



Web Site Redesigned

New Look and Improved Content Highlight Our Leading Technologies

If you've visited our corporate web site lately, you've already seen our new on-line look. The recently redesigned web site's improved features make it easier for customers and the public to get up-to-the-minute information about our company. New features include a customizable search engine that enables more precise searches. Timely updates are prominently displayed on the home page. The site has a fresh design that delivers information to visitors in a clear, organized fashion. Improved navigation makes it easier to find information, and the new structure will allow for continuous improvements as new technology becomes available.

"We strive for absolute transparency, ensuring that our customers and stockholders have free and open access to the information they need to make important business decisions," comments Laura Rebouché, Vice President of Investor Relations, Corporate and Marketing Communications. "By headlining the site 'Winning Solutions,' we convey to our site's visitors our preeminent position in all our served markets."

The site continues to present detailed information for customers, investors, employees, and the public. The "Products" section, for example, contains up-to-date photos and detailed descriptions of all our products. The "Investors" section includes annual reports, SEC filings, the annual report, press releases, quarterly earnings reports, list of upcoming events, and a graphical stock snapshot with real-time indices related to our company. "In today's climate, it's imperative to ensure that the company's website is refined and improved



on a regular basis in order to capture the visitor's attention," observes Laura.

Laura supervised the redesign of the site. Nick Thelen, Web Strategist, was responsible for executing the redesign and developing the site. Robert L. Brown, Director of Technical Communications, did the underlying site construction and programming, ensuring server stability and adequate security. "Nick and Robert spent many weeks ensuring that the redesign was a success. They continue to work diligently to ensure that the new redesigned web site provides quick ways to access Ultratech's products, services and events. In addition,

I want to give special thanks to the Product Marketing group, who did a great job in writing content for the site that provides rich information about our products, while keeping the copy concise," explains Laura.

The web site also is the base for our Extranet, which allows secure file exchange among employees worldwide. In early 2009, the site will be upgraded to include an on-line sales function that customers can use to order new parts and other products and services. If you haven't yet seen the revamped web site, take a look.

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Successful Nasdaq Market Opening and Analyst Day

On October 22, Art Zafiropoulo, Ultratech's Chairman and CEO, rang the opening bell for the Nasdaq stock market at Nasdaq Marketsite on Times Square in New York City. The ceremonial occasion, attended by Art and other company executives, coincided with Ultratech's fifth annual Analyst Day in New York, which took place later the same morning at the Nasdaq Marketsite.

"Analyst Day helps us strengthen our close partnership with the investment community," comments Laura Rebouché, Vice President of Investor Relations, Marketing and Corporate Communications.

At Analyst Day, senior executives described the company's strategic goals and key product initiatives and reviewed the company's financial metrics and goals. A Q&A session followed. Investors gained an opportunity to spend time with the executives. Laura reports the event was well attended and very successful.

Attending Analyst Day from Ultra-



Manish Ranjan analyzes the Advanced Packaging market at Analyst Day in New York.

tech were Art, Laura, Doug Anberg, Andy Hawryluk, Jeff Hebb, Scott Jewler, David Owen, Manish Ranjan, Yun Wang, and Scott Zafiropoulo. Also featured were two guest speakers: Jan Vardaman from TechSearch International, who discussed

the advanced packaging industry, and Dr. Handel Jones from IBS, who discussed laser processing. Both speakers provided an in-depth analysis of each of these markets and highlighted the importance of utilizing Ultratech's products in these areas. ■

Safety and Security

Accidents seem to happen more frequently during the holidays. Here are a few tips that may save your life or the life of someone you love:

- Never drink and drive. If you are hosting a party, have someone drive a guest home or call a cab for someone who has had too much to drink. Have plenty of snacks and non-alcoholic beverages. Close the "bar" at least one hour before the end of the party. If you are going to a party with others, designate a driver.
- Be alert for others' erratic driving. Keep well away from any unsafe driver and report the license number and car description to the police.
- Drive defensively. Reduce your speed, especially in poor weather conditions. Give yourself plenty of time to get where you need to go. Make sure all passengers are buckled up, NO EXCEPTIONS!

