

**Industry:** Aerospace

**Project Description:** 5 Single scissor lift work platforms

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

**2. Please identify two areas in which we excelled:**

Platforms were made on schedule. The team was very good about responding and finding solutions when issues were brought up.

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

Ensuring that items have been made to drawing requirements before shipping. Our first platform that came in was created to the agreed upon configuration. The second group of four platforms was not, as casters and brakes were swapped and missing. Also, please ensure paint has fully cured before wrapping and shipping items. The paint on the received platforms was soft and embedded with marks from the packaging material.

**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 you are a good company. Would for sure work on other projects with you again in the future.

**JMP Comments:**

Thank you for the feedback. We are hiring a dedicated quality person to make sure these misses are not repeated.

