

Modern Machine Shop Top Shops 2025

Welcome to *Modern Machine Shop's* Top Shops Benchmarking Survey. By completing this survey, you will receive a benchmarking report customized for your facility and have opportunities to earn top shop status as well as special recognition.

To make the process easier and more efficient, the survey is divided into two sections:

- Core Survey: A set of essential questions that most participants have answered in previous years.
- Optional Modules: Additional sections organized by specific areas of interest. You can choose the modules that are most relevant to your business. Once you select a module, we encourage you to complete all the questions within it for the most comprehensive results.

Now for your part

1. Complete the core survey by April 30, 2025 to:

- Receive a customized benchmarking report.
- Earn Top Shops status.
- Be recognized as an honoree.

2. Opt into up to 4-5 additional modules of benchmarking questions after completing the core survey.

FAQ's on answering Q's

- If your company has multiple locations, respond for the location(s) you know best.
- If your company is a captive facility, answer based on the metrics your facility uses for internal reporting.

Tips

- You can start and stop the survey as many times as needed using the same device, as long as you haven't selected "Submit."
- We encourage you to review the list of questions for data you will need to complete the core survey. You may download a PDF of the core survey by [clicking here](#) before entering answers online.

If you have questions, please contact Mike Shirk, Senior Market Research Analyst, at mshirk@gardnerweb.com.

Company & Contact Information

1. To receive a custom report of results, please fully complete the core survey questions and provide your email address here:

2. To enter the 2025 Top Shops Honors Program, also provide the following contact information:

Name:

Job Title/Position:

Company:

Address:

City/Town:

State/Province:

ZIP/Postal Code:

Country:

Company Website:

Phone Number:

Section 1: Profile Information

This first section of the survey includes questions pertaining to the general characteristics that help describe your facility.

3. Which processes does your shop perform? *Select ALL that apply.*

- Machining
- Injection Molding
- Mold Making
- Additive Manufacturing
- Finishing
- Other (please specify)

Profile Information

Please read the instructions at each question for the accepted format for responses. If you receive an error message, the format may be off or your value is outside of the set reasonable range. If both are correct, you may leave it blank.

4. Approximately how many part numbers (SKUs) did your business produce in 2024?

Please enter a whole number only; no decimals, commas or other symbols.

5. Approximately how many total parts did your business produce in 2024?

Please enter a whole number only; no decimals, commas or other symbols.

6. Approximately what was your median batch size in 2024?

Please enter a whole number only; no decimals, commas or other symbols.

Profile Information

7. Which descriptor below best applies to your shop? *Select ONE response.*

- Contract/custom/job shop
- Captive shop (component of a larger company)

8. Which quality certifications did your shop hold in 2024? *Select ALL that apply.*

- ISO 9001:2015
- ISO 13485:2016
- IATF 16949:2016
- AS9100D
- Nadcap
- None of these

9. Which of the following industries does your shop primarily serve? *Select ALL that apply.*

- | | |
|---|---|
| <input type="checkbox"/> Aerospace, commercial | <input type="checkbox"/> Industrial Motors/Hydraulics/Mechanical Components |
| <input type="checkbox"/> Aerospace, general aviation | <input type="checkbox"/> Machinery/Industrial Equipment |
| <input type="checkbox"/> Appliances | <input type="checkbox"/> Marine/Ship & Boat Building |
| <input type="checkbox"/> Architectural/Infrastructure/Construction Components | <input type="checkbox"/> Mass Transit |
| <input type="checkbox"/> Automotive | <input type="checkbox"/> Medical/Dental |
| <input type="checkbox"/> Consumer Goods | <input type="checkbox"/> Offroad/Construction/Agricultural Machinery |
| <input type="checkbox"/> Defense/Government | <input type="checkbox"/> Oil/Gas Field & Mining Machinery |
| <input type="checkbox"/> Electronics/Computers | <input type="checkbox"/> Packaging |
| <input type="checkbox"/> Energy Storage (pressure vessels) | <input type="checkbox"/> Power Generation (turbines, batteries) |
| <input type="checkbox"/> Firearms/Ammunition | <input type="checkbox"/> Pumps, Valves & Plumbing |
| <input type="checkbox"/> Forming & Fabricating (non-automotive) | <input type="checkbox"/> Sporting Goods |
| <input type="checkbox"/> Furniture Manufacturing | <input type="checkbox"/> Wind Energy |
| <input type="checkbox"/> Hardware/Fasteners | <input type="checkbox"/> Wire Goods/Pipes |
| <input type="checkbox"/> Other (please specify) | |

Section 2: Machining Technology

This section of the survey includes questions pertaining to the technology your facility uses.

