



About MEP

Since 1988, the Hollings Manufacturing Extension Partnership (MEP) has worked to strengthen U.S. manufacturing. MEP is part of the National Institute of Standards and Technology (NIST), a U.S. Department of Commerce agency. Through its collaborations at the federal, state and local level, MEP centers in every state work with manufacturers to develop new products and customers, expand and diversify markets, adopt new technologies, and enhance value within supply chains.

As a public-private partnership, MEP delivers a high return on investment to taxpayers. For every one dollar of federal investment, the MEP national network generates \$17.9 in new sales growth for manufacturers and \$27.0 in new client investment. This translates into \$2.3 billion in new sales annually. And, for every \$1,501 of federal investment, MEP creates or retains one manufacturing job.

RESULTS FOR U.S. MANUFACTURERS

Through a range of services tailored to meet the current and future needs of manufacturers, MEP center staff work with clients to achieve measurable business results. The MEP national network:

interacted with

25,445 Manufacturers in FY2016



\$9.3 Billion New
and Retained Sales



86,602 New
and Retained Jobs



\$3.5 Billion New
Client Investments



\$1.4 Billion
Cost Savings

MANUFACTURERS' CHALLENGES

Top client challenges reported to MEP



Cost Reduction **70%**



Growth **54%**



Employee Recruitment **47%**



Product Development **45%**

NET PROMOTER SCORE®

79.8

MEP clients rated their customer experience well above industry benchmarks and indicate a strong likelihood of recommending the MEP center they worked with to another company or colleague.

WHY MEP?

Top 3 factors why clients choose to work with MEP

Expertise of staff **63%**

Cost of Service **40%**

Fair Service **23%**



MEP • MANUFACTURING
EXTENSION PARTNERSHIP

MEP NATIONAL NETWORK



MEP is built on a **national system** of centers located in all 50 states and Puerto Rico

MEP NATIONAL NETWORK

Each center is a partnership between the federal government and a variety of public or private entities, including state, university, and nonprofit organizations. This diverse network, with nearly 600 service locations, has close to 1,300 field staff serving as trusted business advisors and technical experts to assist manufacturers in communities across the country.



600 Field Locations



Over 2,500 Partners



Nearly 1,300 MEP Experts



U.S. manufacturing sector includes over 292,000 Establishments

Results reported by MEP center clients surveyed by an outside third party; numbers rounded to the nearest whole number. Of the 8,921 clients selected for survey, 6,519 completed it. Measures are a conservative snapshot; recurring/cumulative benefits may be larger.

Net Promoter, Net Promoter System, Net Promoter Score, NPS and the NPS-related emoticons are registered trademarks of Bain & Company, Inc., Fred Reichheld and Satmetrix Systems, Inc. For more information about NPS and industry benchmarks for it, please visit <http://info.satmetrix.com/hubfs/2016-nps-b2c-benchmark-infographic.pdf?t=1484209752977>