

Industry: Food

Project Description: Spare parts

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 type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Service – responsive, quick, professional	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Communication – proactive, complete, timely	<input 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 type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Trustworthiness – commitment, will deliver, overall relationship	<input 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:

Your group has been tremendous. I have a fairly long relationship with JMP and my experience has been excellent. Your project management process has made us better too, as we implemented it here as well. The last three projects have not had any failures and we were on schedule!

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

One of the things that could help a bit is when invoices are sent out, please copy the project manager. When they are sent to corporate/accounting only, it seems to have the potential to sit there for month. We want to make sure you get paid in a timely fashion, so if our project managers are in the loop, they can stay on top of this.

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 and continue to recommend JMP on a regular basis to just about anyone who will listen to me.

JMP Comments: Thanks for the feedback on invoicing. We'll close the loop with the team.

