

**Industry:** Pharmaceutical

**Project Description:** Primary packaging cell Wonderware and PLC programming support

**1. Please answer the following questions using the scale provided:**

|  | Strongly Agree                      | Agree                               | Slightly Agree                      | Slightly Disagree        | Disagree                 | Strongly Disagree        |
|--|-------------------------------------|-------------------------------------|-------------------------------------|--------------------------|--------------------------|--------------------------|
| Knowledge/Expertise – industry, application & technical          | <input type="checkbox"/>            | <input type="checkbox"/>            | <input checked="" 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"/> |
| Trustworthiness – 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 responsiveness is above and beyond. We have never had any issues with the team meeting our needs.

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

Continue to understand new technologies

**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 = not at all likely, 10 = extremely likely)**

1    2    3    4    5    6    7    8    9    10

**Why did you give us this score?**

Because I have brought JMP to other facilities and they have been a good partner with us.

**JMP Comments:** Great to hear. We love and strive for long-term relationships with our customers. Thanks!

