

**Industry:** Transportation

**Project Description:** Underbody vision inspection system troubleshooting and 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 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 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:**

They were great at helping us troubleshoot problems that another company caused. They were always there within minutes to help us and always provided great documentation.

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

No complaints here!

**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 they are really helpful and we are impressed with their work!

**JMP Comments:** Thank you for the great comments. We love working with your collective team.

