

Industry: Consumer Products

Project Description: Embedded engineering support

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

The technical capability of the resources has been very strong and capable to our organization.

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

We continue to look for local resources to help support us. Not having local resources results in longer lead time and travel/per diem costs, which we would like to avoid.

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

Having a dedicated account manager has been great! Things were a bit confusing when we had both _____ and _____ to work with. Now that we have _____ as our single point of contact, things run smoothly and are free of any confusion.

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 not only do great work, but you are the only company that takes the time and cares enough to follow up with a phone call like this. I appreciate that you care about our overall experience and gather feedback in an effort to make any improvements that may be needed. Great work!

JMP Comments:

Thank you for providing the great feedback.