

**Industry:** Postal

**Project Description:** Installation and Commissioning support as well as Preventative Maintenance contract

**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 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:**

\_\_\_ did a great job on the first service call for \_\_\_\_\_. Good skill set and focused worker.

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

Invoicing process on base contract (installation of the AGVs) the invoice was going to the wrong individual at \_\_\_\_\_, and it took a fair amount of time to resolve.

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

We appreciate JMP's straight forward approach to doing business as well as the flexibility in working with \_\_\_\_\_ as we develop our relationship with \_\_\_\_\_.

**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?**

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Fairness and flexibility make for good long-term relationships. JMP's sense of urgency is much appreciated.  
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**JMP Comments:** Thanks for the great feedback - we look forward to many more successful projects together!

