

SAMPLE of the NY-MEP Client Survey Questionnaire

This document is for **reference only**. These are the questions that the company contact will need to fill out through the link in the email that will be sent from Support@mepclientsurvey.com. Keep this at hand while completing the online questionnaire.

1. For analytical purposes, you will be asked to verify who completed this survey.
 - You will need to input your name and job title.
2. What were the two most important factors for your firm choosing to work with the New York Manufacturing Extension Partnership?
 - 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
3. In addition to New York Manufacturing Extension Partnership, has your company used any other external resources/providers to address business performance issues over the past 12 months? The selections will be: Yes. How much?, No or Don't Know.
4. 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
5. Did the services you received directly lead to an increase in sales at your establishment over the past 12 months? The selections will be: Yes. How much?, No or Don't Know.
6. Over the past 12 months, did the services you received directly lead you to retain sales that would have otherwise been lost? The selections will be: Yes. How much?, No or Don't Know.
7. Did the services you received directly lead you to create any jobs over the past 12 months? The selections will be: Yes. How much?, No or Don't Know.
8. Did the services you received lead you to retain any jobs over the past 12 months? The selections will be: Yes. How much?, No or Don't Know.
9. 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?
The selections will be: Yes. How much?, No or Don't Know.
10. 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 that will be inquired are: New products or processes, plant or equipment, information systems or software, workforce practices or employee skills, and other areas of business. If you select Yes, you will be asked how much?
11. 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? The selections will be: Yes. How much?, No or Don't Know.
12. Based on the benefits that resulted from the services provided, how likely would you be to recommend New York Manufacturing Extension Partnership to other companies, assuming they are not direct competitors?
You will be asked to answer on a scale from 0 (Not at all Likely) ----- (Very Likely) 10

There will be a section for to enter additional text for the reviewer. Please reach out with any questions or concerns.