

Industry: Beverage

Project Description: Installation of a bulk glass palletizer and a mass bottle conveying system from bottler washer discharge

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

The team is very responsive and start ups went well with little tuning.

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

Scope of work/drawings: Initial documents and drawings required further detailing in order for installers to quote accurately (ie: detailed device list was not provided, relied on the contractors to map out wire lengths, etc., device locations were not provided). We did get there in the end, but required some coaching along the way.

4. Please share any other comment you might have about this project or JMP in general.

Confidence level at the beginning was low, but as we moved through the project with some small wins, it increased. The job was executed well with no interruptions to the Operation. This was a plus! The level of complexity was medium and would consider next level of complexity with a couple of more ____ projects under JMP's belt.

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 overall, the job went well.

JMP Comments: Thank you for the constructive and valuable feedback.