- Have your fireplace checked before you use it. Never burn wrapping paper,

Holiday Safety

- boxes, or holiday trees in your fireplace. Make sure a screen or glass door is in place to prevent sparks from flying out.
- Don't overload plugs and outlets with appliances and holiday decorations. Only use lights on your tree that have a testing laboratory seal. Inspect them for bare spots and frayed wires. Use only outdoor-approved lights outdoors. Unplug the lights on the tree when leaving it unattended. UNPLUG ALL LIGHTS WHEN YOU GO TO BED.
- Decorate safely! Choose a fresh tree. Needles and branches should not be brittle. Re-cut the base of a pre-cut tree and use a sturdy stand that can be filled with water. Refill the water daily. If you use

an artificial tree, make sure it is flame-resistant. NEVER put lights on a metallic tree—use a spotlight. Don't block escape paths, and place tree away from sources of heat.

- Make sure your smoke detectors are working. There should be at least one detector on each level of your home.
- Buy a multipurpose fire extinguisher and keep it handy.
- Never use candles near trees, curtains, wrapping paper, or in an unattended place such as a bathroom. Keep children and pets away from candles.
- Holly berries and poinsettia plants are POISONOUS! Keep them away from children and pets.
- Chocolate in any amount can be lethal to dogs and cats. Keep candy out of reach of pets.

Documentation Receives an Upgrade

Documentation Group Is Reshaped and Reinvigorated

Customers require companies that manufacture sophisticated equipment to supply them with excellent product documentation. Excellent documentation is a selling point; it demonstrates to customers our commitment to supporting them.

Documentation also saves money and time for Ultratech, as Dave Tatro explains: “Particularly with LSA, which is a new and complex technology, customers have many questions about how the tool works. Providing documentation gives them a resource and frees up our Tech Support Engineers and Technology Transfer Engineers to focus their energy on solving major issues rather than responding to basic inquiries.”

In April of this year, the Documentation group moved out of Training into Document Control. The group is now managed by Dave Tatro, who reports to Tammy Landon, Senior Director of Corporate Quality and Performance Engineering. The group currently includes three technical writers: Valerie Arnette-Oswald, who writes work instructions for Manufacturing; Barbara Benjamin, who writes the software release notes, including GEM notes for host-tool communication in automated factories; and David R. Thompson, who writes the hardware and operations manuals.

In September, Documentation completed a major project: the first edition of the LSA Advanced Operations Manual. This 670-page manual took eight months to write, edit, and illustrate and includes “nearly everything the customer needs to know,” says David Thompson. David was the main writer and illustrator for the project, but he received help from many others in the company. The manual covers everything from system setup and calibration, to process programs, interfaces, customization, and troubleshooting. It is designed for process engineers; separate manuals exist for basic operations, installation, and maintenance. “This manual is a major departure from our old publications,” comments David. “It’s very detailed



Left to right: Valerie Arnette-Oswald, David R. Thompson, and Barbara Benjamin.

and contains many screen shots, technical drawings, photographs, and diagrams.”

“We frequently call on other groups to ensure we have the most accurate and up-to-date information.”

More recently, Documentation issued the first comprehensive manuals for the new CGS wafer stress measurement tool. They include an installation manual, an operations manual, and a facilities guide. Ken May, Ultratech’s Training Manager, played a crucial role in documenting the CGS. Ken worked at Oraxion, the company from which Ultratech acquired the original tool, before coming to Ultratech. He knew the tool, which had never been thoroughly documented, inside and out. Almost no one at Ultratech was very familiar with this system except for Ken and David Owen, one of the tool’s inventors, currently Vice President of Technology and Chief Technologist for Surface Metrology at Ultratech.

“It’s always a big team effort,” says David Thompson. “We frequently call on people for help from Engineering, Technology Transfer, Manufacturing, Tech Support, and other groups to ensure we

have the most accurate and up-to-date information.”

The Documentation team continually updates and revises existing manuals, work instructions, and software release notes. “We determine what documentation is most needed and continually revise our schedule so we can respond where the need is greatest,” comments David. “We are always working on something new.”

The greatest challenge is to keep up with the evolving tools. “By the time a manual is finished, sometimes the tool or process has already changed,” comments David. “We include cut-off dates and provide our manuals on-line as well as in CD and book form so customers can have the most up-to-date information and recognize when information might become outdated.”

Another challenge is to anticipate what information the manuals need to include. For example, despite the 670 pages of the recent LSA advanced operations manual, “customers are still asking questions that aren’t covered,” says David. “Each time we revise, we try to include anything that should be there that isn’t.”

