

Industry: Automotive

Project Description: Skate cutter mechanism

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 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:

Communication when we were having issues. I was able to send pictures along with an email, and I was able to get a reply very quickly with the answers. Your team was very knowledgeable and was able to help me understand the issue. I needed support at certain times because of production and they were very accommodating.

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

Sorry, I didn't find any issues. Keep up the great work.

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 I was very satisfied with the communication, knowledge and service I received.

JMP Comments: Thank you for the feedback. We strive to provide exceptional communication on all our projects.

