

Industry: Automotive

Project Description: Network and PC panel design and commissioning

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 type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Communication – proactive, complete, timely	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" 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 type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>

2. Please identify two areas in which we excelled:

"Resolving issue with disconnect switch location
Final project closure meeting
Technical knowledge"

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

"Tracking customer requirements and asking questions
JMP communicating delivery timelines with their subcontracted vendors
Providing opportunity for customer review of final design drawings before build
Improved overall communication between JMP and subcontracted vendors
Emails replies that address all questions or concerns from customer
Provide packaging detail prior to shipment of product (s)
Ensuring all information is sufficiently handed over to other JMP project managers when main point of contact is out of office"

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?

Area's of improvement are required.

JMP Comments:

Thank you for the candid feedback and subsequent follow-ups. We have processes in place to address the items noted and have taken it up with the delivery teams.

