

Industry: Food

Project Description: Robotic case packing and palletizing system

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

2. Please identify two areas in which we excelled:

Overall, I would give the installation a "B+". There are certain things that JMP does well. The initial design and documentation are two examples. _____ was amazing! She was proactive and always listened to us. Many others on the team seemed indifferent and seemed like they just wanted to get out of there.

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

Adapting to change - you are really lacking on that part. There were some mistakes made in the documentation. There was a fuse that was underrated that affected the robot. The fuse popped and the robot freaked out, in layman's terms. We had to have a Fanuc rep come and figure out. You guys don't do installation, which isn't great. The PLC programmers that came out were mixed. Sometimes it felt like you sent out a team of doctors when we needed a team of plumbers. I would be scared to use JMP for putting in a new line of 15 new robots.

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 would use JMP again for a specific application, but not for a complex system that is prone to changes.

JMP Comments:

Thank you for the candid feedback. We've taken it up with the team and have made stagegate and process improvements to improve future projects with your team.

