

Industry: Mining

Project Description: Ore production conveyance system commissioning (ABB, Wonderware)

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 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 checked="" 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:

Technical Expertise. Responsiveness inquiries from customer site. Quick solutions sought and implemented.

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

More open book costing.

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

Professional organization. Sometimes overwhelmed with volume of work.

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?

JMP is open for alternative components and very aware of lead times. Tough to nail down price in these inflationary times. Not sure how much emphasis on price and value the panel shops provide JMP.

JMP Comments:

Thanks for the feedback. Supply chain issues continue to hit us, but we do the best we can to offer alternatives wherever possible.