10. Which types of machining equipment does your shop use? *Select ALL that apply.*

- | | |
|---|--|
| <input type="checkbox"/> Automatic screw machines (non-CNC) | <input type="checkbox"/> Milling machines (non-CNC) |
| <input type="checkbox"/> Broaching machines | <input type="checkbox"/> Multi-spindle CNC |
| <input type="checkbox"/> Drilling machines | <input type="checkbox"/> Plasma or oxy-fuel CNC cutting machines |
| <input type="checkbox"/> Flexible manufacturing systems (FMS) | <input type="checkbox"/> Rotary transfer machines |
| <input type="checkbox"/> Gear-cutting machines | <input type="checkbox"/> Sawing machines |
| <input type="checkbox"/> Grinding machines (for regrinding cutting tools) | <input type="checkbox"/> Swiss-type lathes |
| <input type="checkbox"/> Grinding machines (for workpieces) | <input type="checkbox"/> Turn-mill/multitasking machines |
| <input type="checkbox"/> Honing machines | <input type="checkbox"/> Turning centers, horizontal CNC |
| <input type="checkbox"/> Laser-cutting machines | <input type="checkbox"/> Turning centers, vertical CNC |
| <input type="checkbox"/> Lathes (non-CNC) | <input type="checkbox"/> Twin-spindle CNC turning machines |
| <input type="checkbox"/> Machining centers, horizontal | <input type="checkbox"/> Waterjet machines |
| <input type="checkbox"/> Machining centers, vertical | <input type="checkbox"/> Wire, sinker, small-hole EDM |
| <input type="checkbox"/> Other (please specify) | |

11. Which machining strategies does your shop use? *Select ALL that apply.*

- | | |
|---|---|
| <input type="checkbox"/> Five-axis machining (full contouring) | <input type="checkbox"/> Hard turning |
| <input type="checkbox"/> Five-axis machining (positioning only) | <input type="checkbox"/> High-speed machining |
| <input type="checkbox"/> Four-axis machining (full contouring) | <input type="checkbox"/> Lights-out or unattended machining |
| <input type="checkbox"/> Four-axis machining (positioning only) | <input type="checkbox"/> Micromachining |
| <input type="checkbox"/> Hard milling | <input type="checkbox"/> Prototyping |
| <input type="checkbox"/> Other (please specify) | |

Machining Technology

12. Describe your shop's 3D printer or select the response indicating you do not have one.
Select ALL that apply.

- Desktop 3D printer for plastic parts
- Standalone and/or industrial 3D printer for plastic parts
- Standalone additive manufacturing machine for metal parts
- Hybrid machine tool combining additive manufacturing and machining
- We do not have 3D additive manufacturing/part printing capability

Machining Technology

13. What does your shop produce using 3D printing or additive manufacturing capability?

Select ALL that apply.

- Look-and-feel prototypes to validate designs
- Functional prototypes to test parts prior to production
- Tooling and fixturing used internally
- Tooling and fixturing produced for customers
- Short-run initial production
- Full production of end-use parts
- Moldmaking and tooling (conformal tooling; inserts)
- Mold maintenance and repair

Machining Technology

14. Which tooling strategies does your shop use? *Select ALL that apply.*

- | | |
|---|---|
| <input type="checkbox"/> Burnishing | <input type="checkbox"/> Shopfloor tool vending systems |
| <input type="checkbox"/> Carbide recycling program | <input type="checkbox"/> Tool balancing |
| <input type="checkbox"/> Coolant management system | <input type="checkbox"/> Tool inventory management/usage tracking |
| <input type="checkbox"/> Coolant chiller | <input type="checkbox"/> Tool presetting |
| <input type="checkbox"/> Custom/specialty tooling | <input type="checkbox"/> Tool regrinding |
| <input type="checkbox"/> High-pressure coolant delivery | <input type="checkbox"/> Thread milling |
| <input type="checkbox"/> Knurling | <input type="checkbox"/> Thread rolling |
| <input type="checkbox"/> Live tooling on lathes | <input type="checkbox"/> Thread whirling |
| <input type="checkbox"/> Minimum quantity lubrication | <input type="checkbox"/> Through-tool coolant delivery |
| <input type="checkbox"/> On-machine probing for tool breakage/measurement | <input type="checkbox"/> None of these |
| <input type="checkbox"/> Reaming | |

