JMP Solutions
Industrial Technology Partner to the Fortune 1000

Industry: Food

Project Description: Continuous mixer DeviceNet onsite 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:**

   Knowledge of the processKnowledge of the control system communications network

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

   Nothing.

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

   Positive working relationship with vendor in troubleshooting their system, focused on end results.Project follow-up and software/documentation completed in timely fashion.

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?

   High level of support for _____ Plant.

   -

JMP Comments: Thanks for the comments. I'm glad we're still able to help out with some of the vintage networking issues.

0	1	2	3	4	5	6	7	8	9	10

DETRACTORS   NEUTRALS   PROMOTERS

NPS = % PROMOTER - % DETRACTORS