

NIST MEP Client Impact Survey

NIST Hollings Manufacturing Extension Partnership

Making an Impact on U.S. Manufacturing



NIST MEP Survey Q2 2023

4%

Save & Exit

OMB Control #0693-0021, expiration date 10/31/2023

Our organization is committed to evaluating success based on the effect we have on our clients. Please help us to provide you with more effective services in the future by sharing your feedback with us.

Your participation is greatly appreciated. Thank you for your time.

Start >

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Public Burden Statement

A Federal agency may not conduct or sponsor, and a person is not required to respond to, nor shall a person be subject to a penalty for failure to comply with an information collection subject to the requirements of the Paperwork Reduction Act of 1995 unless the information collection has a currently valid OMB Control Number. The approved OMB Control Number for this information collection is 0693-0021. Without this approval, we could not conduct this survey/information collection. Public reporting for this information collection is estimated to be approximately 12 minutes per response, including the time for reviewing instructions, searching existing data sources, gathering and maintaining the data needed, and completing and reviewing the information collection. All responses to this information collection are voluntary to obtain benefits. Send comments regarding this burden estimate or any other aspect of this information collection, including suggestions for reducing this burden to the National Institute of Standards and Technology at: 100 Bureau Drive, MS4800, Gaithersburg, MD 20899, Attn: Melissa Davis, melissa.davis@nist.gov.

Privacy Act Statement

Authority: The National Institute of Standards and Technology Act, as amended, 15 U.S.C. 271 et seq. (which includes Title 15 U.S.C. 272) and section 12 of the Stevenson-Wydler Technology; Innovation Act of 1980, as amended, 15 U.S.C. 3710a. 15 U.S.C. 290; 15 U.S.C. 7301 et seq.; 42 U.S.C. 15441-15453.

Purpose: The Hollings Manufacturing Extension Partnership (MEP) is a nationwide network of not-for-profit Centers in multiple locations in all 50 states and Puerto Rico, whose purpose is to provide small and medium sized manufacturers with the help they need to succeed in today's competitive world. Each Center works directly with area manufacturers to provide expertise and services tailored to their most critical needs.

Routine Uses: This information will include quantified impacts on a client's sales, cost savings, employment, and investment. These figures will be used to determine the effectiveness of the project work done by the Center, and to gauge the overall success of the NIST MEP program. Collection of this data is mission-critical and is used for NIST MEPs Government Performance and Results Act (GPRA) requirements.

Disclosure: Submitting voluntary information constitutes your consent to the use of the information for the stated purpose.

Risk Notification

While NIST will take reasonable precautions to protect any personally identifiable information (PII) or business identifiable information (BII) submitted on this form, the Department of Commerce considers this PII/BII to be non-sensitive. The electronic transmission of non-sensitive PII/BII is equivalent to transmitting the same information by the U.S. mail, a private delivery service, courier, facsimile, or voice. Although each of these methods has vulnerabilities, the transmitted information can only be compromised as a result of theft, fraud, or other illegal activity. By transmitting this information on this form, the sender is indicating their acceptance of this risk.

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12%

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If you close the survey screen before you have finished answering all of the questions, you can log back in using the unique URL/user ID/password provided. The survey will continue at the question you were on when you closed the survey screen.

Only use the Next and Back buttons within the questionnaire and NOT the ones of your browser.

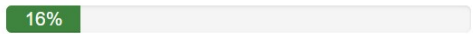
All internet browsers are supported (for example Internet Explorer, Firefox and Google Chrome).

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As you respond, please keep these projects in mind. Ongoing or recently closed projects may not be listed. Please keep those in mind as well.

Project	Our Project Manager(s)	Other Service Provider (if any)	Project Completion Date
Project Title 1	CAR Staff Name 1	3rd Party Staff Organization 1	MM-DD-YYYY 1
Project Title 2	CAR Staff Name 2	3rd Party Staff Organization 2	MM-DD-YYYY 2

Please click Next to begin the survey.

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20%

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

What is your job title?

What is your name?

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What were the *two* most important factors for your firm choosing to work with the Missouri Enterprise?

- Center/staff Expertise
- Cost/price of services
- Fair and unbiased advice/services
- Reputation for results
- Knowledge of your industry
- Specific services not available from other providers
- Lack of other providers nearby
- Other (specify):
- Don't Know

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In addition to Missouri Enterprise, has your company used any other external resources/providers to address business performance issues over the past 12 months?

- Yes
- No
- Don't Know

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As you look forward over the next 3 years, what do you see as your company's *three* most important strategic challenges?

- Product innovation/development
- Identifying growth opportunities
- Ongoing continuous improvement/cost reduction strategies
- Employee recruitment and retention
- Financing
- Exporting/Global engagement
- Sustainability in products and processes
- Managing partners and suppliers
- Technology needs
- Other (specify):
- Don't Know

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36%

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

- Yes. How much? \$ *Please enter whole numbers only. Decimals will not be accepted.*
- No
- Don't Know

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

- Yes. How much? \$ *Please enter whole numbers only. Decimals will not be accepted.*
- No
- Don't Know

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44%

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Did the services you received lead you to create any jobs over the past 12 months?

