



# MEP NATIONAL NETWORK STRATEGIC PLAN 2017-2022



MEP  
**National  
Network**™

*The Go-To Experts for Advancing  
U.S. Manufacturing*

# MEP NATIONAL NETWORK STRATEGIC PLAN

## MISSION:

Strengthen and empower U.S. manufacturers.

## VISION:

We are the go-to resource for America's manufacturers ensuring U.S. manufacturing is resilient and leads the world in manufacturing innovation.

## DRIVING FORCE:

We are driven to attain and uphold U.S. manufacturing preeminence which is essential to our nation's long-term economic strength and to protect our national security interests.

## ROLE:

The MEP National Network™ focuses its expertise and knowledge as well as that of its partners (industry, educational institutions, state governments, NIST and other federal research laboratories and agencies) on providing U.S. manufacturers with information and tools they need to improve productivity, assure consistent quality, accelerate the transfer of manufacturing technology and infuse innovation into production processes and new products.

## PROGRAMMATIC STRENGTHS



Knowledgeable and experienced trusted technical experts in manufacturing and business.



Nationwide coverage with locations within 2-3 hours of every manufacturer in America.



Mission-driven public/private partnership model that includes Federal/State collaboration.



Evidence-based success in helping manufacturers cut costs, increase sales and create and retain jobs.



Market savvy experts who respond to local needs and who are uniquely connected to national expertise and resources.



Proven high customer satisfaction well above industry benchmark - 79.8 Net Promoter Score in FY16.



Federal investment that requires cost share match to ensure motivated partnerships.

# STRATEGIC GOALS

## REPRESENTS WHAT WE MUST ACHIEVE TO STRENGTHEN AND EMPOWER U.S. MANUFACTURERS.

### ✓ EMPOWER MANUFACTURERS

Assist U.S. manufacturers in embracing productivity-enhancing innovative manufacturing technologies, navigate advanced technology solutions and recruit and retain a skilled and diverse workforce.

### ✓ CHAMPION MANUFACTURING

Actively promote the importance of a strong manufacturing base as key to a robust U.S. economy and protection of our national security interests; create awareness of innovations in manufacturing; create enabling workforce development partnerships to build a stronger and diverse workforce pipeline; and maximize market awareness of the MEP National Network.

### ✓ LEVERAGE PARTNERSHIPS

Leverage national, regional, state and local partnerships to gain substantial increase in market penetration; identify mission-complementary advocates to help the MEP National Network become a recognized manufacturing resource brand; build an expanded service delivery model to support manufacturing technology advances.

### ✓ TRANSFORM THE NETWORK

Maximize MEP National Network knowledge and experience by operating as an integrated National Network; increase efficiency and effectiveness by employing a Learning Organization platform; and create a resilient and adaptive MEP National Network to support a resilient and adaptive U.S. manufacturing base.

# EMPOWER MANUFACTURERS

Assist U.S. manufacturers in embracing productivity-enhancing innovative manufacturing technologies, navigate advanced technology solutions and recruit and retain a skilled and diverse workforce.

## STRATEGIC OBJECTIVES:

- Identify, inform and deploy services relating to current and emerging manufacturing technologies relative to productivity growth.
- Act as a trusted advisor to small and medium-sized manufacturers to help them navigate emerging, and be aware of, future technology trends.
- Introduce and connect small and medium-sized manufacturers to successful strategies that helps attract and retain skilled employees, and creates an inclusive pipeline of future employees.



# CHAMPION MANUFACTURING

Actively promote the importance of a strong manufacturing base as key to a robust U.S. economy and protection of national security interests; create awareness of innovations in manufacturing; create enabling workforce development partnerships to build a stronger and diverse workforce pipeline; and maximize market awareness of the MEP National Network.

## STRATEGIC OBJECTIVES:

- Provide insight, at the local and national level, on the current “State of Manufacturing” by telling the stories about the people, companies and products made in the U.S. that support the economy and help protect our national security interests.
- Advance the MEP National Network as experts in manufacturing technology by utilizing key communication outlets to translate ground-breaking innovations in manufacturing.
- Enable state and regional workforce partnerships to connect, communicate and coordinate across local workforce development systems.
- Deploy the MEP National Network Brand and tie it to specific measures of success.



# LEVERAGE PARTNERSHIPS

Leverage national, regional, state and local partnerships to gain substantial increase in market penetration; identify mission-complementary advocates to help the MEP National Network become a recognized manufacturing resource brand; build an expanded service delivery model to support manufacturing technology advances.

