

**Industry:** Pulp and Paper

**Project Description:** Power house upgrade project including controls implementation for new package boiler, NCG, scrubber and upgrade of legacy BOP controls

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 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 display, display building, configuration are all areas that you excel.

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

You do a very good job, so it is hard to criticize anything. At times, you could be more detailed in your display building. And there could be a better communication path so we know exactly what you are doing.

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

I just want them to know they did a very good job on this and that there is more work down the pipe for them.

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 I already have! I'm actually the guy who got you on here at the mill!

JMP Comments:

Thank you for the feedback and referrals.