

**Industry:** Pulp and Paper

**Project Description:** Support and setup for replacement VFD

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 checked="" type="checkbox"/>	<input 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:

Knowledge and expertise. The questions answered above were given on a scale of the usual service we receive from \_\_\_\_.

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

Communication could be improved, as sometimes it can be difficult to get in touch with \_\_\_\_.

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

\_\_\_\_ was out of town and an alternate was sent in who didn't understand the scope. It took longer, but it was done right. He was very cautious and did his homework.

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 you are knowledgeable and professional.

JMP Comments:

Thank you for the feedback. We strive for 24h response time. If you do not receive, please contact the branch manager or myself.