

2017 NIST-MEP Credential Survey



**MEP • MANUFACTURING
EXTENSION PARTNERSHIP**

OMB Control No. 0693-0033

Expiration Date: 06/30/2019

Welcome

[The National Institute of Standards and Technology](#) (NIST) through the [Hollings Manufacturing Extension Partnership](#) (MEP) is embarking on a very important study to determine the impact and value of the credentials used in manufacturing as perceived by individuals responsible for workforce hiring and promotion decisions. There are many credentials but a significant lack of independent research regarding their perceived quality, market value and effectiveness specifically related to manufacturing industry sector needs. This research will provide information to US Manufacturers, career counselors, credential developers and job seekers. The information on Manufacturing Credentials will be helpful in reducing training costs, narrowing the skills gap and aligning workforce to industry needs.

We hope you are willing to be part of this important study by completing this survey. As part of your participation, we are asking you to also complete demographic information about yourself. The information you provide will be used in technical reports in the aggregate and held in confidence.

We estimate that the survey can be completed in **15 minutes**. We asked that you complete the survey by **(date, 3 weeks from start)**.

If you have any technical difficulties, desire to opt-out of any future communications, or wish to speak to a member of the project team (who is hosting the survey) please contact **mary.pacelli@nist.gov**.

As this is a new undertaking, the items on this survey are copy written, proprietary, and confidential. No part of this document may be disclosed in any manner to a third party without the prior written consent of NIST MEP and their contractor, Workcred. Thank you again for lending your time to a very important activity.

Next

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(untitled)

Page exit logic: Skip / Disqualify Logic

IF: Question "How are credentials (apprenticeship, certifications, certificates, licenses) used in your specific facility?

(Please select all that apply.) " #3 is one of the following answers ("Credentials are not used in our facility") **THEN:** Jump to [page 7 - \(untitled\)](#)

ID 278

1. Please provide the name of your facility (This information will not be disclosed).

ID 365

2. If applicable, name your parent company.

ID 299

3. How are credentials (apprenticeship, certifications, certificates, licenses) used in your specific facility?

(Please select all that apply.)

- Preferred
- Required for employment
- Required for promotion
- Required to maintain the job after employment
- Credentials are not used in our facility

(untitled)

ID 280

4. What roles in your facility require or prefer credentials for hiring or promotion?

(Please select all that apply.)

- | | |
|---|---|
| <input type="checkbox"/> Apprentice | <input type="checkbox"/> Precision Machinist |
| <input type="checkbox"/> Design and Development | <input type="checkbox"/> Production |
| <input type="checkbox"/> Engineer | <input type="checkbox"/> Quality Technician |
| <input type="checkbox"/> IT | <input type="checkbox"/> Research and Development |
| <input type="checkbox"/> Equipment Maintenance Technician | <input type="checkbox"/> Supervisor |
| <input type="checkbox"/> Management | <input type="checkbox"/> Other - Write In |

(untitled)

ID 398

5. Which type of credential is the **MOST** important when making **HIRING** decisions in your facility?

- Certificate issued by vocational high school
- Certificate earned at an apprenticeship
- Industry-specific certification
- License
- Other - Write In

ID 399

6. Which type of credential is the **MOST** important when making **PROMOTION** decisions in your facility?

- Certificate issued by vocational high school
- Certificate earned at an apprenticeship
- Industry-specific certification
- License
- Other - Write In

VALIDATION Max. answers = 5 (if answered)

LOGIC Show/hide trigger exists.

ID 300

7. Please specify up to **five credentials** that are **most important** in your facility to make employment decisions (hiring, promotion) using the list of credentials below.

