

What Manufacturers are Saying about the Value of the Survey

The **Next General Manufacturing Study** was designed to serve two purposes. As the first national survey of world-class manufacturers, it provides valuable data about what America's most successful manufacturers are doing to succeed in a competitive global environment. This overview is important for all those who care about the future of manufacturing in the U.S.

But the survey serves a second equally important function. It was designed to help individual firms participating in the study evaluate their own operations and establish performance benchmarks. It highlights how each firm measures up in comparison to its peers and assesses the progress, or lack of progress, a firm has made in implementing the key benchmarks of each strategy required to achieve next generation manufacturing success.

Manufacturers who participated in the survey were quick to acclaim its value. But it's not too late for other manufacturers to seize the opportunity and utilize the assessment tool and survey findings. Project managers from the Massachusetts MEP can assist manufacturers in performing a similar assessment. Building on those findings, MEP project managers can help firms implement the Next Generation Manufacturing strategies that can transform the way firms operate.

For more information, on how to establish appropriate benchmarks, implement NGM strategies and measure the results, contact the Massachusetts MEP office.

Here are some of the comments offered by New England manufacturers who participated in the survey:

"For manufacturers willing to develop the Leadership and Workforce related skills necessary to take the lead with innovative new products and services, this NGM report offered a clear and direct Road Map for the future of Manufacturing. Executing these Next Generation Strategies will clearly position our manufacturing base here in Massachusetts to emerge strong and profitable when the recovery gains momentum."

David Morgan

General Manager, Perkins Products of Perkins School for the Blind.

"As a contract manufacturer of electronic equipment in homeland security, medical, defense, semiconductor and other industries, this survey provided pertinent information that will help us benchmark some areas in our company that we may need to improve to stay competitive. It has also been helpful for us to see the areas in our business where we are leaders in the industry. This allows us to market our company around our strengths, while we focus on improving our weaknesses. We have never filled out or been involved in a survey so extensive and detailed that really focused on benchmarking many different industries in the manufacturing arena. It has been a useful tool that we will use for reference and hope to be involved in any future follow-up Next Generation studies."

David Metzemaekers

Director of Operations, Scott Electronics, Inc., Salem, NH

“The NGMS not only provides a great benchmark for manufacturing across the nation but it also allows a company to compare itself against other local manufacturers. It can be used as a tool to put together an improvement plan that spans all functions of a company and helps it better compete in today's global environment.”

Mark Godfrey
Chairman, Felton Brush, Inc., Londonderry, NH

“The NGMS is probably the most exhaustive and detailed study of the U.S. manufacturing base ever conducted. In today's climate of globalization and the threat of lost manufacturing jobs, it's important to know where the U.S. stands as a player in the international market. The study was also illustrative for Graphicast, as it highlighted where we stand compared to the over 1,000 companies that responded to the study. This information gives us a clear path to follow to achieve world class status in technology and service.”

Val Zanchuk
President, Graphicast, Jaffrey, NH

“This ground-breaking report provides an amazingly detailed assessment of what Maine manufacturers must do to achieve world-class manufacturing standards. Participating in the survey helped my firm identify key priorities and illustrate where our implementation fell short of our goals.”

Bruce Pulkkinen
President, Windham Millworks, Windham, ME

“The NGM survey was a must-do for manufacturers. Just filling out the survey was a learning experience. It challenged management to think outside the box and look at manufacturing from different perspectives. As general manager of a small manufacturer in western Maine that distributes products throughout the United States and 38 foreign countries, I appreciated the wealth of information that this survey generated for our company. It's helping us identify changes that we look forward to implementing.”

LoLisa Windover
General Manager, Winderosa Gasket, Dixfield, ME

For a copy of the full report, *Next Generation Manufacturing Study: Overview and Findings*, please visit the Mass MEP Web site at www.massmep.org.