

**Industry:** Water/Wastewater

**Project Description:** Old Bridge Siemens HMI update

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

The team was great with customer service and working through issues encountered at the site (software version, no HMI/PLC program available on-site, etc).

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

The team did a good job, no issues. Communication at some points (just responding in a timely manner) could be improved upon. The team was very busy though and this did not impact the job. I was very happy with the team, specifically \_\_\_\_.

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

The team did a good job and we have given them another opportunity based on this performance.

**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?**

The team was knowledgeable and worked well with our team to complete the project.

**JMP Comments:** Thank you for the feedback and subsequent opportunity!

