

About The MEP National Network™

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), 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 \$1.00 of federal investment¹, the MEP National Network generated \$27.20 in new sales growth and \$27.30 in new client investment in FY 2017. This translates into \$3.5 billion in new sales annually. For every \$1,291 of federal investment, MEP helps to create or retain one manufacturing job.

RESULTS FOR U.S. MANUFACTURERS

Through a range of services tailored to meet the current and future needs of manufacturers, MEP Center experts work with clients to achieve measurable business results. The MEP National Network interacted with **26,313 manufacturers** in FY 2017 to achieve:

More than **100,000 Jobs** created or retained





 **\$12.6 billion** new and retained sales

 **\$1.7 billion** cost savings

 **\$3.5 billion** new client investments

MANUFACTURERS' CHALLENGES

Top challenges reported by clients:

-  Cost Reduction **69%**
-  Employee Recruitment **51%**
-  Growth **51%**
-  Product Development **44%**

NET PROMOTER SCORE®

83

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.²

WHY MEP NATIONAL NETWORK?

Top 3 factors why clients choose to work with MEP National Network:

Expertise of Staff **63%**

Cost of Service **39%**

Fair Service **23%**

EXPERTISE ACCESSIBLE TO U.S. MANUFACTURERS

The **MEP National Network** includes MEP Centers in all 50 states and Puerto Rico.



Each MEP Center is a partnership between the federal government and a variety of public or private entities, including state, university, and nonprofit organizations. This diverse Network assists manufacturers in communities across the country.



425 Service Locations



1,317 Manufacturing Experts

¹ Federal investment is based on \$130 million in federal funding for FY 2017.

² 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>.

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 8,927 clients selected for survey, 7,228 completed the survey.