

**Industry:** Chemical

**Project Description:** Ti-Etch controls upgrade

**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 type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" 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 checked="" 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 checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**2. Please identify two areas in which we excelled:**

Overall, they got the system running, which was the objective. The safety interlocks were very well thought out.

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

I talked to the guys about it, and it seems that it is mostly on our end, but the way that we set up the project there was no ownership of the work by JMP. We paid T&M, so every time we had to call and get help, we had to pay for it. I've talked to Mike and we have a solution moving forward, but I am not really that happy as a customer on how this one went.

**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?**

I don't have anything against your team and I think they do good work, but I am not standing in line handing out JMP cards, LOL.

**JMP Comments:** Grin. Love the humor. Thanks for the comments!

