

**National Institute of Standards and Technology (NIST)  
Manufacturing Extension Partnership (MEP) Program  
Advanced Manufacturing Jobs and Innovation Accelerator Challenge (AMJIAC)  
Survey**

The Advanced Manufacturing Jobs and Innovation Accelerator Challenge (AMJIAC) is a partnership among five federal agencies: the U.S. Department of Commerce's Economic Development Administration and the National Institute of Standards and Technology, the U.S. Department of Energy, the U.S. Department of Labor's Employment and Training Administration, the U.S. Small Business Administration, and the National Science Foundation.

The services you received from one of these agencies are part of the ten AMJIAC nationwide projects that will help to grow regional clusters, industries and businesses.

To better assist you and other clients in the future, we need your feedback to evaluate the effectiveness and impact of the services we provided to your company. Your participation is voluntary.

This survey is underwritten by the Manufacturing Extension Partnership at the National Institute of Standards and Technology (NIST), which provides funding for local manufacturing extension programs throughout the United States and Puerto Rico. Your comments provide use with important information to judge the quality and usefulness of the services you received.

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**The OMB Control No. 0693-xxxxx**

**Expiration Date: xx-xx-xxxx**

**1. What do you see as your company's three most important challenges over the next three years?**

- Keeping up with technology changes in my industry
- Recruitment and retention of a skilled and diverse workforce.

- Financing
- Supply chain management
- Effectively engaging IT systems to support my business
- Growing exports
- Strategic partnership management
- Other (specify) \_\_\_\_\_

**2. Did the services you received directly lead to an increase in sales at your establishment over the past 12 months?**

1 Yes How much? \$ \_\_\_\_\_

2 No 8 Don't know 9 Refused to answer

**3. Did the services you received directly help your establishment (check all that apply)?**

- Acquire new customers
- Enter new markets
- Create new products
- Create new services

**4. What percentage of the New Sales amount that you indicated in Question 2 is attributable to new customers, new markets, new products, or new services?**  
 \_\_\_\_\_%

**5. Over the past 12 months, did the services you received directly lead you to retain sales that would have otherwise been lost?**

1 Yes How much? \$ \_\_\_\_\_

2 No 8 Don't know 9 Refused to answer

**6. Did the services you received directly lead you to create any FTE jobs over the past 12 months?**

1 Yes How many? \$ \_\_\_\_\_

2 No 8 Don't know 9 Refused to answer

**7. How many of the FTE Jobs created were:**

Entry Level \_\_\_\_\_

Mid Level \_\_\_\_\_

Upper Level \_\_\_\_\_

**8. Did the services you received lead you to retain any FTE jobs over the past 12 months?**

- 1 Yes      How many? \_\_\_\_\_  
2 No   8   Don't know                      9 Refused to answer

**9. How many of the FTE Jobs retained were:**

Entry Level \_\_\_\_\_  
Mid Level \_\_\_\_\_  
Upper Level \_\_\_\_\_

**10. Did the services you received directly result in cost savings in the following areas over what would otherwise have been spent in the past 12 months?**

**Energy** – *Energy Cost Savings include any implemented improvements in your facility or technology that results in a percent (%) reduction in energy intensity (or energy usage) that correlates to a cost savings (\$/year)*

- 1 Yes      How much? \$ \_\_\_\_\_  
2 No      8   Don't know                      9 Refused to answer

**Materials**

- 1 Yes      How much? \$ \_\_\_\_\_  
2 No      8   Don't know                      9 Refused to answer

**Labor, overhead or other areas**

- 1 Yes      How much? \$ \_\_\_\_\_  
2 No      8   Don't know                      9 Refused to answer

**11. As a result of the services you received, has your establishment increased its investment over the past 12 months in:**

**1 New products, materials or processes?**

- 1 Yes      How Much? \$ \_\_\_\_\_

If Yes, how much (if any) was for energy efficient or advanced manufacturing products, materials or processes?

\$ \_\_\_\_\_

- 2 No      8   Don't know                      9 Refused to answer

**2 Plant or equipment?**

- 1 Yes      How Much? \$ \_\_\_\_\_

If Yes, how much (if any) was for energy efficient or advanced manufacturing equipment or improvements?

