

**Industry:** Food

**Project Description:** Margerine case packing

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

The design of the system itself is very well done in our opinion. JMP was able to foresee and address some potential pit-falls (ie adding a 3rd axis to the EOAT to ensure smooth entry of the cartons into the case). The design was well thought-out despite the challenge of working within tight footprint limitations.

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

On-site installers were working with a drawing on which \_\_\_\_\_ had identified some deviations prior to JMP being on site. The installers refused to deviate from the drawing even after \_\_\_\_\_ had once again pointed out the variance. This caused a 4-6 hr delay in installation as the robot was anchored in the incorrect position, and had to be moved. This could have been avoided by working with the \_\_\_\_\_ team, rather than being firm on avoiding deviation from the drawing, even though the drawing was shown to be incorrect.

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

We appreciate the on-going support and communication that we have received, in particular on our L5 palletizer project. Project Management team, \_\_\_\_\_ in particular, is very dedicated to the success of our L5/L6 palletizer project, and has spent time, even off-hours, on the phone doing his best to support us. JMP seems committed to solve the issues and meet our expectation of the system. We have however seen a variance in the understanding of the programming of the systems depending on which programmer is making the changes. This has caused one programmer to have to go back and correct what another had changed on more than one occasion.

**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?**

Quality of the delivered system, and commitment to addressing any challenges.

**JMP Comments:**

Thanks for taking time to provide the detailed feedback! We've noted the points with the team and will ensure a tighter control of subs and programming variances.

