

Puerto Rico Manufacturing Extension Inc - 160

2023-4 - IMPACT Metrics as of Monday, April 1, 2024

CAR Operations Performance Management IMPACT Metrics (NEW MOCK)

CAR Current Quarter Performance

88

Federal Funding - \$914,132.97 Total Cash Resources - \$2,081,879.44
(Four Quarter Rolling Average)

Impact Metrics

Metric	CAR Reported Impact	Normalized CAR Performance	Performance Standard	CAR Metric Points	NatNet Median Performance	From Threshold
Impact data based on MEP Client Survey responses (70)						
New Sales (10)	\$24.8 M	27.1	\$19	10	\$25.6	143%
Retained Sales (10)	\$96.9 M	105.9	\$44	10	\$52.3	241%
Jobs Created and Retained (10)	3,927	4295.9	550	10	606.6	781%
New Investment (10)	\$53.8 M	58.8	\$19	10	\$28.3	310%
Cost Savings (10)	\$12.5 M	13.7	\$9	10	\$9.6	153%
Percent Improving Competitiveness (10)	99.0 / 108.0	91.7%	80%	10	83.1%	11.7 PP
Survey Response Rate (10)	108.0 / 115.0	93.9%	70%	10	76.9%	23.9 PP

Impact data based on Client/Project Submissions (30)

Market Penetration (Per \$M Fed) (10)	64	70.0	91	4	77.1	77%
Surveyable Clients (Per \$M Fed) (10)	64	70.0	68	10	77.1	103%
New Clients (Per \$M Fed) (10)	29	32.0	36	4	33.5	88%

Supplemental Data (10)

Net Promoter Score(r)	95.4 - 1.9	93.5	75	Y	85.2	18.5 PP
Success Stories	4 / 5	80.0%	100.0%	N	NA	-20.0 PP

- *Net Promoter, Net Promoter System, Net Promoter Score, NPS and the NPS-related emoticons are registered trademarks of Bain & Company, Inc., Fred Reichheld and Satmetrix Systems, Inc.*
- *PP - Percentage Points*