The National Measurement System programme is a key contributor to the success of the UK Private Sector

About the NMS

The National Measurement System (NMS) programme is the UK's technical infrastructure which underpins trade, industry, and regulation. The NMS is supported by the Department for Science, Innovation and Technology (DSIT) and delivered through laboratories dedicated to world-class measurement science. These labs deliver services to underpin the certification of calibrations and play a vital role in supporting innovation and growth in the UK. Every three years, the NMS commissions a survey of customers who use one or more of the following labs. This infographic explores results from a 2023 survey of 736 private sector customers*. Sampling weights were adjusted using post-stratification for the analyses to be representative of the entire population of the survey (2,870 sites).

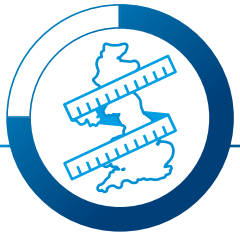
NPL

NML
UK NATIONAL MEASUREMENT LABORATORY FOR CHEMICAL AND BIO-MEASUREMENT HOSTED AT LGC

TÜV SÜD
National Engineering Laboratory

Who we impact

The NMS engages with **~3,000 private sector sites** across the UK.



These businesses;

employ ~712,000 people in the UK,

have an aggregate **turnover of £154bn,**

and have a **revenue per employee of ~£216,000.**

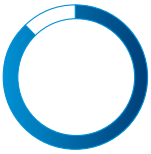
50% are **UK manufacturers**

and they account for **13% of total UK manufacturing employment.**

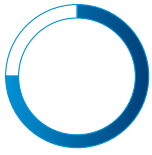
The **NMS labs work with 35% of all UKAS accredited calibration labs** in the UK.

By providing support to these labs, **the NMS labs indirectly support ~75,500 UK organisations through the "fanout" of calibration services**. (UKAS labs provide calibrations that are traceable to measurement standards maintained by NMS labs)

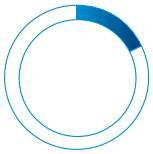
We support new products, processes and revenue generation



~88% of customers introduced new or improved products or processes as a result of working with the NMS.



75% were product innovations. **25%** were process innovations.



18% of NMS customers claim to have affected their industry through "disruptive innovations".

- **~2,870** of the UK based businesses that engaged with NMS labs generated **£1.56 billion in revenue from sales of new and improved products**.
- **1/3** of private sector users believe that their new and improved products would not exist without NMS support.
- Annually, **~920** of the UK businesses who use the NMS labs collectively attribute **£500 million** in sales revenue to innovations that wouldn't have succeeded without the NMS labs.

We support innovation aligned with pressing national challenges

49% of customers are connected to improving environmental protection.

37% of which attribute their innovations to NMS support.

44% of customers are connected to security and/or defence.

34% of which attribute their innovations to the support of NMS labs.

47% of customers feed into the provision of healthcare services or connect to the field of public health.

31% of which attribute their innovations to the support of NMS labs.

72% of the customers are connected to at least one significant technological area.

45% of which attribute their innovations to the support of NMS labs.

7% of customers are connected to developing quantum technologies.

38% of which attribute their innovations to NMS support.**

85% of customers are connected to at least one UK national challenge area, aligning to current and future requirements.

52% of which attribute their innovations to NMS support.

Customer satisfaction

To continue delivering impact in the future, the NMS will continue to monitor how their users view their relationship.

To measure satisfaction, a Net Promoter Score (NPS) was calculated, with **NMS labs scoring 47**, indicating that there are many more "happy" than "unhappy" customers.

This suggests that the NMS labs need to reflect on current ways of working and strive to deliver the best value for their users.

For further information, go to: **npl.co.uk/government/evidence-of-impact**

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**Customers were surveyed about their place of work (e.g., a division of their company) rather than their whole enterprise. This report uses the term 'businesses' in place of 'business sites'.*

***The evidence from this derives from a small sample size, these conditional probabilities are noticeably higher than for most other technological areas.*

References:

Katanguru, D R; King, M (2024) https://eprintspublications.npl.co.uk/9983/

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