15. Which workholding and work handling equipment does your shop use? *Select ALL that apply.*

- | | |
|--|---|
| <input type="checkbox"/> Bar feeders | <input type="checkbox"/> Multiple workpiece fixturing |
| <input type="checkbox"/> Bar pullers | <input type="checkbox"/> Pallet changers |
| <input type="checkbox"/> Face drivers | <input type="checkbox"/> Quick-change devices |
| <input type="checkbox"/> Hydraulic/pneumatic-actuated fixtures | <input type="checkbox"/> Tombstones |
| <input type="checkbox"/> Indexers/rotary tables | <input type="checkbox"/> Vacuum chucks |
| <input type="checkbox"/> Magnetic chucks | <input type="checkbox"/> None of these |

Machining Technology

16. Which types of software does your shop use? *Select ALL that apply.*

- | | |
|---|--|
| <input type="checkbox"/> CAD systems—2D | <input type="checkbox"/> Mold flow analysis |
| <input type="checkbox"/> CAD systems—3D | <input type="checkbox"/> PLM software |
| <input type="checkbox"/> CMM programming software | <input type="checkbox"/> SPC/quality management software |
| <input type="checkbox"/> ERP/MRP software | <input type="checkbox"/> Toolpath simulation/verification software |
| <input type="checkbox"/> CAM programming software | <input type="checkbox"/> None of these |
| <input type="checkbox"/> Job-estimating software | |

17. Which types of inspection equipment does your shop use? *Select ALL that apply.*

- | | |
|--|---|
| <input type="checkbox"/> CT scanning | <input type="checkbox"/> Portable measuring arms |
| <input type="checkbox"/> CMM in quality department | <input type="checkbox"/> Shopfloor CMMs |
| <input type="checkbox"/> Laser trackers | <input type="checkbox"/> Thermography/thermal imaging |
| <input type="checkbox"/> Microscopes | <input type="checkbox"/> Vision systems |
| <input type="checkbox"/> On-machine probes for workpiece measurement | <input type="checkbox"/> None of these |
| <input type="checkbox"/> Optical comparators | |

Machining Technology

Please read the instructions at each question for the accepted format for responses. If you receive an error message and your format is correct, your value is likely an exception outside of the reasonable range, and won't be accepted.

18. How many CNC machine tools did your shop have in production (non-tool room) in 2024?

Please enter a whole number only; no decimals, commas or other symbols.

19. What was your shop's average capacity utilization in 2024?

There is no single formula that fits how every shop figures capacity utilization. For this question, please think about what you consider to be at full capacity for your shop. Then enter as a percentage the degree to which your shop's capacity was typically in use relative to being at full capacity in 2024.

You may enter a decimal, but no other signs or symbols.

Example: If your shop was typically using capacity that represented about 85% of full capacity in 2024, meaning your shop typically had 15% capacity available, you would enter 85 for capacity utilization.

Section 3: Shop Floor Practices and Performance

This section includes various operations, practices, and metrics.

20. Which of the following practices and improvement methodologies does your shop use?

Select ALL that apply OR the last option only.

- | | |
|---|--|
| <input type="checkbox"/> 5S workplace organization | <input type="checkbox"/> Lean manufacturing |
| <input type="checkbox"/> Benchmarking | <input type="checkbox"/> Overall Equipment Effectiveness (OEE) monitoring and analysis |
| <input type="checkbox"/> Cellular manufacturing | <input type="checkbox"/> Poka yoke (error prevention) |
| <input type="checkbox"/> Continuous improvement program | <input type="checkbox"/> Six Sigma |
| <input type="checkbox"/> Customer surveys | <input type="checkbox"/> Theory of constraints |
| <input type="checkbox"/> Daily layered accountability | <input type="checkbox"/> Total productive maintenance |
| <input type="checkbox"/> Design of experiments | <input type="checkbox"/> Total quality management |
| <input type="checkbox"/> Just-in-time movement of materials | <input type="checkbox"/> Value-stream mapping |
| <input type="checkbox"/> Kaizen events/blitzes | <input type="checkbox"/> No formal methodology |
| <input type="checkbox"/> Kanban and pull systems | |

21. Does your shop use robots to perform part loading/unloading for any of your machine tools?

- Yes
 No

Shopfloor Practices & Performance

22. Are any of the robots your shop uses collaborative models (using sensor technology to work safely alongside humans without traditional fencing, guarding, etc.)?

