

**Industry:** Pharmaceutical

**Project Description:** LabNet freezer relocation

**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 checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Service – responsive, quick, professional	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Communication – proactive, complete, timely	<input type="checkbox"/>	<input checked="" 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 checked="" 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:**

Herb is quick, responsive and does exactly what he needs to do.

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

Nothing comes to mind.

**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 you're slightly expensive, but your knowledge and expertise are on point.

**JMP Comments:** Thank you for the feedback on our execution.

