

Industry: Food

Project Description: DQIR Phase III tag mapping for nine sites

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 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 checked="" 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:

Timely and proactive communication - I really appreciated _____ weekly updates and phone calls for urgent matters. I also really appreciated the agility and flexibility working with the dynamic schedule. Having teams travel to site on short notice to accommodate site needs and validation items was extremely helpful. _____ and the other resources did a great job with reaching out to and consistently following up with sites. Thank you for remaining flexible while working directly with the controls specialists and going above and beyond to be available for support and troubleshooting.

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

Access to Teams and SVA access was more of a challenge than it has been with other firms.

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

It was at times cumbersome to have so many different resources working on the project, especially since it could require submitting additional access requests for SVA and Teams. However, I know this was due to the tight and consistently changing schedule on our end.

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?

Awesome job, highly professional and communicative team!

JMP Comments: Thanks for the great feedback on the performance of our team and apologies for the logistic challenges.

