

Industry: Packaging

Project Description: Robotic carton loading

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 checked="" type="checkbox"/>	<input 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:

Timeliness responding to requests/questions. Project management and communication. Machine design and quality. Willingness to accept design changes.

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

Stronger focus on product spec requirements. Our project suffered because of an informal acceptance of product specs. This was a fault on ___ as well. Our carton bundle was not formally defined until after the main tooling was built. This led to an unknown tolerance that could have been built into the design to achieve a more robust operating window.

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

Overall JMP was great company to work with. JMP values the business relationship and is willing to think outside the box to provide a good customer experience.

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?

For all the reasons stated above. "Overall JMP was great company to work with. JMP values the business relationship and is willing to think outside the box to provide a good customer experience."

JMP Comments: Appreciate the feedback and long-standing relationship.

