

Industry: Automotive

Project Description: Front bumper AGV wireless traffic control

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"/>				
Service – responsive, quick, professional	<input type="checkbox"/>	<input checked="" type="checkbox"/>				
Communication – proactive, complete, timely	<input type="checkbox"/>	<input checked="" type="checkbox"/>				
Pricing – competitiveness, value for the dollar	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Trustworthiness – commitment, will deliver, overall relationship	<input type="checkbox"/>	<input checked="" type="checkbox"/>				

2. Please identify two areas in which we excelled:

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

The JMP team lost components in their TX office that were critical for the project and delivered incomplete components. The JMP team wasn't present the day that the control panels were installed and wasn't present during install of many of the components and did not provide Toyota with good enough notes on how the field installed items and labeling should be completed. The team did not quote field cabling even though the majority of the project bid spec was field devices, it should have been assumed that field cabling should be included in the quote. Furthermore when field cabling lengths were calculated the JMP team knew the length of a data cable run but did not connect the dots that it exceeded 100m therefore the project needed another change to install a temporary short data cable run then wait for switches to arrive then Toyota paid for electricians to remove the temporary cable run and install switches and run the cables properly. JMP could not source many of the components required in the bid spec so Toyota had to supply the components which depleted out maintenance breakdown stock supply. Toyota needed help troubleshooting AGV wireless communication but JMP did not have knowledge on how the AGV radio to PLC heartbeat logic was configured and had no knowledge on how to use the MOXA switches in the PLC to gather Modbus TCP diagnostic info. It was clear in the bid spec on how the AGV aisle crossings should behave, but JMP was not knowledgeable on how the system works therefore JMP, Creform, and Toyota spent multiple extra days running trials after trials to get the AGV aisle crossing somewhat close to working. Still to this day Toyota is working on their own to fix the bugs in the AGV aisle crossing logic. One bug in particular caused several collisions between conveyance traffic and the AGVs. An email was sent to the JMP team on 02/09/2022 with more details. When Toyota asked for help troubleshooting the AGV aisle crossings or strange AGV traffic behavior JMP did not have the skills to troubleshoot quickly, Toyota had to teach JMP how to use time chart monitor and Toyota had to recommend creating faults so that we can track issues instead of just using our eyes to find issues. JMP asked for additional money on this project because they spent more time on the project than what was quoted, but it is not Toyota's fault that JMP had inexperienced engineers on the project. Toyota paid that additional cost because we want to continue a long term partnership with JMP even though JMP caused production downtime, AGV collision with conveyance caused safety issues and damaged components, and both Toyota and Creform spent too much time and resources on integrating this project because of JMP poor performance.

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

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?

This project was very simple, had a very clear scope of work, and was a copy of several other systems at other Toyota facilities that JMP integrated. JMP needs to use this as a learning experience because this project should have been an easy success but it was not.

JMP Comments:

This was not a typical execution from a JMP perspective. We truly appreciate your feedback on this project and hope the follow-up meetings and conversations helped clear the air and get us aligned for future projects. Please don't hesitate to reach out should anything else not be up to par.

