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PROPOSED MEP CLIENT IMPACT SURVEY

1. What were sales (also called revenue) at this establishment over the past 12 months?
2. As a result of the assistance received from [MEP center name], did your establishment... (check all that apply)
 - a. Develop new products or services (including modifications to existing products)?
 - b. Acquire orders from new customers?
 - c. Export products to new markets?
 - d. Increase exports to markets you were already exporting to?

Clients will only be asked items in question 3 based on which items in question 2 were checked off.

3. What percent of sales over the past 12 months do you estimate were accounted for by:
 - New products or services developed as a result of assistance from [MEP center name]?
 - Orders from new customers acquired as a result of assistance from [MEP center name]?
 - Exporting of goods as a result of assistance from [MEP center name]?
4. What do you estimate that sales at this establishment would have been for the same 12-month period had you not received services from [MEP center name]?
5. What percentage of sales at this establishment would exports have accounted for during the same 12-month period had you not received services from [MEP center name]?

Clients will only be asked question 6 if either item 2b or 2c were selected.

6. How long after the completion of your project with [MEP center name] did you close your first sale of an export? Please answer in number of months.
7. Which continents did this establishment export goods to over the past 12 months? Check all that apply:

- North America
- South America
- Asia
- Europe
- Africa
- Australia

Question 8 will only be asked if dollar amounts are not provided in both questions 1 and 4.

8. Would you say that sales were higher over the past 12 months than they would have been had you not received services from [MEP center name]?
9. Over the past 12 months, what was total Cost of Goods Sold (COGS) at this establishment? COGS = raw material and purchased parts used + direct and indirect manufacturing labor + manufacturing overhead expense + beginning-of-year inventory – end-of-year inventory. COGS includes all of your production costs. It excludes costs for selling, general, and administrative (SG&A) activities and for interest expense.
10. What do you estimate that COGS at this establishment would have been for the same 12-month period if you had not received services from [MEP center name]?

Question 11 will only be asked if dollar amounts are not provided in both questions 9 and 10.

11. Would you say that gross margin was higher over the past 12 months than it would have been had you not received services from [MEP center name]?
12. On average over the past 12 months, how many people were working at this establishment? Please include both employees and contract personnel, and think in terms of full-time equivalents (40 hours per week).
13. How many people do you estimate would have been working at this establishment on average during the same 12-month period had you not received services from [MEP center name]?

Question 14 will only be asked if employment figures are not provided in both questions 12 and 13.

14. Would you say that employment was higher in over the past 12 months than it would have otherwise been if you had not received services from [MEP center name]?
15. As a result of the services you received from [MEP center name], how much additional capital investment was made at this establishment over the past 12 months? Capital Investment = value of purchased or leased land, plant, equipment, or software.

If clients do not respond to Q15 with a figure, they will be asked Q16, otherwise skip to Q17

16. Would you say that capital investment was higher over the past 12 months than it would have otherwise been if you had not received services from [MEP center name]?
17. During the past 12 months, did the services you received from [MEP center name] result in your not needing to make capital investments that had previously been planned? If so, how much investment was avoided?
18. As a result of the services you received from [MEP center name] how many hours of formal training -- training based on a defined curriculum and provided by supervisors, company trainers, or outside training organizations -- did personnel working at this location receive during the past 12 months?
19. How many hours of formal training do you estimate those personnel would have received during the same 12-month period in the absence of assistance provided by [MEP center name]?
20. Over the next 12-24 months, will you be seeking assistance to improve your company's ability to stay competitive in any of the following areas?

Check all that apply:

- Capacity for innovation/new technologies
- Quality of products
- Cost reduction strategies
- Strength of supplier/distribution networks
- Energy efficiency/environmental friendliness
- Workforce development
- Ability to enter new markets

21. Based on the benefits that resulted from services provided by [MEP center name], would you recommend [MEP center name] to other companies, assuming they were not your direct competitors?