JMP Solutions

Industrial Technology Partner to the Fortune 1000

Industry: Postal & Courier

Project Description: Standalone trailer

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	☐	☐	☐	☐	☐	☐
Service – responsive, quick, professional	☐	☐	☐	☐	☐	☐
Communication – proactive, complete, timely	☐	☐	☐	☐	☐	☐
Pricing – competitiveness, value for the dollar	☐	☐	☐	☐	☐	☐
Trustworthiness – commitment, will deliver, overall relationship	☐	☐	☐	☐	☐	☐

2. Please identify two areas in which we excelled:

Old: Project management (____ _____), on-site super _____ was also able to manage the complexity of the install. New: I reiterate that ----- is critical to the success of these projects in the field, keeping things on track and managing any obstacles. _____ did an excellent job solving controls issues and adapting to small changes that were made towards the end. Also _____ needs to work on his commissioning signoff sheet, it is kind of disorganized and I answered the wrong thing multiple times. In addition, finding a printer in the field is difficult. Keep it to Excel format with simple check boxes. It took us longer to find a printer than to complete the commissioning sheet. From a project management perspective, the new management team is less documentation heavy- which I think is a weakness. E-mails are fine, but official milestones should be documented in actual formal documents (project charter/ kickoff, project timeline/schedule, install schedule, stakeholders list WITH CONTACT INFO, etc.). These aspects of project management have been less on point since _____ left. Considering project management is a big line ($$$) in JMP quotes, there should be documentation deliverables to go with that at critical milestones. Project management is more than sending e-mails and making phone calls. Documents matter.

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

Old: Forward planning. JMP's install was off by over a foot due to lack of planning and foresight. This is not the first time JMP has underquoted on roller/material length. A 3D model of the area would have seen this issue – or the planning of the install. The depot is very small and the planned installation had a leg of the conveyor floating in the air (no floor to attach it to) based on the design provided and so field modifications were made to fit which caused the 1' gap. Better to order 10% more rollers and cut, than to order 10% less and have to come back to fix. Also, portec curve protrusion of motor was unacceptable and was not shown properly in drawings. New: Design phase for this project was terrible. Lots of misdirects and oddly worded questions for measurements in the field and lots of time wasting. JMP needs to take ownership of measurements and needs to be onsite to take those measurements. If they cannot deliver this, they should not be bidding on projects in the Eastern regions.When I purchase a car, I am not asked to take the measurements for the frame and then held accountable if my measurements are incorrect. The same logic applies here. All specs delivered to JMP so far have been turn key and should be regarded as such. There is a difference between not being qualified to take measurements (which I am qualified to do so) and not wanting to take the responsibility for them as I do not control the output of those measurements (the design, manufacturing, and field building of them)- the present situation is the latter one.

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

Old: Past Score: 5/10. Based on all the projects I have done with them: 7/10. New: Current Score: 6/10. Based on all the projects I have done with them: 6/10 (lowered since this one started badly as well, and price vs quality consideration).

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?

Why are we paying a premium to take our own measurements in the field? It is quite disappointing. I trust this will not be an issue in the future. In addition, the JMP team needs to be held accountable for bad measurements. If you show up in the field with a foot or more of missing conveyor, a transition plate is not a viable option. So far, remediation actions once mistakes happen are weak. Hopefully for future projects the new quality control system that JMP management has been mentioning will bare fruit and produce less overall mistakes, but proper remediation plans should also be made for each project (ie: bring extra rollers in case we are short, extra metal if guards are insufficient, extra UHMW if they are lacking, etc.) An error that can be solved by a few extra rollers or a few extra pieces of steel is not an excuse to have a line down for an unforeseen amount of time. If the value of the solution is less than 1000$, it should not create a delay and be resolved immediately during commissioning where the project value is disproportionately large compared to the value of the error (essentially 1000$ is a rounding error in these projects). This goes back to VSP which took weeks to resolve and a few central projects that were a mess as well. Final note: the low score should have been lower, but your install team boosted the score because they are excellent. The planning, management, and design is where JMP needs to improve.

JMP Comments: Thanks for the comparative and detailed feedback. We've taken it up with the team. You should not see these shortfalls on future projects as we've made personnel changes in addition to adding a quality control person to the operations.