## STRATEGIC OBJECTIVES:

- Leverage the major partnership with the Defense Department to attract other public (federal agencies) partnerships that bring vertical program synergies to increase market penetration, build on MEP National Network supply chain projects and entice state and other partner program investment funding.
- Create and provide on an annual basis, a value-added, state-by-state MEP National Network metric package on economic impacts, demographics served and “Public-Good” gained to encourage in-state advocacy of the MEP Center.
- Build on key technology and growth partnerships with the Manufacturing USA Institutes, NIST, other Federal Laboratories and Universities to develop a unique collaborative technology information transfer and service delivery model; grow relationships with state and city economic development principals, local Chambers, Tech Shops, Incubators, Export Assistance Centers.



# TRANSFORM THE NETWORK

Maximize MEP National Network knowledge and experience to operate as an integrated National Network; increase efficiency and effectiveness by employing a Learning Organization platform; and create a resilient and adaptive MEP National Network to support a resilient and adaptive U.S. manufacturing base.

## STRATEGIC OBJECTIVES:

- Deploy the Future is Now Framework, adopting the guiding principles into the MEP National Network which will help to migrate the MEP Program from a Program Office and System of Centers to a National Network with value-added Program Office support, allowing a broader range of complementary services and information tailored to evolving manufacturing business owners needs.
- Create and empower a Learning Organization function that will support increased NIST MEP and Center efficiency and effectiveness and help refine Center performance metrics based on information to inform performance-based diagnosis and feedback to Centers, enabling applications to Center self-assessment and Center-to-Center sharing.
- Strive for Center and NIST MEP Program Office operational excellence by establishing risk management protocols that put in place mitigating strategies for internal and external threats.



# MEP NATIONAL NETWORK MEASURES OF SUCCESS

## 18-MONTH MEASURES OF SUCCESS:

- Piloted integrated MEP National Network approach to delivery system engaging **50%** of Centers in multi-center delivery projects.
- Increased small/rural engagements through 3rd party partnerships by **10%** and increased longer-term impactful projects with these smaller firms by **5%**.
- Attained Operational Excellence in **25%** of Centers' operations and in **50%** of NIST MEP administrative support.
- Increased awareness of the MEP National Network brand by **10%** over base brand recognition measurement a year after the Network launches the brand.

## FIVE-YEAR VIVID DESCRIPTION:

As the go-to resource for U.S. manufacturers...

- Recognized by small and medium-sized manufacturers as a valuable and essential resource for delivering advanced technology solutions and cited by key manufacturing stakeholders (local, state, federal) as integral to growing U.S. manufacturing ecosystems.
- We have increased our market penetration as an integrated national network by **20%**.
- We deliver integrated digitalization and cybersecurity assistance to dispersed supply chains and we have embraced Industry 4.0 in our own operational excellence.

## SIGNIFICANT LONG-TERM GOAL:

The MEP National Network is known and recognized by U.S. manufacturers and stakeholders as an indispensable resource whose trusted experts help them grow and embrace manufacturing technology advances. A doubling of federal and state funding in the Network along with a strategic expansion of the current members of the MEP National Network:

- **Known and recognized** by U.S. manufacturers as the go-to resource for manufacturing.
- We've **tripled** the number of manufacturers served annually.
- We've increased the MEP National Network impact numbers **four-fold**.

# MEP NATIONAL NETWORK SHORT/MID-TERM PRIORITIES

## 1.

### CREATION OF INTEGRATED NATIONAL NETWORK SERVICE DELIVERY SYSTEM

- **Future is Now** - communicate pilot to National Network/implement/assess/refine
- **Delivery system infrastructure** - develop SOP/training/metrics
- **National Network coordination and communication plan** - assess status within National Network/refine/update

