

Industry: Postal & Courier

Project Description: Supply and install of 15 T-Spur systems

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 checked="" 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 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 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:

Communication was excellent. The team was very adaptable and able to pivot in response to changes as required. When an error occurred at Fed Ex, the JMP team were extremely responsive. Their quick thinking and commitment to solving a complex problem allowed them to provide a solution within hours.

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

Agreed upon completion date was missed by quite a bit. JMP committed to completion by October 31 but only finished it December 12th. We understand that most of the delays were freight related in connection to weather events in Canada and current global situation but planning ahead for delays would have mitigated, or at least reduced these delays. Ensuring project dates are realistic to the current situation and letting us know right away when something is anticipated to be delayed would also help avoid difficult year end conversations.

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

Original pricing was fair - but freight costs tripled over the course of the project and were 3 or 4 times higher than company we usually use. While we understand some of it was not within anyone's control, it still creates a point of contention for Fed Ex. These are issues that Fed Ex sometimes encounters as well and they offered some suggestions for next time:- Getting freight arranged under contract earlier could have helped. Freight prices are volatile. Locking in contracts early helps avoid unexpected costs.- Expect delays and plan accordingly. Getting the parts ahead of time whenever possible. Over planning is key to staying ahead.

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?

I am giving JMP a score of 8 because I have worked with them in the past and experienced a very high success rate. I don't want to take away from that, or the incredible service they deliver. However, I am not able to give a higher score at this time due to the delays and extra costs incurred this time around.

JMP Comments:

Thank you for the detailed feedback and suggestions. We find it ebbs and flows and no one supplier has consistently caused us supply chain issues. That being said, your suggestions will be factored in for future projects and suppliers.

