

Industry: Pharmaceutical

Project Description: Plant cart towing AGVs

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

JMP's willingness to work with us through COVID-related challenges - challenges with being able to travel for site work, supply, procurement and needed changes to the initial design plan to work within budget and across multiple companies.

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

No major areas of improvement.

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

Appreciate the collaboration/partnership, professionalism and technical expertise to enable this project, despite challenges brought on the global pandemic this past year.

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?

Partnership and collaboration to solve challenging obstacles - during COVID timeframe. JMP was willing and able to step up and work with us - great partnership.

JMP Comments: Thanks for the feedback and acknowledgement of the COVID-related challenges.

