

**Industry:** Food

**Project Description:** Service for conveyor install support

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

"1) \_\_\_\_\_ has been very supportive and aligning the JMP team with the necessary resources.2) During the beginning of the project Roy kept the project on pace with all the challenges.3) \_\_\_\_\_, another associate that was been very supportive to \_\_\_\_\_ needs. His smarts and willingness to be flexible with the challenges we posed to him, has been great!"

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

"1) Automation resources, as it relates to our robotic palletizer has been challenging.2) All conveyors systems procured, have not met our needs. I am strongly considering shipping back both the pick conveyor and the turntable.3) The programming of the turntable have not met any expectations, as of Sept 30th, with very limited Tech support."

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

N/A

**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 of \_\_\_\_\_, \_\_\_\_\_, \_\_\_\_\_, \_\_\_\_\_ - they have been great resources and very supportive.

**JMP Comments:**

Thank you for the constructive feedback. We are currently investigating the issues with the conveyors and hope to resolve going forward.

