

**Industry:** Oil & Gas

**Project Description:** Wood River site support and PLC upgrades

**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 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:**

While we were discussing the project, Brett was quick and firm in his assessment of my need, the pricing for the project, and when it could be completed. I was not very positive about JMP's perspective that an initial site visit was needed. In the end, that visit kept the rest of the project within scope and on budget. \_\_\_\_\_ was excellent. He worked more than 8 hour days to get the work completed. The extra effort allowed some extra work to be completed and the extra scope did not cost us more money.

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

None. I did not offer ranking for pricing as I didn't compare pricing between firms. Other firms we not available and the scope needed to be completed quickly.

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

I spoke to two folks from JMP – \_\_\_\_\_ and \_\_\_\_\_. Both were competent and delivered a good service at the price they promised. We are looking at another project with JMP and two vendors we have used locally. If price is equal, I trust JMP to perform on future projects.

**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 JMP (\_\_\_\_ and \_\_\_\_\_) performed the scope and additional work under a tight timeline for the price they estimated. \_\_\_\_\_ continues to support the site effectively.

**JMP Comments:** Great feedback on the team. Looking forward to many more successful projects.