Despite the challenges, the team gets satisfaction from their work. “Even though bits of information become obsolete, a manual’s value endures,” says Dave Tatro. “This group makes a great contribution to our company and our customers. 📄”

Group Profile

Training Develops Improved Methods

Training engineers on how to install, operate, maintain, and troubleshoot systems is a vital part of our business. Without trained Field Service and Tech Support personnel, we would be unable to keep our tools operating. Customers also require training—and often pay for the training they receive, which makes Training a revenue-generator.

Since Ken May began managing the Training Department on April 1, the

group has begun to take new directions. They are extremely capable and together have a total of 23 years' worth of experience at Ultratech.

Ken also regularly invites Engineering staff to come in as guest trainers and teach their particular area of expertise. "We have developed a template so there is consistency between the training offered by different experts in different sessions," he says. "At the same time, we can offer more focused training in critical areas."

showing the trainees how to perform an operation, and then watching them do it themselves. We will re-certify our trainers in PBET so we can be confident that we have state-of-the-art methods. PBET-certified trainers also allow us to provide training methods that are widely accepted in our industry"

Ken has also found a way to get time on the LSA tools at Ultratech without inconveniencing Engineering. "We coordinate



Left to right: Ultratech trainers Jeffrey Mileham, Nima Heyde, Henry Nelson, and Ken May.

group has begun to take new directions. "We are now focusing on concept training," explains Ken. "We concentrate less on the details and more on teaching the underlying principles so our students can understand and apply them. Trainers can't teach every last thing, nor is it useful if the person being trained can only repeat sequences without understanding why and how the systems work together."

Training has divided its LSA training into 13 modules, so trainees can learn materials in manageable segments. Many of these segments can be taught by any of ten to twelve people within the company. That gives Training more resources and flexibility, since it has only four full-time trainers: Nima Heyde, Jeffrey Mileham, Henry Nelson, and Ken. Despite their relatively small number, these four trainers

Some training modules are computer-based, while others are hands-on. A typical training day now consists of a three-hour presentation session in the morning, followed by a three-hour hands-on session in the afternoon. Explains Ken, "Tool operation is heavily weighted toward computer operation, so that part of the training can be done on a simulator and does not need to be done on a tool. We have developed video and Powerpoint presentations on these aspects that can be viewed anywhere, anytime and do not require the trainee to travel."

For the all-important hands-on training, Ultratech trainers follow the standards of Performance-Based Equipment Training (PBET), a standard developed by Sematech. Explains Ken. "PBET basically involves three steps: teaching the theory,

with Engineering so we can offer our two-week hands-on preventive maintenance training on their development tools during the period that Engineering schedules the tools' quarterly maintenance. So we get to use the tools for training and we do the maintenance for Engineering at the same time," explains Ken. "We also have four simulators that replicate the tools' control screens and do dummy process runs, so we can do some training on the simulators rather than take up time on the tool."

The new training program is scalable to changing needs. If a new Field Service engineer needs to be trained on a whole tool, the modules can be arranged so as to permit system-wide training. The group offers about 20 one-week sessions per quarter, each of which usually includes three to six students. Thus, Training serves 80 to



MeetingPlace Express Popular; Videoconferencing Upgraded

Last year, Ultratech installed Cisco's MeetingPlace Express (MPE) audio- and web-conferencing equipment and software in all our offices worldwide. MPE allows users to schedule phone and web conferencing with other employees worldwide at much lower cost than our previous service, since the data goes over our computer network rather than through an outside vendor's.

MPE is becoming increasingly popular at Ultratech. Paul Smith, Manager of Information Services (IS), says that more than 75 MPE web conferences per month

are now occurring. "Someone is using MPE almost every day. Any Ultratech employee worldwide can participate, and there's a web interface for scheduling the conferences that makes MPE easy to use."

Paul notes that IS has purchased additional MPE licenses, so the network can now handle 30 simultaneous audio users and 21 simultaneous video users. "We didn't realize how much demand there would be. It's great that this is becoming a well-used tool."

Ultratech's videoconferencing equipment is also receiving an upgrade. New

hardware permits high-definition video and improved sound quality, so employees can hold state-of-the-art videoconferences worldwide at no extra cost to the company. "The new vendor developed an algorithm for compressing audio and video data and can now offer substantially better capability at lower cost," says Paul. Equipment has already been installed in Japan and Taiwan and is currently being installed in San Jose.

If you have questions about MPE or our videoconferencing tools, please contact Alex Alejandro.

100 students per quarter, including both internal and external customers. "We also spend a lot of time on training development, which is a very important part of the picture," comments Ken.

