



The MEP National Network™ equips U.S. manufacturers with the tools and resources necessary to be competitive in today's rapidly changing marketplace. With MEP Centers in all 50 states and Puerto Rico, U.S. manufacturers have easy access to comprehensive, proven solutions.

## RESULTS FOR U.S. MANUFACTURERS

The MEP National Network interacted with **27,707 manufacturers** in FY 2018 to achieve:

More than **122,000 Jobs** created or retained





 **\$16.0 billion** new and retained sales

 **\$1.7 billion** cost savings

 **\$4.0 billion** new client investments

## MANUFACTURERS' CHALLENGES

Top challenges reported by clients:

-  Cost Reduction **67%**
-  Employee Recruitment **56%**
-  Growth **47%**
-  Product Development **41%**

## NET PROMOTER SCORE®

# 85

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.<sup>1</sup>

## EXAMPLES OF BUSINESS SOLUTIONS

- Business Growth Services
- Cybersecurity Services
- Exporting & Reshoring
- Food Industry Services
- ISO & Quality Management
- Lean / Six Sigma
- Risk Mitigation
- SMART Manufacturing
- Supply Chain
- Sustainability
- Technology Scouting
- Workforce Development

## WHY THE MEP NATIONAL NETWORK?

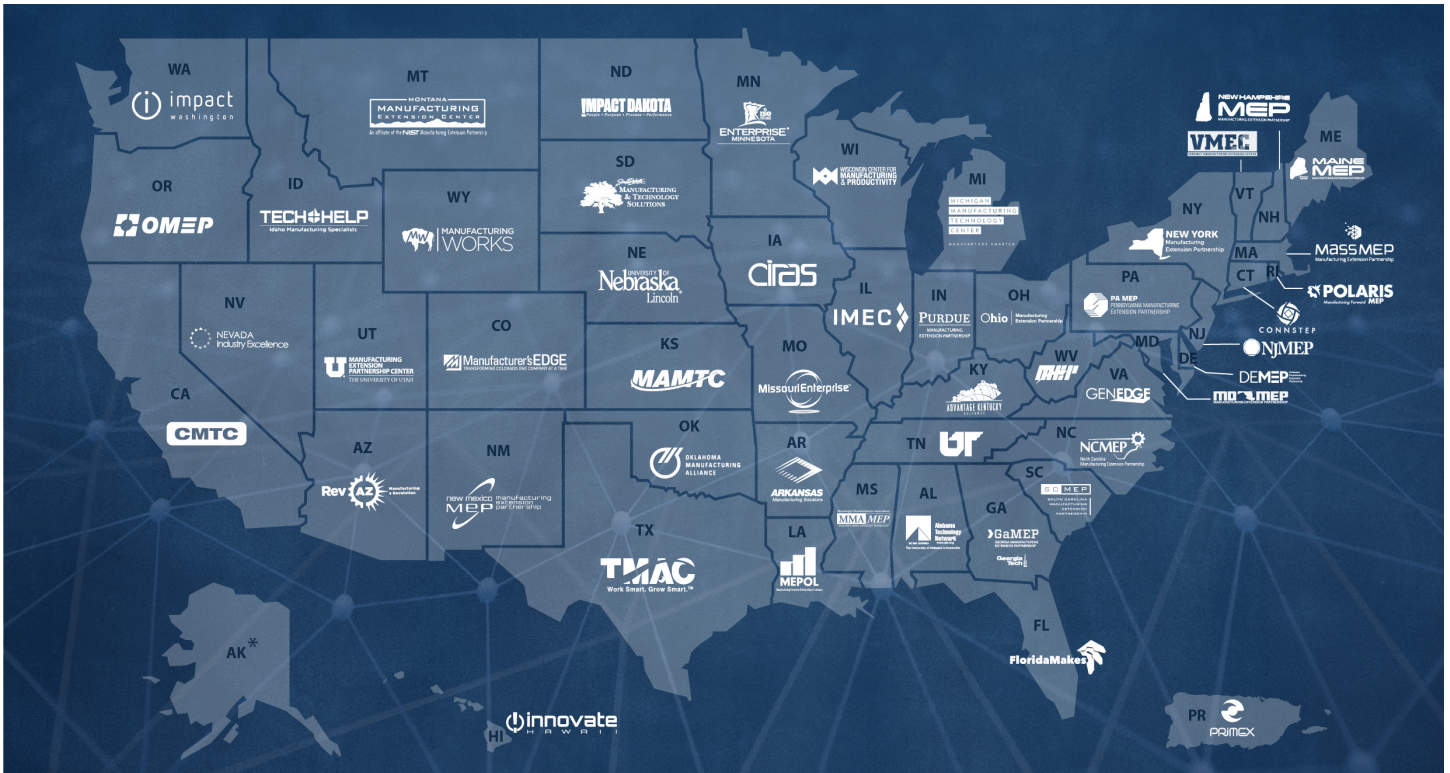
Top factors why clients choose to work with the MEP National Network:

Expertise of Staff **62%**

Cost of Service **38%**

Reputation **24%**

## ABOUT THE MEP NATIONAL NETWORK



Focused on helping small and medium-sized manufacturers generate business results and thrive in today's technology-driven economy, the MEP National Network comprises the National Institute of Standards and Technology's Manufacturing Extension Partnership (NIST MEP), the 51 MEP Centers located in all 50 states and Puerto Rico, and over 1,300 trusted advisors and experts at more than 400 MEP service locations, providing any U.S. manufacturer with access to resources they need to succeed.

For every one dollar of federal investment in FY 2018, the MEP National Network generated \$29.5 in new sales growth and \$31.0 in new client investment. This translates into \$3.8 billion in new sales. During this same time, for every \$1,065 of federal investment, the Network created or retained one manufacturing job.<sup>2</sup>

Each MEP Center is a partnership between the federal government and a variety of public or private entities, including state, university, and nonprofit organizations.

<sup>1</sup> 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>.

<sup>2</sup> Federal investment is based on \$140 million in federal funding for FY 2018.

\*Impact Washington will provide service while NIST MEP conducts a competition to select a new Alaska MEP host.

Numbers and information contained in this document are based on survey results from MEP Center clients. Surveys are conducted by an independent third party survey firm. Numbers are rounded to the nearest whole number. Of the 9,559 clients selected for survey, 8,023 completed the survey.