

## MEP CLIENT IMPACTS

Results reported by MEP clients surveyed in FY2016. Of the 8,850 clients selected to be surveyed, 6,469 completed the survey. Measures are a conservative snapshot of benefits. Recurring or cumulative benefits may be larger.

*interacted with*  
**26,633** Manufacturers in FY2016

<b>\$2.3 Billion</b> New Sales	<b>19,404</b> Jobs Created	<b>\$3.5 Billion</b>	<b>\$1.4 Billion</b>
<b>\$7 Billion</b> Retained Sales	<b>65,939</b> Retained Jobs	New Client Investments	Cost Savings
<b>\$9.3 Billion</b> Total Sales	<b>85,343</b> Total Jobs		

## NATIONAL NETWORK

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



**620** Field Locations



Over  
**1,200** MEP Experts



Nearly  
**2,400** Partners



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

## MANUFACTURERS CHALLENGES

• Product Development	45%
• Growth	54%
• Cost Reduction	70%
• Employee Recruitment	47%
• Financing	9%
• Exporting	7%
• Sustainability	21%
• Managing Partners	13%
• Technology Needs	15%
• Other	5%

## WHY MEP?

• Staff Expertise	63%
• Cost of Service	40%
• Fair Service	23%
• Reputation of Results	22%
• Knowledge of Industry	22%
• Specific Services	12%
• Lack of Other Providers	3%
• Other	6%

## MEP PHRASES

Since 1988, MEP has worked with 94,115 manufacturers, leading to \$98.7 billion in sales and \$17.1 billion in cost savings, and it has helped create and retain more than 883,337 jobs.

For every one dollar of federal investment, the MEP generates \$17.8 in new sales growth and \$26.6 in new client investment. This translates into \$2.3 billion in new sales annually. For every \$1,523 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

- FY2016 (2015 q4 - 2016 q3) = 73.1%
- 2016 (q3) = 77.3%
- 2016 (q2) = 72.9%
- 2016 (q1) = 69.8%
- 2016 (q4) = 72.5%

### DISTRIBUTION OF PROJECTS

- Lean 26%
- Strategic Business Management 11%
- Quality 17%
- Growth Services 10%
- Workforce 13%
- Technology Services 8%
- Sales and Marketing 4%
- Engineering Services/ Plant Layout 3%
- Sustainability 4%
- Financial Analysis 2%
- Information Technology 2%

### MEP BUDGET

\$130 Billion FY15

\$130 Billion FY16

\$142 Billion FY17

### RESPONDENTS VS NON RESPONDENTS

#### Respondents

- 0 to 19 employees = 1,906 or 29.5%
- 20 to 99 employees = 2,686 or 41.5%
- 100 to 249 employees = 1,185 or 18.3%
- 250 to 499 employees = 452 or 7.0%
- 500 + employees = 240 or 3.7%

#### Non-Respondents

- 0 to 19 employees = 696 or 29.2%
- 20 to 99 employees = 976 or 41%
- 100 to 249 employees = 416 or 17.5%
- 250 to 499 employees = 184 or 7.7%
- 500 + employees = 109 or 4.6%

### PROJECT MODES

- Assessments 10%
- Implementation 43%
- Training 47%

### CENTER PROFILE

- 501 C3 53%
- University 33%
- State 14%

### NET PROMOTER SCORE

79.7%

## CLIENTS / PROJECTS

TOTAL PROJECTS: 12,357

UNIQUE CLIENTS: 7,495

CLIENTS SURVEYED: 6,469

**Unique clients** are the total number of clients MEP reported completed projects in FY16 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.