

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. In Fiscal Year (FY) 2019, the MEP National Network interacted with **28,213 manufacturers**.

## RESULTS FOR U.S. MANUFACTURERS





According to clients surveyed<sup>1</sup> in FY 2019, the MEP National Network helped these manufacturers achieve:

# 114,650 Jobs created or retained

 **\$15.7 billion** new and retained sales **\$1.5 billion** cost savings **\$4.5 billion** new client investments

## MANUFACTURERS' CHALLENGES

Top challenges reported by clients:

-  Cost Reduction **65%**
-  Employee Recruitment **59%**
-  Growth **48%**
-  Product Development **40%**

## 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>2</sup>

## EXAMPLES OF BUSINESS SOLUTIONS

- Workforce Development
- ISO & Quality Management
- Lean / Six Sigma
- Cybersecurity Services
- Industry 4.0 Services
- Supply Chain
- Exporting & Reshoring
- Sustainability
- Food Industry Services
- Technology Scouting
- Business Growth Services
- Risk Mitigation

## WHY THE MEP NATIONAL NETWORK?

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

Expertise of Staff **61%**

Cost of Service **37%**

Knowledge **25%**

## 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 more than 1,400 trusted advisors and experts at approximately 375 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 2019, the MEP National Network generated \$33.80 in new sales growth and \$32.20 in new client investment. This translates into \$4.7 billion in new sales. During this same time, for every \$1,221 of federal investment, the Network created or retained one manufacturing job.<sup>3</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> 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 10,263 clients selected for survey, 8,425 completed the survey.

<sup>2</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>3</sup> Federal investment is based on \$140 million in federal funding for FY 2019.