

**Industry:** Automotive

**Project Description:** Moonroof initialization hardware and 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 type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Service – responsive, quick, professional	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Communication – proactive, complete, timely	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Pricing – competitiveness, value for the dollar	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Trustworthiness – commitment, will deliver, overall relationship	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

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

None

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

Programming, customer service, field work, wiring, prints, trouble shooting, root cause analysis...

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

If the company considers the job to be to "simple" or is "overwhelmed" with work, the company should not take on the project. It makes the company look incapable, or irresponsible when they keep putting the project off as a lesser priority or an inconvenience.

**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?**

When the contractor leaves at 11am for lunch and then later calls back at 3pm telling me that he will not be back until the next day because the "electricians know what they are doing", yet I have the electricians standing in front of me with unlabeled square blocked prints and questions and I am having to chase the wire to figure out what is what, well, that is not a good thing.

**JMP Comments:** Thank you for the candid feedback. We have escalated internally and will be in touch.