\$ \_\_\_\_\_

2 No    8 Don't know                      9 Refused to answer

**3 Information systems or software?**

1 Yes    How much? \$ \_\_\_\_\_

2 No    8 Don't know                      9 Refused to answer

**4 Workforce practices or employee skills?**

1 Yes    How much? \$ \_\_\_\_\_

2 No    8 Don't know                      9 Refused to answer

**5 Other areas of business? (specify) \_\_\_\_\_**

1 Yes    How much? \$ \_\_\_\_\_

2 No    8 Don't know                      9 Refused to answer

**12. As a result of the services you received, is your establishment planning on making any additional investments in the areas listed in question 11 in the next 12 to 24 months?**

1 Yes

Which Area – dropdown with:

1 **New products, materials or processes - \$ \_\_\_\_\_**

2 **Plant or equipment - \$ \_\_\_\_\_**

3 **Information systems or software - \$ \_\_\_\_\_**

4 **Workforce practices or employee skills - \$ \_\_\_\_\_**

5 **Other areas of business (specify) - \$ \_\_\_\_\_**

2 No    8 Don't Know                      9 Refused to Answer

**13. As a result of the services you received, did your establishment avoid any unnecessary investments or save on any investments in the past 12 months?**

1 Yes    How much was saved/avoided? \$ \_\_\_\_\_

2 No    8 Don't know                      9 Refused to answer

**14. As a result of the services you received, is your company currently deploying new technologies that require additional skills training?**

- 1 Yes  
2 No    8 Don't know                      9 Refused to answer

**15. If yes to Question 14, how many of your employees received additional skills training as a result of the new technologies.**

# \_\_\_\_\_

**16. Has your company increased wages for those employees that acquired new skills?**

- 1 Yes  
2 No    8 Don't know                      9 Refused to answer

**17. As a result of the services you received, did your establishment participate in any of the activities listed below?**

**Project Collaboration**

- 1 Yes    How many were with:  
    1. Small Businesses (under 500 employees)  
    2. Large businesses (over 500 employees)  
    3. Universities or research institutions  
    4. Other organizations \_\_\_\_\_
- 2 No    8 Don't know                      9 Refused to answer

**Joint Development**

- 1 Yes    How many were with:  
    1. *Small Businesses*  
    2. *Large businesses*  
    3. *Universities or research institutions*  
    4. Other organizations \_\_\_\_\_
- 2 No    8 Don't know                      9 Refused to answer

### **Sourcing Agreements**

1 Yes How many were with:

1. *Small Businesses*
2. *Large businesses*
3. *Universities or research institutions*
4. Other organizations \_\_\_\_\_

2 No    8 Don't know                      9 Refused to answer

### **Licensing**

1 Yes                      How many were with:

1. *Small Businesses*
2. *Large businesses*
3. *Universities or research institutions*
4. Other organizations \_\_\_\_\_

2 No    8 Don't know                      9 Refused to answer

### **Joint Ventures**

1 Yes How many were with:

1. *Small Businesses*
2. *Large businesses*
3. *Universities or research institutions*
4. Other organizations \_\_\_\_\_

2 No    8 Don't know                      9 Refused to answer

### **Others (specify)\_\_\_\_\_**

1 Yes How many were with:

1. *Small Businesses*
2. *Large businesses*
3. *Universities or research institutions*
4. Other organizations \_\_\_\_\_

2 No 8 Don't know

9 Refused to answer

**18. As a result of the services provided, did your firm accomplish any of the following: (Check all that apply)**

- Start-up operations
- Write a revised or new business plan
- Write a revised marketing strategy/marketing plan
- Obtain new financing
- Export products and/or services
- File one or several patent(s)
- Receive award of one or several patent(s)
- Develop technology internally
- Deploy new technology, developed internally
- License technology from an external source
- Deploy licensed technology
- Produce a functional prototype
- Develop and implement a production plan
- Produce new products
- Participate in industry supply chain
- Collaborate with other businesses and/or organizations *in your region of operation*
- Collaborate with other businesses and/or organizations *outside your region of operation*
- Other (please specify below)

**19. Based on the benefits that resulted from the services provided, how likely would you be to recommend this organization to other companies, assuming they are not direct competitors?**

0 (Not at all Likely) ←-----→ 5 ←-----→ (Very Likely) 10

**20. Do you have any suggestions or comments about the quality of services received?**

**21. For analytical purposes, we would like to verify who completed this survey.**

What is your name?

What is your job title?