

Industry: Environmental

Project Description: Onsite support for Siemens PLC integration 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 type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Service – responsive, quick, professional	<input type="checkbox"/>	<input checked="" 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:

Throughout our working relationship with JMP I have strong contact and communication with both ____ & _____. It has been easy to work with them and their ability to step in and assist has been beneficial to efforts throughout our sites.

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

I believe one of the areas we are seeking a difference in is the ability to replicate the technical standards that our teams have set. It is not that the work is not done in a manner that makes it work on site, but the formatting is different from the original that we typically use. I believe in the future that when we do these projects that any of the programming adjustments or exchange tables must be identical to how our company originally plans them to make internal work clear to our programming teams.

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?

I value the relationship we have and the healthy communication that occurs between our company and JMP. I believe your technicians are highly qualified in the work they do, and we appreciate their help on site. We have definitely experienced a hike in cost of time and work for various projects and needs from some of the initial experiences that have made it difficult to request additional services at times.

JMP Comments: Thank you for the valuable and constructive feedback.

