

Industry: Automotive

Project Description: Battery delivery robot gripper modifications and enhancements

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 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 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:

Your groups time management of projects has dramatically improved over the last year. In the past we would be worried about resource allocation, but it seems like a better more connected team that is good at allocating resources and stepping in when required. All your controls guys are easy going and humble. Very easy to work with and friendly.

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

We mostly deal with _____, _____, and _____ group. However, the odd time when we deal with the applications group (or other groups in JMP) we find that their ability to respond or provide support is delayed. Not completely terrible, but I feel it is what _____'s group used to be 2 years ago prior to organizing their resource allocation and creating a good chain of command when a customer requests something. Maybe figure out what changes were made in _____'s group and implement them to the applications group in order to provide better service. We miss _____, still a crowd favorite.

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?

Although we were worried about the replacement of _____ after his new assignment, _____ has been a great fit in our team and we are glad to have him.

JMP Comments: Thank you for the comments on our recent performance. We are growing quickly and striving to deliver the same high quality of service you've come to expect over the years.

