

NIST Survey

Responses are confidential. Participant data is combined and a high-level analysis is done on the aggregate data.

1. What were the two most important factors for your firm choosing to work with MANEX?

- 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

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

1 Yes

2 No

3 Don't know

3. 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

4. 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

3 Don'tknow

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

- Get new customers
- Enter new markets
- Create new products
- Create new services
- Don't know

6. What percentage of the new sales indicated in question 5 is attributable to new customers, new markets, new products, and / or new services?

- _____%
- Don't know

7. 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
- 3 Don't know

8. What percentage of the retained sales you indicated in question 5 is attributable to new customers, new markets, new products, or new services?

- _____%
- Don't know

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

- 1 Yes How many? _____
- 2 No
- 3 Don't know

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

- 1 Yes How many? _____
- 2 No
- 3 Don't know

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

- 1 Yes How much? \$ _____
- 2 No
- 3 Don't know

In the following questions you will be asked about several different types of investment 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, workplace practices or employee skills, and other areas of business.

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

a. New products or processes?

- 1 Yes How Much? \$, _____
- 2 No
- 3 Don't know

b. Plant or equipment?

- 1 Yes How Much? \$, _____
- 2 No
- 3 Don't know

c. Information systems or software?

- 1 Yes How Much? \$ _____
- 2 No
- 3 Don't know

d. Workforce practices or employee skills?

- 1 Yes How Much? \$ _____
- 2 No 3 Don't know

e. Other areas of business?

- 1 Yes How Much? \$ _____
- 2 No 3 Don't know

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 3 Don't know

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

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

Do you have any suggestions or comments for MANEX?