For AP Unity litho tools, Training is pushing to do more training at customers' sites. "Customers prefer not to have to spend money to send their process engineers to our facility, and it is easier for us to target the customer's particular requirements when we are at their site,"

explains Ken. "The trainers also get more experience with actual processes. The trainer often goes into the fab with Field Service during preventive maintenance. The practical environment keeps them more current with what customers are doing in the field."

Training has instituted new ways of receiving feedback from their customers. "We give people a feedback form when they first start the training, so they can respond as they go," says Ken. "In the past,

it was often hard to get people to evaluate the class thoroughly. We also contact customers and Field Service managers 60 to 90 days after the training to see if the training met their goals." Training is also inviting auditors in from Engineering and Tech Support to provide feedback on how to improve its programs. Observes Ken, "We are making significant improvements by involving more company resources in the training function and want to continue to raise our standards." ■

Influenza Watch

Influenza (flu) is a viral infection. People often use the term "flu" to describe any kind of mild illness, such as a cold or a stomach virus, that has symptoms like the flu. But the real flu is different. Flu symptoms are usually worse than a cold and last longer. The flu usually does not cause vomiting or diarrhea.

Most flu outbreaks happen in late fall and winter.

Causes

The flu is caused by influenza viruses A and B. There are different strains, or types, of the flu virus every year.

Symptoms

The flu causes a fever, body aches, a headache, a dry cough, and a sore or dry throat. You will probably feel tired and less hungry than usual. The symptoms usually are the worst for the first 3 or 4 days. But it can take 1 to 2 weeks to get completely better.

It usually takes 1 to 4 days to get symptoms of the flu after you have been around someone who has the virus. Most people get better without problems. But sometimes the flu can lead to a bacterial infection, such as an ear infection, a sinus infection, or bronchitis. In rare cases, the flu may cause a more serious problem, such as pneumonia.

Certain people are at higher risk of problems from the flu. They include young children, pregnant women, older adults, and people with long-term illnesses or with impaired immune systems that make it hard to fight infection.

Diagnosis

Your doctor will ask you about your symptoms and examine you. This usually gives the doctor enough information to find out

if you have the flu, especially if many cases of a similar illness have occurred in the area and the local health department reports a flu outbreak.

In some cases, the doctor may do a blood test or take a sample of fluid from your nose or throat to find out what type of flu virus you have.

Treatment

Most people can treat flu symptoms at home. Home treatment includes resting, drinking plenty of fluids, and taking medicine to lower your fever.

If you think you have the flu, your doctor may be able to give you medicine that can make the symptoms milder. But you need to start taking it within 2 days of your first symptoms.

Prevention

You can help prevent the flu by getting the flu vaccine every year. The best time to get the vaccine is in October or November, just before the start of flu season. You can get the vaccine as a shot or in a spray that you breathe in through your nose.

Almost anyone over 6 months old can have the flu vaccine. The vaccine is especially important for people who are at higher risk of problems from the flu, including:



- Children between 6 months and 5 years of age.
- Adults age 50 and older.
- Adults and children who have long-term health problems or an impaired immune system.
- Women who will be pregnant during the flu season.

The flu vaccine is also recommended for health care workers and anyone who lives or works with a person who is at higher risk of problems from the flu. Your doctor can help you decide if the flu vaccine is a good choice for you.

The vaccine prevents most cases of the flu. But even if you do get the flu after you've had the vaccine, your symptoms will be milder and you'll have less chance of problems from the flu. You cannot get the flu from the flu vaccine. ■

January 2009 Service Anniversaries

Name	Number of Years	Jimmie Daniels	5	Albert Chen	1
Tom Ladd	25	Salina Faria	5	Lan Li	1
Laura Rebouché	15	Kenneth Looi	5	June Montemayor	1
Doug Smith	10	Senquan Zhou	5		

Birthdays for January 2009

Shahid Shafi	1	Abdullah Jilani	10	Satoko Watanabe	22
Mayson Liu	2	Takashi Sugihara	10	Ellen Pratt	28
Mark Ellsworth	2	Marlon Tabing	19	Dennis Melvin	29
Mark Lee	2	James Willis	19	John Roger	29
Daniel Wang	4	Reuven Agadi	19	Chris Chang	31
Russell Friedman	5	Arthur Zafiropoulo	21		

Contributors to this month's issue of InFocus include: Erica Becker, Salina Faria, Tammy Landon, Ken May, Komal Patel, Laura Rebouché, Dave Tatro, Nick Thelen, David R. Thompson, Paul Smith, and Tom Tran. Thanks, everyone!

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