

Date: June 2018

Industry: Automotive Assembly

Project Description: Lug nut tightener kaizens

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:

_____ did a good job of taking care of everything without needing me to walk him through the steps. This saves me a lot of time, as other contractors need a lot more of my time.

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

It took _____ a little time to get around to the project. It wasn't urgent, but some additional resources in this area would be great. I should also mention that _____ is working on a lot of other things for us around here, and his communication with me around what is most urgent and important to me is appreciated. He does a great job at that.

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

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 have already recommended you to several others. You do great work!

JMP Comments:

Thanks for the feedback. We are constantly in hire mode to add more people to the team.