- Yes
- No

Shopfloor Practices & Performance

Please read the instructions at each question for the accepted format for responses. If you receive an error message and your format is correct, your value is likely an exception outside of the reasonable range, and won't be accepted.

23. What was your shop's order lead time in 2024, defined as the average number of days from receipt of an order to delivery to customer.

You may enter a decimal, but no other signs or symbols.

Example: For 6 days, you would enter 6. For 6 1/2 days, you would enter 6.5.

24. What was your shop's on-time delivery rate in 2024, defined as the percentage of goods delivered on the timing committed. Enter your number without a % sign.

You may enter a decimal, but no other signs or symbols.

Example: For 80%, you would enter 80. For 80.5%, you would enter 80.5.

25. What was your shop's average setup time in 2024, defined as the time, in minutes, between the completion of the last good piece of one run and the first good piece of the next run.

Please enter a whole number only; no decimals, commas or other symbols.

Example: If the last good piece of Run A ends at 11:45, and the first good piece of Run B ends at 12:10, you would enter 25.

26. What was your shop's finished product first-pass quality yield in 2024, defined as the percentage of product that passed inspection on first attempt; i.e. no re-work was required. Enter your number without a % sign.

You may enter a decimal, but no other signs or symbols.

Example: For 80%, you would enter 80. For 80.5%, you would enter 80.5.

Shopfloor Practices & Performance

27. What was your shop's scrap and rework COST percentage, defined as the **cost** of 2024 scrapped or reworked materials as a percentage of 2024 total dollar sales. Enter your number between 0 and 100 without a % sign.

You may enter a decimal, but no other signs or symbols.

Example: If \$550 worth of materials were scrapped and sales were \$50,000, you would enter 1.1.

28. What was your shop's scrap and rework UNIT percentage, defined as the **number** of 2024 scrapped or reworked parts as a percentage of 2024 total parts produced. Enter your number between 0 and 100 without a % sign.

You may enter a decimal, but no other signs or symbols.

Example: If 83 parts were scrapped or reworked, and 1000 parts were produced, you would enter 8.3.

29. What was your shop's machine usage in 2024, defined as the average number of hours machines are in production in a 24-hour day.

You may enter a decimal, but no other signs or symbols. Your answer should be between 1 and 24.

Example: For 8 hours, you would enter 8. For 8 1/2 hours, you would enter 8.5.

30. What was your shop's spindle utilization time in 2024, defined as the average amount of in-cut time as a percentage of the average machine total up-time. Enter your number without a % sign.

You may enter a decimal, but no other signs or symbols.

Example: If total machine up-time is 22 on average, and average in-cut time is 17, you would enter 77.

Shopfloor Practices & Performance

31. Installing a Web-enabled, shop-wide machine monitoring system has been suggested as the first step towards data-driven manufacturing/Industrial Internet of Things concepts. Please select the statement that best describes your shop regarding machine monitoring. *Select ONE only.*

- We have a machine monitoring system in place for some or all machine tools.
- We plan to install a machine monitoring system.
- We do not plan to install a machine monitoring system.

Shopfloor Practices & Performance

32. Briefly describe your shop's machine monitoring system. *Please be specific.*

33. Briefly explain one new technology, machining strategy or strategic initiative that has been most influential in contributing to the overall success of your shop in recent years. *Please be specific.*

Section 4: Business Strategy & Performance

This section of the survey includes questions pertaining to financial, operational and customer information.

34. Which of the following supply chain practices does your shop use? *Select ALL that apply.*

- | | |
|--|---|
| <input type="checkbox"/> Accessing/using customer forecasts | <input type="checkbox"/> Just-in-time deliveries to customers |
| <input type="checkbox"/> Certification of major suppliers | <input type="checkbox"/> Sharing forecasts with suppliers |
| <input type="checkbox"/> Collaborative design/DFM with customers | <input type="checkbox"/> Inventory managed by suppliers |
| <input type="checkbox"/> Collaborative design/DFM with suppliers | <input type="checkbox"/> Inventory managed for customers |
| <input type="checkbox"/> Customer satisfaction surveys | <input type="checkbox"/> None of these |
| <input type="checkbox"/> Just-in-time deliveries from suppliers | |

