

MEP CLIENT IMPACTS

Results reported by MEP clients surveyed in FY2015. Of the 8,419 clients selected to be surveyed, 5,940 completed the survey. Measures are a conservative snapshot of benefits. Recurring or cumulative benefits may be larger.

interacted with

29,101 Manufacturers in FY2015

\$2.3 Billion New Sales	19,466 Jobs Created	\$3.2 Billion	\$1.2 Billion
\$5.7 Billion Retained Sales	49,011 Retained Jobs	New Client Investments	Cost Savings
\$8 Billion Total Sales	68,477 Total Jobs		

NATIONAL NETWORK

“MEP is built on a nationwide system of Centers located throughout the U.S. and Puerto Rico”



588 Field Locations



Over **1,200 MEP Experts**



More than **2,300 Partners**



U.S. Manufacturing Sector includes nearly **300,000 Establishments**

MANUFACTURERS CHALLENGES

• Product Development	47%
• Growth	53%
• Cost Reduction	70%
• Employee Recruitment	45%
• Financing	10%
• Exporting	7%
• Sustainability	20%
• Managing Partners	14%
• Technology Needs	14%
• Other	5%

WHY MEP?

• Staff Expertise	62%
• Cost of Service	39%
• Fair Service	24%
• Reputation of Results	23%
• Knowledge of Industry	21%
• Specific Services	11%
• Lack of Other Providers	3%
• Other	6%
• Don't know/refused	2%

MEP PHRASES

Since 1988, MEP has worked with 86,620 manufacturers, leading to \$96.4 billion in sales and \$15.7 billion in cost savings, and it has helped create and retain more than 797,994 jobs.

For every one dollar of federal investment, the MEP generates \$17 in new sales growth and \$24 in new client investment. This translates into \$2.3 billion in new sales annually. For every \$1,900 of federal investment, MEP creates or retains one manufacturing job.

THE SURVEY

Since 1996, NIST MEP has sponsored a national survey of center clients for two primary purposes: collect aggregate information on program performance indicators to report to various stakeholders on program performance; and provide center-specific program performance and impact information for center use. Fors Marsh Group, LLC, an independent survey expert, conducts the NIST MEP client survey. The survey asks clients to consider the entire set of projects or services provided by a center and to report on how their company's performance and processes have been affected in the last 12 months. The survey asks clients to report on the impact of MEP services on bottom-line client outcomes and bottom-line impacts such as sales, jobs created/retained, capital investment and cost savings.

SURVEY RESPONSE RATE

- 2014 (q4) - 2015 (q3) = 71%
- 2015 (q3) = 71%
- 2015 (q2) = 69%
- 2015 (q1) = 73%
- 2014 (q4) = 70%

DISTRIBUTION OF PROJECTS

- | | |
|-------------------------------------|-----|
| • Lean | 29% |
| • Strategic Business Management | 12% |
| • Quality | 13% |
| • Growth Services | 8% |
| • Workforce | 14% |
| • Technology Services | 7% |
| • Sales and Marketing | 5% |
| • Engineering Services/Plant Layout | 3% |
| • Sustainability | 5% |
| • Financial Analysis | 2% |
| • Information Technology | 2% |

MEP BUDGET

\$128 Billion FY14

\$130 Billion FY15

\$130 Billion FY16

RESPONDENTS VS NON RESPONDENTS

Respondents

- 0 to 19 employees = 1,790 or 30.1%
- 20 to 99 employees = 2,413 or 40.6%
- 100 to 249 employees = 1,069 or 18.0%
- 250 to 499 employees = 438 or 7.4%
- 500 + employees = 230 or 3.9%

Non-Respondents

- 0 to 19 employees = 710 or 28.6%
- 20 to 99 employees = 985 or 39.7%
- 100 to 249 employees = 469 or 18.9%
- 250 to 499 employees = 205 or 8.3%
- 500 + employees = 110 or 4.4%

PROJECT MODES

- | | |
|------------------|-----|
| • Assessments | 8% |
| • Implementation | 41% |
| • Training | 51% |

CENTER PROFILE

- | | |
|--------------|----|
| • 501 C3 | 34 |
| • University | 17 |
| • State | 7 |

NET PROMOTER SCORE

77.2%

CLIENTS / PROJECTS

TOTAL PROJECTS: 12,106

UNIQUE CLIENTS: 7,510

CLIENTS SURVEYED: 5,940

Unique clients are the total number of clients MEP reported completed projects in FY15 regardless of the number of projects. **Clients surveyed** are clients chosen for survey. Clients can be chosen for survey at least two quarters after their completed project is reported and may be surveyed only once a year.