

**Industry:** Postal & Courier

**Project Description:** VSP spur replacement

**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 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 type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Communication – proactive, complete, timely	<input 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 type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Trustworthiness – commitment, will deliver, overall relationship	<input 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:**

Project management (Lisa Crofoot), on-site super Vish was also able to manage the complexity of the install.

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

Forward planning. JMP's install was off by over a foot due to lack of planning and foresight. This is not the first time JMP has underquoted on roller/material length. A 3D model of the area would have seen this issue – or the planning of the install. The depot is very small and the planned installation had a leg of the conveyor floating in the air (no floor to attach it to) based on the design provided and so field modifications were made to fit which caused the 1' gap. Better to order 10% more rollers and cut, than to order 10% less and have to come back to fix. Also, portec curve protrusion of motor was unacceptable and was not shown properly in drawings.

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

NPS score purely based on this project: 5/10. NPS score based on all the projects I have done with them: 7/10.

**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?**

Honest opinion: JMP charges premium rates, we expect premium engineering to match the cost. They are the highest cost vendor in terms of project management and engineering, so we expect less errors from those 2 facets to justify the cost. Currently, most of the mistakes are from engineering/planning from management.

**JMP Comments:**

Thank you for the constructive feedback. We've grown quickly and the new team missed several key elements. We've tightened up our stage gate and design review process to avoid repeat of these issues. Thanks for the feedback and continued relationship.

