

**Industry:** Chemical

**Project Description:** Control system implementation related to new mill installation

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:

This is the third mill and they have already installed two successfully. Also, we had a new DCS engineer in the department and JMP did a great job interfacing with him and educating him. Working with \_\_\_\_\_ and \_\_\_\_\_ works very well. I trust them to the job and they are excellent with documentation.

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

I cannot think of any.

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

It would be great if you could reduce the price, but when we try to find other DCS providers they are not able to do the job that you do.

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 projects that we have used you for. You deliver on time and on budget.

JMP Comments:

Thank you for the comments. We look forward to many more successful projects together.