

**Industry:** Consumer Products

**Project Description:** Rebuild one Dual Scissor Lift (DSL)

**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 type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Communication – proactive, complete, timely	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Pricing – competitiveness, value for the dollar	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" 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:**

\_\_\_\_\_ is pleasant to work with. He is quick to answer emails even in the off hours. Build quality overall looks good. For this particular order (the rebuild unit) \_\_\_\_\_ did a good job providing a fairly quick quote for repair and a detailed list of everything that needed to be fixed which was appreciated. The time frame to complete the rebuild was reasonable as well.

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

I'll speak for the past 3 - 4 orders I've had in with JMP. It was a frustrating experience trying to get 3D CAD .step files of the finished scissor lift design. I was promised them in January/February 2021 but didn't get them until the summer after asking many times for them. Those emails often went ignored. I only got them once Pat Patil got involved with my projects and was able to get them pretty quickly. I also was a bit frustrated getting our new 35,000 lb lift designed. The lifts we had bought before were rated to 30,000 lbs so we paid a bunch of fees for engineering to re-design and make a version suited for 35,000 lbs. I have asked multiple times what exactly is different between these 2 units as the 3D models have the structure looking identical, no changes in materials or size of structural steel frame. Feels we paid a bunch of money to have the 30,000 lb lift design simply re-rated for 35,000 lbs. Finally, as mentioned in some emails to the JMP team recently and back in late 2020, we've had 2 of your lifts sold to us in 2019 fail where the cylinder rod is welded to the frame collar. We're concerned the other units are soon going to break off too and the lift comes crashing down when fully loaded. Luckily so far when one rod has broken off that the other cylinder has been able to hold up the load. I've asked for JMP to review this design and even try to strengthen it but have heard almost no responses from anyone there. I had sent it to \_\_\_\_\_, \_\_\_\_\_, \_\_\_\_\_, \_\_\_\_\_, and \_\_\_\_\_ on Oct 5, 2021.

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

When you guys originally designed these custom lifts for us back in 2016 I believe it was, JMP/Alfacon did not design in wear plates under where the wheels roll (top and bottom). This design flaw has caused our lifts to now start showing significant wear on the framework which is forcing us to start taking these out of service and sending to you for retrofit which is incredibly costly. Wear plates should be designed into systems like this going forward, for us and other customers.

**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?**

Still an overall positive rating as you guys are good at customizing these lifts for applications like ours. But score is far from perfect for all the reasons I've listed above.

**JMP Comments:** Valid and frank feedback. A member of our leadership team will reach out to close the loop and map a path forward. Thanks for your patience.

