

**Industry:** Automotive Assembly

**Project Description:** Combined Heat and Power (CHP) mechanical and controls continuous improvements

1. Please answer the following questions using the scale provided:

Questions	Strongly Agree	Agree	Slightly Agree	Slightly Disagree	Disagree	Strongly Disagree
Knowledge/Expertise – industry, application & technical	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Service – responsive, quick, professional	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Communication – proactive, complete, timely	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Pricing – competitiveness, value for the dollar	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Trust-ability – commitment, will deliver, overall relationship	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

2. Please identify two areas in which we excelled:

Once you get the support/resources onsite, they figure it out and get it done. They complete the task and also show us what they did after completion. Some of your competitors just do the work and leave, which leaves us not knowing if the job was completed, or if it was done correctly. We appreciate that your team takes that extra step.

3. Please identify two areas in which we could improve:

Because this is out of the Burlington office, getting the availability of resources can be difficult.

4. Please share any other comment you might have about this project or JMP in general.

5. How likely is it that you would recommend JMP to a friend or colleague?

1  2  3  4  5  6  7  8  9  10

Why did you give us this score?

Because of the overall experience. It is difficult to get people in here sometimes, but the work they do when they are here is beyond our expectations.

JMP Comments:

Thank you for the constructive comments. We strive to get the people with the subject matter expertise assigned to projects.