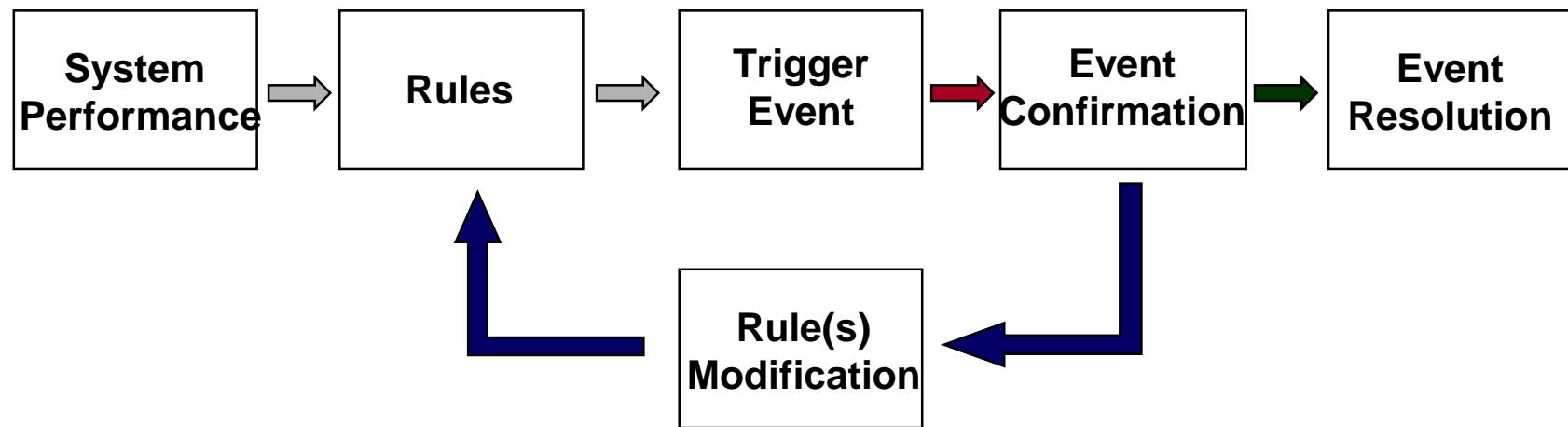
Notification

- Sent to pager, e-mail, application, etc.
- “Enriched” diagnostics information
- Escalate to ensure closure
- Examples
 - Spare Part requisitioned
 - Service Ticket created
 - Engineer paged



e-Diagnostics

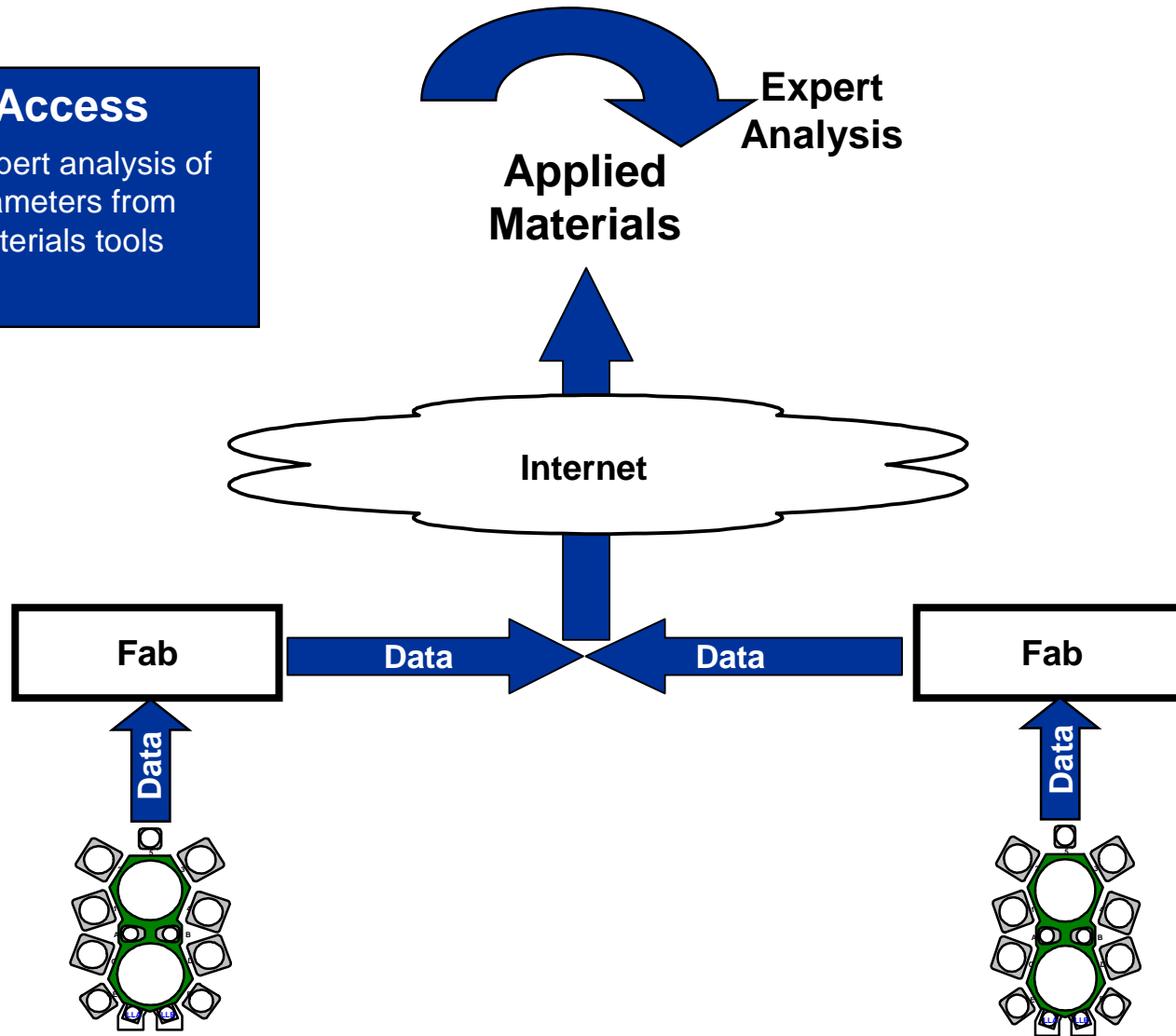
- n Diagnostic Capability expands with cumulative experience and on-site closed loop feedback



Resolution

Remote Access

- Remote expert analysis of critical parameters from Applied Materials tools



Resolution

- n Reduce the time it takes to restore the tool to production

Remote Access

- Remote expert analysis of critical parameters from Applied Materials tools
- Corrective action feedback to engineer at tool