- | | | |
|--|--|--|
| <input type="checkbox"/> Apprenticeship - CNC Programmers | <input type="checkbox"/> Certified Supply Chain Professional (CSCP), Association for Operations Management (APICS) | <input type="checkbox"/> OSHA Safety - 10 Hour, Occupational Safety & Health Administration (OSHA) |
| <input type="checkbox"/> Apprenticeship - Electricians | <input type="checkbox"/> Certified Quality Inspector, American Society for Quality (ASQ) | <input type="checkbox"/> OSHA Safety - 30 Hour, Occupational Safety & Health Administration (OSHA) |
| <input type="checkbox"/> Apprenticeship - Electro-Mechanical Technicians | <input type="checkbox"/> Certified Welder, American Welding Society (AWS) | <input type="checkbox"/> PMMI Mechatronics Certifications, Packaging Machinery Manufacturing Institute (PMMI) |
| <input type="checkbox"/> Apprenticeship - Industrial Machinery Mechanics | <input type="checkbox"/> Fluid Power Certified Mechanic, International Fluid Power Society (IFPS) | <input type="checkbox"/> PMMI Mechanics: Industrial Electricity 1, Packaging Machinery Manufacturing Institute (PMMI) |
| <input type="checkbox"/> Apprenticeship - Machinist | <input type="checkbox"/> Geometric Dimensioning & Tolerancing (GD&T) Professional, American Society of Mechanical Engineers (ASME) | <input type="checkbox"/> PMMI Mechatronics: Mechanical Components 1, Packaging Machinery Manufacturing Institute (PMMI) |
| <input type="checkbox"/> Apprenticeship - Millwright | <input type="checkbox"/> Lean Bronze Certification, ASQ - AME - Shingo Institute - SME | <input type="checkbox"/> PMMI Mechatronics: Programmable Logic Controls (PLCs) 1, Packaging Machinery Manufacturing Institute (PMMI) |
| <input type="checkbox"/> Apprenticeship - Pipefitter | <input type="checkbox"/> Lean Silver Certification, ASQ - AME - Shingo Institute - SME | |
| <input type="checkbox"/> Apprenticeship - Sheet Metal Worker | | |
| <input type="checkbox"/> Apprenticeship - Structural Iron and Steel Worker | | |
| <input type="checkbox"/> Apprenticeship - Tool and Die Maker | | |

- Certified Composites Technician (CCT), American Composites Manufacturers Association (ACMA)
- Certified Internal Auditor, Institute of Internal Auditors
- Certified Logistics Technician, Manufacturing Skill Standards Council (MSSC)
- Certified Production Technician (CPT), Manufacturing Skill Standards Council (MSSC)
- Certified in Production and Inventory Management (CPIM), Association for Operations Management (APICS)
- Lean Gold Certification, ASQ - AME - Shingo Institute - SME
- Machine Maintenance, Service & Repair Level II, National Institute for Metalworking Skills (NIMS)
- Machining Level I, National Institute for Metalworking Skills (NIMS)
- Mechatronics: Fluid Power 1, Packaging Machinery Manufacturing Institute (PMMI)
- NADCA Die Casting Certification, North American Die Casting Association (NADCA)
- National Aerospace Defense Contractors Accreditation Program (NAD-CAP) Certification, National Aerospace Defense Contractors Accreditation Program (NAD-CAP)
- National Career Readiness Certificate (NCRC), ACT
- OSHA Fork Lift, Occupational Safety & Health Administration (OSHA)
- Precision Sheet Metal Operator Certification (PSMO), Fabricators & Manufacturers Association, International (FMA)
- Siemens Certified Mechatronic Systems Level I: Assistant, Siemens Mechatronic Systems Certification Program
- Six Sigma Black Belt, International Association of Six Sigma Certification
- Six Sigma Green Belt, International Association of Six Sigma Certification
- Supply Chain Operations Reference Professional (SCOR-P), American Production and Inventory Control Society (APICS)
- Facility-specific credential
- Locally-specific credential
- State-specific credential
- Other - Write In

(untitled)

LOGIC Hidden unless: Question "Please specify up to **five credentials** that are **most important** in your facility to make employment decisions (hiring, promotion) using the list of credentials below.

" #7

ID 374

PIPING Piped From Question 7. (Please specify up to **five credentials** that are **most important** in your facility to make employment decisions (hiring, promotion) using the list of credentials below.

)

(untitled)

Page exit logic: Skip / Disqualify Logic

IF: Question "How are credentials (apprenticeship, certifications, certificates, licenses) used in your specific facility?

(Please select all that apply.) " #3 is one of the following answers ("Preferred", "Required for employment", "Required for promotion", "Required to maintain the job after employment") **THEN:** Jump to [page 8 - \(untitled\)](#)

ID 304

8. What difference do credentials make in your facility?

(Please select all that apply.)

- Credentials allow us to more easily identify qualified people
- Individuals with credentials require less on the job training
- Individuals with credentials increase productivity in my facility
- Individuals with credentials have a better work ethic
- Individuals with credentials stay in their job longer
- Credentials don't make a difference

(untitled)

LOGIC: Show/hide trigger exists.

ID 306

9. What are the reasons credentials are **NOT** used?

(Please select all that apply.)