35. Which of the following sales/marketing tools does your shop use? *Select ALL that apply.*

- | | |
|---|--|
| <input type="checkbox"/> Advertising - online | <input type="checkbox"/> Industry awards/recognition |
| <input type="checkbox"/> Advertising - print (e.g. magazines) | <input type="checkbox"/> Online keyword advertising (e.g. Google) |
| <input type="checkbox"/> Blogs | <input type="checkbox"/> Online videos |
| <input type="checkbox"/> Brochures/catalogs | <input type="checkbox"/> Open house |
| <input type="checkbox"/> Company website | <input type="checkbox"/> Sales personnel |
| <input type="checkbox"/> Customer tours of your shop | <input type="checkbox"/> Social media (Facebook, Twitter, YouTube, etc.) |
| <input type="checkbox"/> Directory listing - online | <input type="checkbox"/> Trade shows/events |
| <input type="checkbox"/> Directory listing - print | <input type="checkbox"/> None of these |
| <input type="checkbox"/> Email promotions | |

36. Please select the social media channels your shop actively used for any purpose in 2024.
Select ALL that apply.

- | | |
|------------------------------------|--|
| <input type="checkbox"/> Facebook | <input type="checkbox"/> TikTok |
| <input type="checkbox"/> Twitter | <input type="checkbox"/> YouTube |
| <input type="checkbox"/> LinkedIn | <input type="checkbox"/> Did not actively use social media in 2024 |
| <input type="checkbox"/> Instagram | |

Business Strategy & Performance

37. What was your shop's customer retention rate for 2024? This is the number of your shop's customers in 2024, who were also customers in 2023, as a percentage of your 2023 total customer base. Enter your number without a % sign.

You may enter a decimal, but no other signs or symbols.

Example: If you had 50 customers in 2024 who were also customers in 2023 and a total of 60 customers in 2023, your customer retention rate would be 83%, and you would enter 83.

38. What were your shop's investments, in US dollars, in the following areas in 2024?

Please enter whole numbers only; decimals, commas, other symbols, and words are not accepted.

Enter '0' if your shop made no investment in a category.

Capital equipment (not tooling)

Tooling

Employee costs (all wages, benefits, etc.)

Materials and components

39. Please provide your shop's total revenue in US dollars for 2024. Providing your shop's revenue confidentially enables us to perform useful calculations on your behalf.

Please enter a whole number only; no decimals, commas, or other symbols.

Business Strategy & Performance

40. Please provide your shop's 2024 gross sales per number of machines in US dollars.

You may enter a decimal, but no other signs or symbols.

Example: If your shop's 2024 gross sales were \$5000 and you have 2 machines, you would enter 2500.

41. Please provide your shop's 2024 gross sales per number of total employees in US dollars.

You may enter a decimal, but no other signs or symbols.

Example: If your shop's 2024 gross sales were \$5000 and you have a total of 20 employees, you would enter 250.

42. Were any capital investments made in your shop in 2024? *Select ONE only.*

- Yes
- No
- Not sure

Business Strategy & Performance

43. Please provide your shop's 2024 capital equipment expenditure as a percentage of gross sales. Enter your number without a % sign.

Formula = [(2024 cap equip expense / 2024 gross sales) * 100]

Example: If your shop's capital equipment expenditure was \$500 and your gross sales were \$5000, you would enter 10.

44. What, if any, type(s) of machining or manufacturing capital equipment does your shop plan to purchase in 2024? If none, please enter 'none' here. *Please be specific.*

Business Strategy & Performance

45. Please provide your shop's percent change in annual sales from 2023 to 2024 using the following formula. Round to the nearest whole number, using a minus sign if necessary.

Formula = $[(2024 \text{ gross sales} - 2023 \text{ gross sales}) / 2023 \text{ gross sales}] * 100$

Example: If your 2024 sales were \$5000 and your 2023 sales were \$4000, you would enter 25.

46. Please provide your shop's 2024 overall profit margin percentage, defined as your shop's net income (after tax) relative to gross sales, rounded to the nearest whole number. Include a minus sign if your number is negative.

Formula = $[(2024 \text{ net income} / 2024 \text{ gross sales}) * 100]$

Example: If your 2024 net income was negative \$300 and your gross sales were \$5000, you would enter -6.

Section 5: Human Resources

The final section of the core survey pertains to employees, programs, and training.

