

**Industry:** Automotive

**Project Description:** Material injector PLC and HMI improvements

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

The solution that they (JMP) came up with had to be unique, and it ended up being satisfactory. It required a lot of reverse engineering and out of the box thinking.

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

There was one major project redesign in the middle of the project, which caused some major delays. The people that I was working with at the beginning of the project ended up leaving, then I was given another set of people who left. Finally, on the third set of people, we were able to get things finished, but there were major delays.

**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 of there was a lot of difficulty around this project.

**JMP Comments:**

Thank you for the comments. We apologize for the shifting of personnel. We'll do better at communicating and minimizing impact in the future.

