

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.

