

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) 2023, the Network interacted with **more than 36,000 manufacturers**.

## RESULTS FOR U.S. MANUFACTURERS

According to clients surveyed<sup>1</sup> in FY 2023, the MEP National Network helped these manufacturers achieve:

Over **107,100** jobs created or retained



**\$2.9** billion  
cost savings



**\$16.2** billion  
new and retained sales



**\$4.8** billion  
new client investments

## MANUFACTURERS' TOP CHALLENGES AS REPORTED BY CLIENTS



**64%**  
Cost  
Reduction



**60%**  
Employee  
Recruitment



**44%**  
Growth



**38%**  
Product  
Development

## NET PROMOTER SCORE<sup>®</sup>

**85.4**

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:

**61%** Expertise of Staff

**35%** Cost of Service

**30%** 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, the MEP Advisory Board, MEP Center boards, and the Foundation for Manufacturing Excellence, as well as over 1,450 trusted advisors and experts at nearly 470 MEP service locations, providing any U.S. manufacturer with access to resources they need to succeed.

For every dollar of federal investment in FY 2023, the MEP National Network generated \$24.60 in new sales growth and \$27.50 in new client investment. This translates into more than \$4.3 billion in new sales. For every \$1,633 of federal investment, MEP creates or retains 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
- Technology Scouting / Tech Driven Market Intelligence
- Industry 4.0 / Advanced Mfg Technology Services
- Sustainability
- Risk Mitigation
- Food Industry Services

<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 13,109 clients who were due to be surveyed over the FY23 time frame, 8,887 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.

<sup>3</sup> Federal investment is based on \$175 million in federal funding for FY 2023.