

Industry: Food

Project Description: Bakery Molder 1 and 2 upgrades to automate a manual process

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:

Overall, we have done well with the system.

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

We are at a frustrating point with the current pan discharge PEC on moulder #1. We have lost that PEC 7 times, even after swapping out the I/O module and have been running without it recently for the last 4 weeks. It has now been escalated up as a safety issue because of pan buckling and since it eliminates the functionality of the safe pass through as well. We have involved FSG and you all have also made recommendations, thus we are trying to get passed this. It is difficult for me to manage now that I am not at Corpus every day.

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?

The reason why I could not give you a 10 is because it would have been better to make additional trips to the field site by the programmer as we were building a sequence of operations from scratch and integrating and updating other equipment with the new scratch programming. Additional site startup time would have been better too. The programming piece was the biggest opportunity, but we have ownership in that as well.

JMP Comments: Thank you for the insight. If there is any additional support we can offer, please feel free to reach out.