47. Which human resource practices/programs did your shop use in 2024? *Select ALL that apply.*

- | | |
|--|--|
| <input type="checkbox"/> 401(k) plan | <input type="checkbox"/> Formal safety/health program |
| <input type="checkbox"/> 401(k) matching | <input type="checkbox"/> Leader/supervisor development |
| <input type="checkbox"/> Annual review and raise program | <input type="checkbox"/> Paid medical benefits |
| <input type="checkbox"/> Apprenticeship program | <input type="checkbox"/> Paid holiday/vacation |
| <input type="checkbox"/> Bonus plan | <input type="checkbox"/> Profit- or revenue-sharing plan |
| <input type="checkbox"/> Education reimbursements | <input type="checkbox"/> Teaming/team-building practices |
| <input type="checkbox"/> Employee ownership options (ESOP) | |
| <input type="checkbox"/> Formal employee training programs | |
| <input type="checkbox"/> Other (please specify) | |
| <input type="text"/> | |
| <input type="checkbox"/> No HR programs in place | |

48. How many total people did your shop employ in 2024 at the location(s) to which your other answers apply? This includes shopfloor, front office, maintenance, etc.

Please enter a number only; no decimals, commas or other symbols.

49. What was your shop's annual labor turnover rate of shopfloor employees in 2024? This is the number of voluntary plus involuntary separations of shopfloor employees as a percentage of the total usual number of shopfloor staff. Enter your number between 0 and 100 without a % sign.

You may enter a decimal, but no other signs or symbols.

Example: If 6 shopfloor employees left in 2024 and your usual shopfloor staff totals 30, you would enter 20.

50. What was the average hourly wage rate in US dollars for these non-management positions, excluding overtime?

Machine operators	<input type="text"/>
Set-up personnel	<input type="text"/>
CAM programmers	<input type="text"/>

Thank you for completing the core questions!

Next are opportunities for additional benchmarking that can be just as useful as the core. The choice to take advantage is yours.

There are four categories of questions that we call modules: profile, machining technology, business strategy, and human resources. Some modules may be of more interest to you than others. If you are, for example, re-examining your shop's business strategies, you may want to complete that module. Any questions you do answer will be included in your custom benchmarking report.

If you opt out of all modules, you will be taken to the end of the survey to submit your core responses.

* 51. Please select the additional modules in which you'd like to participate. Choose as many as you like **or** select the last option to proceed to a screen where you submit your core responses.

- Profile (9 questions)
- Machining Technology (5 questions)
- Business Strategy (11 questions)
- Human Resources (11 questions)
- I cannot benefit from additional benchmarking

Profile Information

52. Which dimensional volume(s) describe the parts your facility produces on a regular basis? *Select ALL that apply.*

- Fitting within a 6" cube
- 12" cube
- 18" cube
- 24" cube
- 36" cube
- 48" cube
- Larger than a 48" cube

53. What is the tightest tolerance to which your shop machines parts on a regular basis? *Select the option that comes closest.*

- +/- 0.0001 inch
- +/- 0.0005 inch
- +/- 0.0010 inch
- +/- 0.0050 inch
- +/- 0.0100 inch

54. Of the different designs your facility typically produces parts for in a single order, about what proportion are considered 'intricate' designs? By 'intricate,' we mean designs that are complex, have unique geometries, internal actions, etc.

- Less than 20%
- 20-49%
- 50-79%
- 80% or more

Profile Information

55. As of the end of 2024, about how many years had your shop been in business?

Please enter a whole number only; no decimals, commas or other symbols.

56. What is the total square footage of your entire building? Enter your best estimate if you do not have the measurements handy.

Please enter a whole number only; no decimals, commas or other symbols.

57. Which of the following, if any, describe your shop's ownership? *Select ALL that apply.*

- Family owned
- Minority owned
- Veteran owned
- Woman owned
- None of these

Profile Information

58. Of which trade associations was your shop a member in 2024? *Select ALL that apply.*

- American Mold Builders Association (AMBA)
- National Tooling & Machining Association (NTMA)
- Precision Machined Products Association (PMPA)
- Precision Metalforming Association (PMA)
- Technology & Manufacturing Association (TMA)
- Not a member of these associations

59. Which of the following applied to your shop in 2024? *Select ALL that apply.*

- ITAR registered
- RoHS compliant
- FDA registered
- Conflict Materials Disclosure
- CMMC (Cybersecurity Maturity Model Certification)
- None of these

60. If your shop utilizes 3D printing or additive manufacturing capabilities in any other way(s), please describe the way(s) here. If not, please enter 'none.'

