JMP Solutions
Industrial Technology Partner to the Fortune 1000

Industry: OEM

Project Description: Onsite programming resource additional 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	☐	☐	☑	☐	☐	☐
Service – responsive, quick, professional	☐	☑	☐	☐	☐	☐
Communication – proactive, complete, timely	☐	☑	☐	☐	☐	☐
Pricing – competitiveness, value for the dollar	☐	☑	☐	☐	☐	☐
Trustworthiness – commitment, will deliver, overall relationship	☑	☐	☐	☐	☐	☐

2. Please identify two areas in which we excelled:

All of the controls engineers/programmers that came to our facility had excellent job knowledge and most adapted to our systems quickly.

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

Duration of committment and consistency of resource was the only tough area. Our projects typically run for periods of time between 6 weeks and 20 weeks. JMP's ideal committment seemed closer to 2 weeks for any given resource. While they were willing to provide replacements every 2 weeks, this put a lot of time pressure on _____ schedule while the new resource got up to speed with the application.

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?

Working with _____ _____ and _____ _____ was a pleasure. _____ _____ was an exceptional resource and really helped, for the short time he was here.

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JMP Comments: Thank you for the feedback. Structured projects are typically easier for us to resource, but I'm still glad the caliber of the people we sent hit the mark.

| 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 |

DETRACTORS   NEUTRALS   PROMOTERS

NPS = % PROMOTER - % DETRACTORS