

Industry: Water

Project Description: Main control panel (PLC, VFD), onsite engineering, FAT and remote monitoring

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 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:

I think overall, the thing that I noticed the most with your team (____, _____ and _____) was their excellent communication and attention to detail. I never had to worry about scheduling or who was responsible for what. They were proactive, professional and on time. Technically, the movement through the design process was excellent. You held our hands and walked us through it, which we really appreciated.

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

We have only done a few projects together, and with any new relationship, it takes a bit of time to see how both parties work and understand each other's preferences. This is headed in the right direction, I just hope that it continues this way (which I am sure it will!)

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 we have three different controls vendors that we go to when we need a quote, and JMP is the only one that has made things this easy for us! We'd recommend you to a colleague or even a client!

JMP Comments: Thank you for the awesome feedback. We're looking forward to more projects together.

