

Industry: Transit

Project Description: TTC Wilson Station soap dispensing system controls

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 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 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:

_____ was fantastic, very accommodating and patient with our frustrating customer.

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

There were quite a few errors in the design and the design was inconsistent.

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 felt it is what was deserved. JMP was an enormous help during this project.

JMP Comments: Thank you for the kudos and constructive feedback. Someone will reach out to get to the root design issues.

