

Industry: Food

Project Description: VFD Panel Design

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 checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Service – responsive, quick, professional	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Communication – proactive, complete, timely	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input 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 checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

2. Please identify two areas in which we excelled:

Overall, it was your team taking responsibility of the project that impressed me the most. _____ stepped up to research the panel and facilitate shipping to New Jersey. There was a good process of testing. By the time of the FAT, _____ had already conducted most of the testing and corrected any errors. He is very thorough!

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

I can't really think of anything, but if I was forced to come up with something minor, the electrical design went back and forth a bit, and there was one minor mistake during the process. Also, pricing was much more expensive after quoting, but it was due to _____ increasing their prices, which we cannot fault JMP with.

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

Overall, the job was very positive. I emailed _____ to thank him for all his hard work. We have a tank job coming up and look forward to working together again on that.

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 this project went very well and I know that JMP operates seamlessly and professionally.

JMP Comments:

Thank you for the feedback and continued business.

