

Industry: Food

Project Description: LOF barcode scanner integration

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

2. Please identify two areas in which we excelled:

Collaboration with the plant team, with sub-contractors, and with the OEM integrator. Technical expertise and explanation of the solution. Flexibility and responsiveness in scheduling work to be done onsite. Dedication to completing the job and doing it with high quality. Detailed documentation, which was a highlight. _____ created detailed SAT reports and functional description documents that were critical to the transfer to the site.

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

Prompt and complete invoicing - I think this is being resolved through working with our AP department since this is one of the first projects between _____ and JMP and there were some things that needed to be learned. Also, there were some delays in communication around invoicing, closing the project, and scheduling resources for work onsite.

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

_____ did a great job with this project. He worked closely with the project team and was highly collaborative and responsive.

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?

I would recommend JMP as an integrator that is able to work with the plant team and with mechanical/electrical contractors and OEM to create a high quality solution with competitive pricing. _____ was also excellent!

JMP Comments: Thanks for the detailed and constructive feedback.