- Yes. How many? *Please enter whole numbers only. Decimals will not be accepted.*
- No
- Don't Know

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Did the services you received lead you to retain any jobs over the past 12 months?

- Yes. How many? *Please enter whole numbers only. Decimals will not be accepted.*
- No
- Don't Know

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Did the services you received result in cost savings in labor, materials, energy, overhead, or other areas over what would otherwise have been spent in the past 12 months?

- Yes. How much? \$ *Please enter whole numbers only. Decimals will not be accepted.*
- No
- Don't Know

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56%

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In the following questions you will be asked about several different types of investments you may have made as a result of the services you received. The areas of investment are: New products or processes, plant or equipment, information systems or software, workforce practices or employee skills, and other areas of business.

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NIST MEP Survey Q2 2023

60%

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In the following questions you will be asked about several different types of investments you may have made as a result of the services you received. The areas of investment are: New products or processes, plant or equipment, information systems or software, workforce practices or employee skills, and other areas of business.

As a result of the services you received, has your establishment increased its investment over the past 12 months in new products or processes?

- Yes. How much? \$ *Please enter whole numbers only. Decimals will not be accepted.*
- No
- Don't Know

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In the following questions you will be asked about several different types of investments you may have made as a result of the services you received. The areas of investment are: New products or processes, plant or equipment, information systems or software, workforce practices or employee skills, and other areas of business.

As a result of the services you received, has your establishment increased its investment over the past 12 months in plant or equipment?

- Yes. How much? \$ *Please enter whole numbers only. Decimals will not be accepted.*
- No
- Don't Know

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In the following questions you will be asked about several different types of investments you may have made as a result of the services you received. The areas of investment are: New products or processes, plant or equipment, information systems or software, workforce practices or employee skills, and other areas of business.

As a result of the services you received, has your establishment increased its investment over the past 12 months in information systems or software?

- Yes. How much? \$ *Please enter whole numbers only. Decimals will not be accepted.*
- No
- Don't Know

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In the following questions you will be asked about several different types of investments you may have made as a result of the services you received. The areas of investment are: New products or processes, plant or equipment, information systems or software, workforce practices or employee skills, and other areas of business.

As a result of the services you received, has your establishment increased its investment over the past 12 months in workforce practices or employee skills?

- Yes. How much? \$ *Please enter whole numbers only. Decimals will not be accepted.*
- No
- Don't Know

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In the following questions you will be asked about several different types of investments you may have made as a result of the services you received. The areas of investment are: New products or processes, plant or equipment, information systems or software, workforce practices or employee skills, and other areas of business.

As a result of the services you received, has your establishment increased its investment over the past 12 months in other areas of business?

- Yes. How much? \$ *Please enter whole numbers only. Decimals will not be accepted.*
- No
- Don't Know

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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?

- Yes. How much was saved/avoided? \$ *Please enter whole numbers only. Decimals will not be accepted.*
- No
- Don't Know

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Based on the benefits that resulted from the services provided, how likely would you be to recommend Missouri Enterprise to other companies, assuming they are not direct competitors?

Not at all											Very	
Likely											Likely	
0	1	2	3	4	5	6	7	8	9	10	Don't Know	
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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If you did not give a score of "10" what one thing could the Missouri Enterprise have done to improve their score?

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92%

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Do you have any suggestions or comments for the Center?

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IMPORTANT: You are almost done!

1. Review your responses.
2. Edit responses by clicking the "Back" button.
3. Click the "SUBMIT" button to submit your responses. Once submitted, answers are final.

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

What is your job title? [Test](#)

What is your name? [Test](#)

What were the *two* most important factors for your firm choosing to work with the Missouri Enterprise?

- Center/staff Expertise
- Cost/price of services
- Fair and unbiased advice/services
- Reputation for results
- Knowledge of your industry
- Specific services not available from other providers
- Lack of other providers nearby
- Other (specify):
- Don't Know

In addition to Missouri Enterprise, has your company used any other external resources/providers to address business performance issues over the past 12 months?

- Yes
- No
- Don't Know

As you look forward over the next 3 years, what do you see as your company's *three* most important strategic challenges?

- Product innovation/development
- Identifying growth opportunities
- Ongoing continuous improvement/cost reduction strategies
- Employee recruitment and retention



You have now submitted your responses and your survey is complete. Please print this survey for your records.

[Print](#)[Finish](#)

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

What is your job title? [Test](#)

What is your name? [Test](#)

What were the *two* most important factors for your firm choosing to work with the Missouri Enterprise?

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- Exporting/Global engagement
- Sustainability in products and processes