

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) 2020, the Network interacted with **27,574 manufacturers**.

## RESULTS FOR U.S. MANUFACTURERS

According to clients surveyed<sup>1</sup> in FY 2020, the MEP National Network helped these manufacturers achieve:

# 105,748 jobs created or retained



**\$2.7** billion  
cost savings



**\$13.0** billion  
new and retained sales



**\$4.9** billion  
new client investments

## MANUFACTURERS' TOP CHALLENGES AS REPORTED BY CLIENTS



**65%**  
Cost  
Reduction



**54%**  
Employee  
Recruitment



**51%**  
Growth



**42%**  
Product  
Development

## NET PROMOTER SCORE<sup>®</sup>

# 84.3

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>

## WHY THE MEP NATIONAL NETWORK

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

**62%** Expertise of Staff

**36%** Cost of Service

**26%** Knowledge

# 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 more than 385 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 2020, the MEP National Network generated \$19.60 in new sales growth and \$33.70 in new client investment. This translates into \$2.9 billion in new sales. During this same time, for every \$1,381 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.

## EXAMPLES OF BUSINESS SOLUTIONS

- Workforce Development
- ISO & Quality Management
- Lean / Toyota Kata
- Cybersecurity Services
- Business Growth Services
- Supply Chain
- Supplier Scouting
- Exporting & Reshoring
- Industry 4.0 / Advanced Mfg Technology Services
- Sustainability
- Risk Mitigation
- Food Industry Services
- Technology Scouting / Tech Driven Market Intelligence

<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 10,839 clients who were due to be surveyed over the FY20 time frame, 8,500 completed it.

<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 <https://www.satmetrix.com/wp-content/uploads/2020/07/net-promoter-score-benchmarks.pdf>.

<sup>3</sup> Federal investment is based on \$146 million in federal funding for FY 2020.