## 2.

### UPDATE OF NATIONAL-LEVEL PARTNERSHIPS AND PERFORMANCE EVALUATION SUPPORT SERVICES

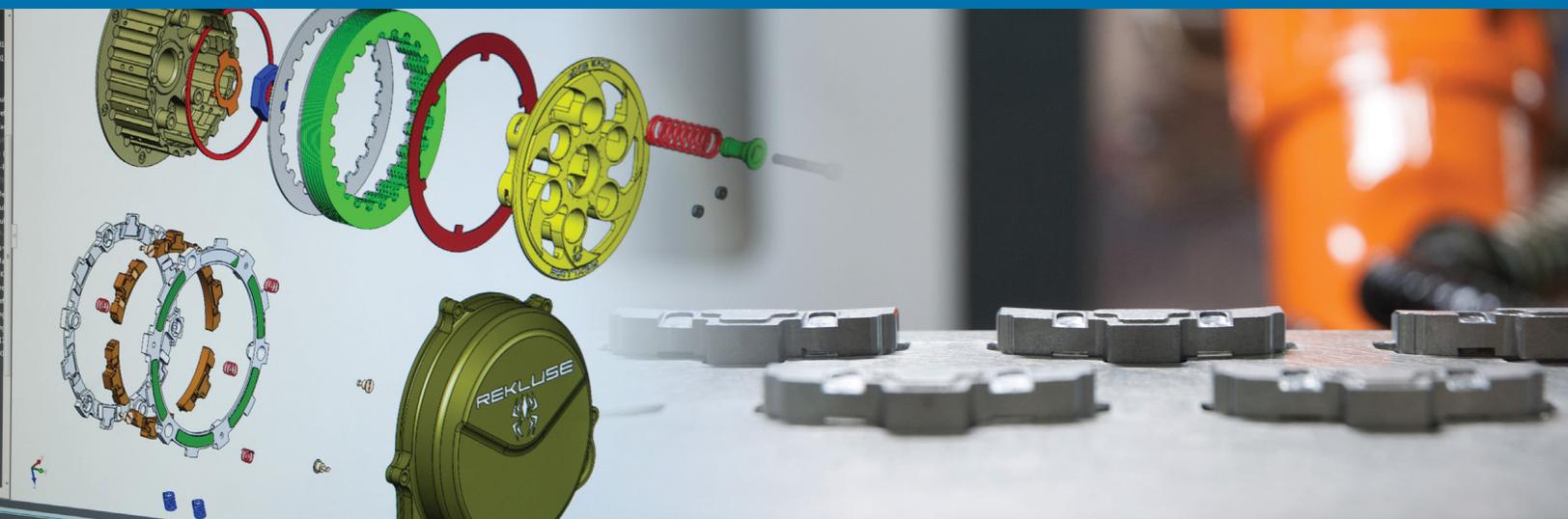
- **State relations program development** - assess current state relations strategies/research other strategies/create new plan/pilot
- **Program evaluation and performance** - develop and implement pilot analyze/assess/refine/engage learning organization system
- **Center financial risk management development** - complete pilot/assess/refine
- **MEP National Network brand and trademark** - implement launch/assess/refine
- **MFG Day** - review strategic engagements/expand leverage of partnerships
- **MEP National Network learning organization** - assess National Network/industry needs



## 3.

## DEFINED AREAS OF FOCUS FOR MANUFACTURING INNOVATION

- **Cybersecurity** - National Network implementation and current assessment/future trends
- **Digital manufacturing** - National Network implementation and current assessment in industry and National Network/future trends
- **Additive manufacturing** - current assessment in industry and National Network/future trends
- **Automation and robotics** - current assessment in industry and National Network/future trends
- **IoT** - future trends for small and medium-sized manufacturers in advanced manufacturing
- **National and regional service portfolio coordination**
- **National Network workforce development plan**



## 4.

## CREATION INFRASTRUCTURE FOR NATIONAL NETWORK LEARNING ORGANIZATION

- FORME system learning services and Best Practice Conference - plan and implementation
- Establish Learning Organization infrastructure - assessment of future needs/ develop National Network plan
- 2nd biennial summit - roll out of new services and systems

## 5.

## INITIAL DEVELOPMENT OF SUPPLY CHAIN, TECHNOLOGY ASSESSMENT AND INFORMATION AS A SERVICE

- Partnership support of Defense Industrial Base assessment and supply chain development- assessment/create plan/implement services/consideration of future trends
- OEM/SMM engagement in industry 4.0 supplier development- status assessment of the National Network/consideration of future needs
- FSMA - assessment of industry and National Network needs and current resources/ consideration of future trends
- Informational and performance support research services
- Manufacturing research to practice services



The MEP National Network™ is a unique public-private partnership that delivers comprehensive, proven solutions to U.S. manufacturers, fueling growth and advancing U.S. manufacturing. 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), 51 MEP Centers located in all 50 states and Puerto Rico, and its 1,300 trusted advisors and experts at over 400 MEP service locations, providing any U.S. manufacturer with access to resources they need to succeed. In 2017, the MEP National Network connected with 26,313 manufacturers, leading to \$12.6 billion in sales, \$1.7 billion in cost savings, \$3.5 billion in new client investments, and helping to create and retain more than 100,000 U.S. manufacturing jobs.

## CONTACT US

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