Machining Technology

61. Which types of ancillary equipment does your shop use? *Select ALL that apply.*

- | | |
|---|--|
| <input type="checkbox"/> Ballbar calibration device | <input type="checkbox"/> Machine mist control units |
| <input type="checkbox"/> Chip handling equipment | <input type="checkbox"/> Marking/engraving equipment |
| <input type="checkbox"/> Heat treating equipment | <input type="checkbox"/> Spotting presses |
| <input type="checkbox"/> Machine condition monitoring (i.e. monitoring spindle, environmental conditions, etc.) | <input type="checkbox"/> None of these |
| <input type="checkbox"/> Machine connectivity (Ethernet, MTConnect) | |

62. Which additional processes did your shop perform in-house in 2024? *Select ALL that apply.*

- | | |
|--|---|
| <input type="checkbox"/> Plating | <input type="checkbox"/> Passivation |
| <input type="checkbox"/> Anodizing | <input type="checkbox"/> Chem film |
| <input type="checkbox"/> Liquid coating | <input type="checkbox"/> Composites fabricating |
| <input type="checkbox"/> Powder coating | <input type="checkbox"/> Plastics processing |
| <input type="checkbox"/> Electrocoating | <input type="checkbox"/> Polishing |
| <input type="checkbox"/> Black oxide | |
| <input type="checkbox"/> Other (please specify) | |
| <input type="text"/> | |
| <input type="checkbox"/> No additional processes performed | |

Machining Technology

63. Which metallic materials does your shop machine? *Select ALL that apply.*

- | | |
|--|---|
| <input type="checkbox"/> Aluminum | <input type="checkbox"/> High-temp alloys (not titanium, e.g. Inconel, Hastelloy, Waspaloy, etc.) |
| <input type="checkbox"/> Brass | <input type="checkbox"/> Mild steels |
| <input type="checkbox"/> Bronze | <input type="checkbox"/> Stainless steels |
| <input type="checkbox"/> Cast iron | <input type="checkbox"/> Titanium |
| <input type="checkbox"/> Compacted graphite iron | <input type="checkbox"/> Tool steel |
| <input type="checkbox"/> Copper | |
| <input type="checkbox"/> Other (please specify) | |

None

64. Which non-metallic materials does your shop machine? *Select ALL that apply.*

- | | |
|---|---|
| <input type="checkbox"/> Carbon-fiber-reinforced plastic (CFRP) | <input type="checkbox"/> Medical-grade plastics |
| <input type="checkbox"/> Ceramic | <input type="checkbox"/> Wood |
| <input type="checkbox"/> General plastics | |
| <input type="checkbox"/> Other (please specify) | |

None

65. What is the average age (in years) of the CNC machine tools currently in use on your shop floor?

Please enter a whole number only; no decimals, commas or other symbols.

Business Strategy

66. How many active customers did your shop have in 2024?

Please enter a whole number only; no decimals, commas or other symbols.

67. About **how many** quotes for new parts did your facility deliver in one month, on average, during 2024?

68. About **how long** from the time a request was received in 2024 did it typically take your facility to deliver a quote for new parts?

- 12 hours or less
- 24 hours
- 48 hours
- 72 hours
- More than 72 hours
- Not sure

69. About what **percentage** of quotes for new parts did your facility win in 2024?

You may enter a decimal, but no other signs or symbols.

Example: If you quoted 80 new jobs in 2024 and booked 40, you would enter 50. You may enter decimals but no other signs or symbols.

70. As best as you can say, was the pricing your facility quoted typically higher or lower than the pricing competition quoted for the same new parts in 2024?

- Higher
- Lower
- Don't know

Business Strategy

71. By about how much was your facility's pricing for new parts different than the competition's in 2024?

- less than 5%
- 5% - 10%
- 11% - 15%
- 16% - 20%
- more than 20%
- Don't know

72. Which tools/formats did your facility typically use for estimating new parts in 2024?

- Paper
- Excel
- Job Quoting Software
- ERP System
- Other (please specify)

- Don't know

73. During 2024, was your facility part of any online sourcing services that match buyers with qualified suppliers? Examples include Xometry, Fictiv, Paperless Parts.