- Credentials do not exist
- Credentials are not relevant to the jobs in my facility
- Our facility can't find individuals who hold relevant credentials
- Credentials don't make any difference in an individual's performance
- Other - Write In

LOGIC Hidden unless: Question "What are the reasons credentials are **NOT** used?"

(Please select all that apply.) " #9 is one of the following answers ("Credentials don't make any difference in an individual's performance")

ID 307

10. Please indicate the reason(s) below for selecting "*Credentials don't make any difference in an individual's performance.*"

(Please select all that apply.)

- Individuals have to be retrained anyway
- Individuals don't have the knowledge and skills that the credential claims
- The individual has knowledge but can't perform
- There is no difference in performance between credentialed and non-credentialed employees
- Experience is a better predictor for successful performance
- The increase in salary associated with the credential is not cost effective
- It is more cost effective to create our own credentials (or training program)
- Other - Write In

(untitled)

ID 361

11. What type of support does your facility provide to encourage individuals to obtain additional training?

(Please select all that apply.)

- Paid time off to attend training
- Unpaid time off to attend training
- Full reimbursement of training costs
- Partial reimbursement of training costs
- Recognition program for individuals who complete training/education programs
- On-site training (e.g., courses, workshops)
- Pre-apprenticeship program
- Apprenticeship program
- No support provided
- Other - Write In

ID 362

12. What training does your facility conduct to up-skill individuals **who ALREADY hold credentials**?

(Please select all that apply.)

- Training to help people earn another credential
- Training where no credential covering required skills existed
- Training to fill unique technical skills needed in the facility (e.g., machining, blue-print reading, inspection, etc.)
- Training in 'soft skills" (e.g., communication, teamwork, work appropriate behavior etc.)
- No training provided
- Other - Write In

ID 363

13. What training does your facility conduct to up-skill individuals who **DO NOT** hold credentials?

(Please select all that apply.)

- Training to help people earn a credential
- Training where no credential covering required skills exists
- Training to fill unique technical skills needed in the facility (e.g., machining, blue-print reading, inspection, etc.)
- Training in 'soft skills" (e.g., communication, teamwork, work appropriate behavior etc.)
- No training provided
- Other - Write In

(untitled)

ID 315

14. What roles in your facility are difficult to fill due to a lack of qualified candidates?

Role

Role

Role

Role

Role

ID 364

15. How could the usefulness of credentials be improved?

(Please select all that apply.)

- Credentials must focus more on hands on skills, not just knowledge
- Credentials should be more aligned to specific tasks (such as operating specific types of equipment)
- Credentials should cover soft skills such as communication, getting along with others, work ethic, team work
- Other - Write In

ID 317

16. Which of the following areas need new credentials?

(Please select all that apply.)

- Computer skills
- Critical thinking/problem solving
- Data analytics
- Interpersonal skills
- Technical skills
- Verbal communication
- Written communication
- Other - Write In

- None of the above

(untitled)

ID 205

17. What NAICS code describes your facility?

- Food Manufacturing: NAICS 311
- Beverage and Tobacco Product Manufacturing: NAICS 312
- Textile Mills: NAICS 313
- Textile Product Mills: NAICS 314
- Apparel Manufacturing: NAICS 315
- Leather and Allied Product Manufacturing: NAICS 316
- Wood Product Manufacturing: NAICS 321
- Paper Manufacturing: NAICS 322
- Printing and Related Support Activities: NAICS 323
- Petroleum and Coal Products Manufacturing: NAICS 324
- Chemical Manufacturing: NAICS 325
- Plastics and Rubber Products Manufacturing: NAICS 326
- Nonmetallic Mineral Product Manufacturing: NAICS 327
- Primary Metal Manufacturing: NAICS 331
- Fabricated Metal Product Manufacturing: NAICS 332
- Machinery Manufacturing: NAICS 333
- Computer and Electronic Product Manufacturing: NAICS 334
- Electrical Equipment, Appliance, and Component Manufacturing: NAICS 335
- Transportation Equipment Manufacturing: NAICS 336
- Furniture and Related Product Manufacturing: NAICS 337
- Miscellaneous Manufacturing: NAICS 339
- Other

ID 3

18. In what state or US territory is the facility you work in located?

- Alabama
- Alaska
- Arizona
- Arkansas
- California
- Colorado
- Connecticut
- Delaware
- District of Columbia
- Florida
- Georgia
- Hawaii
- Idaho