- Yes
- No
- Not sure

Business Strategy

74. Does your shop lease or own its manufacturing facility?

- Lease
 Own
 Both

75. Please provide your shop's 2024 **ROA**, defined as your shop's net income (after tax) relative to total assets, rounded to the nearest whole number. Include a minus sign if your number is negative.

Formula = [(2024 net income / 2024 total assets) * 100]

Example: If your 2024 net income was negative \$300 and your total assets were \$5000, you would enter -6.

76. Below are business practices that your shop may or may not apply. Please select all that you consider to have been in place at your shop in 2024.

- | | |
|--|--|
| <input type="checkbox"/> Business metric goal setting | <input type="checkbox"/> Steering board/committee including outside membership |
| <input type="checkbox"/> Business strategy development | <input type="checkbox"/> Family business/succession planning |
| <input type="checkbox"/> Regularly scheduled management/department head meetings | <input type="checkbox"/> Regular peer group participation |
| <input type="checkbox"/> Regularly scheduled, formal review of the state of the business | <input type="checkbox"/> None of these |

Human Resources

77. Which statement best describes your shop as far as skills relative to needs in 2024?

Select ONE only.

- We experienced a shortage of skills needed and took action.
- We experienced a shortage of skills needed but did not take action.
- We did not experience a shortage of skills needed.

Human Resources

78. Which actions did your shop take in 2024 to address a shortage of skills your shop needs?
Select ALL that apply.

- | | |
|--|--|
| <input type="checkbox"/> Advertising (e.g. billboard, radio, TV) | <input type="checkbox"/> Outreach program at local schools |
| <input type="checkbox"/> Attendance incentives | <input type="checkbox"/> Outreach program to broader populations
(e.g. completed rehab; released from
incarceration) |
| <input type="checkbox"/> Cross training | <input type="checkbox"/> Provide, pay for, or subsidize
transportation to/from facility |
| <input type="checkbox"/> Flexible schedules | <input type="checkbox"/> Rewards for referrals |
| <input type="checkbox"/> 'Get paid to learn/train' program | <input type="checkbox"/> Signing incentives |
| <input type="checkbox"/> Increased automation | <input type="checkbox"/> Temp agency/Temp-to-Perm hiring |
| <input type="checkbox"/> Loosened hiring criteria | <input type="checkbox"/> Weekend only shifts |
| <input type="checkbox"/> Mentor program | |
| <input type="checkbox"/> Other (please specify) | |

Human Resources

79. How many employees were directly involved in manufacturing in 2024 at the location(s) to which your other answers apply?

Please enter a number only; no decimals, commas or other symbols.

80. What is the average age of your shopfloor employees?

Please enter a number only; no decimals, commas or other symbols.

81. What is the average years of industry experience of your shopfloor employees?

Please enter a number only; no decimals, commas or other symbols.

Human Resources

82. How many shifts per day did your shop typically run in 2024?

Please enter a number only; no decimals commas or other symbols.

83. Did your shop have any accident incidents in 2024?

Yes

No

Human Resources

84. What was your shop's annual accident incident rate for shop floor employees in 2024?

This is the number of shop floor accident incidents as a percentage of the total usual number of shop floor staff. Please enter your number between 0 and 100 without a % sign.

You may enter decimals but no other signs or symbols.

Example: if you had 2 accident incidents in 2024 and your usual shop floor staff totals 30, you would enter 6.67.

85. Please select the rating that best describes your shop's practice in 2024 in each area listed below.

	Did not have written guidelines	Had written guidelines, but they were not well known	Had written guidelines, and they were broadly known
Hazardous material handling	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Heavy equipment operation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Personal protective equipment usage	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Safety training for new employees	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Safety training refreshers/updates for tenured employees	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Safety incident reporting	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

86. Which of the following designated safety roles did your shop have in place in 2024?

- Safety manager
- Safety committee
- Neither of these

87. On average, about how many hours of operations training did **each** hourly paid, non-management shop floor employee receive in 2024? *Select ONE response.*

- less than 8 hours
- 8-20 hours
- 21-40 hours
- more than 40 hours

Almost finished!

This is the final page of the survey. Please double-check your responses for accuracy and completeness before you continue.

Before you click **Submit Responses**, you may close and return to the survey on this device to make changes as many times as you like until the deadline on April 30, 2025. Once you click **Submit Responses** on this page, you will be taken to the *Modern Machine Shop* website. Your survey will be locked and submitted and you will not be able to change any of your answers.