- Illinois
- Indiana
- Iowa
- Kansas
- Kentucky
- Louisiana
- Maine
- Maryland
- Massachusetts
- Michigan
- Minnesota
- Mississippi
- Missouri
- Montana
- Nebraska
- Nevada
- New Hampshire
- New Jersey
- New Mexico
- New York
- North Carolina
- North Dakota
- Ohio
- Oklahoma
- Oregon
- Pennsylvania
- Puerto Rico
- Rhode Island
- South Carolina
- South Dakota
- Tennessee
- Texas
- Utah
- Vermont
- Virginia
- Washington
- West Virginia
- Wisconsin
- Wyoming

19. What is your role in your facility?

- Chief Operating Officer
- Owner/CEO/President
- Vice President
- Director of Operations
- Human Resources
- Foreman
- Manager/Supervisor
- Production Associate
- Other - Write In

ID 400

20. Who makes decisions about how credentials are used in your facility?

(Please select all that apply.)

- Chief Operating Officer
- Owner/CEO/President
- Vice President
- Director of Operations
- Human Resources
- Foreman
- Manager/Supervisor
- Production Associate
- Other - Write In

ID 4

21. How long have you worked in your current role?

- Less than one year
- 1 to 3 years
- 4 to 6 years
- 7 to 10 years
- More than 10 years

ID 279

22. How many years have you worked in the manufacturing industry?

- Less than three years
 - 3 to 5 years
 - 6 to 10 years
 - 11 to 15 years
 - 16 to 20 years
 - More than 20 years
-

(untitled)

ID 232

23. How many individuals are employed in your facility?

- 1 to 19
 - 20 to 49
 - 50 to 99
 - 100 to 250
 - 251 to 500
 - Over 500
-

ID 234

24. Which of the following most closely describes your facility?

- Sole Proprietorship
- Privately-held Company
- Publicly-traded Corporation
- Other - Write In

ID 235

25. Is the facility you work in U.S. owned?

- Yes
- Partially U.S.-owned
- No

(untitled)

ID 254

PIPING Piped From Question 7. (Please specify up to **five credentials** that are **most important** in your facility to make employment decisions (hiring, promotion) using the list of credentials below.

)

When are the credentials used in your facility generally acquired?

—

(untitled)

ID 394

PIPING Piped From Question 7. (Please specify up to **five credentials** that are **most important** in your facility to make employment decisions (hiring, promotion) using the list of credentials below.

)

Please indicate how the credentials you have noted above affected the facility. (Please select all that apply)

(untitled)

ID 258

26. Please state the degree to which you agree or disagree with the following statements below.

	Strongly Disagree	Disagree	Agree	Strongly Agree
Earning a manufacturing credential indicates a greater level of commitment to the industry	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Earning a manufacturing credential provides a competitive edge in my facility	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Earning a manufacturing credential offers a sense of personal accomplishment	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Earning a manufacturing credential supports professional development	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Earning a manufacturing credential facilitates recognition from peers and management in my facility	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Earning a manufacturing credential helps individuals gain credibility in my facility	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Earning a manufacturing credential enhances job performance (e.g. accuracy, efficiency)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

(untitled)

ID 380

27. Thank you for lending your expertise, experience, and time to completing the survey! Would you be willing to participate in more detailed discussions on this topic?

- Yes
- No

ID 336

28. If you would like to receive a copy of the final research report when it is completed, please provide your information below:

First Name

Last Name

Company

Email Address

(untitled)

ID 224

Thank you for taking the time to complete the survey. Your participation will be helpful in collecting key information on the value and use of credentials. We hope that this survey will provide data to many organizations to improve the workplace. If you have any further questions please contact us at mary.pacelli@nist.gov.

This collection of information contains Paperwork Reduction Act (PRA) requirements approved by the Office of Management and Budget (OMB). Notwithstanding any other provisions of the law, no person is required to respond to, nor shall any person be subject to a penalty for failure to comply with, a collection of information subject to the requirements of the PRA unless that collection of information displays a currently valid OMB control number. Public reporting burden for this collection is estimated to be 15 minutes per response, including the time for reviewing instructions, searching existing data sources, gathering and maintaining the data needed and completing and reviewing the collection of information. Send comments regarding this burden estimate or any aspect of this collection of information, including suggestions for reducing this burden, to the National Institute of Standards and Technology, Attn: Mary Ann Pacelli, Manager, Workforce Development at Manufacturing Extension Partnership (MEP), NIST Phone: (301) 975-4850; Email: mary.pacelli@nist.gov.

OMB Control No. 0693-0033

Expiration Date: 06/30/2019

Thank You!

ID 1

Thank you for taking our survey. Your response is very important to us.

Action: URL Redirect