

SATISFACTION SURVEY ON SERVICES DELIVERED BY CONSORZIO ARCA

GUIDE TO FILLING OUT

The survey to be answered requires for each question, the expression of a **judgment in relation to each of the following three elements:**

Expectation (which is your level of expectation for the service)

Perception(what is your opinion about the service provided)

Importance (how much important for you is the service)

The survey scale is: 1(low/unsatisfied) up to / (high/very satisfied) (only whole numbers are allowed)

A judgment for each of the above elements is required by the processing method.

Therefore, if **you did not experience the service**, you can only give your evaluation of :

Expectation (which is your level for the service).

Importance (how much important for you is the service).

In this case, your judgment will be only considered for informational and non-statistical purposes.

EXPLANATORY NOTES ON THE SERVICES

1 PRE-INCUBATION SERVICES

1.1 Innovation/technology assessment

It means: the evaluation of innovation and / or technology related to the company's idea.

The judgment can be based on: the identification of strengths and weaknesses.

1.2 Skills assessment

It means: the assessment of team interviews about skills needed.

The judgment can be based on: the assessment of team interviews about skills needed, skills present and not present, degree of maturity.

1.3 Feasibility Studies

It means: the study on the analysis and systematic evaluation of the technical, economic and organizational aspects of the business idea or the project.

The judgment can be based on: the clarity and completeness of the analysis carried out.

1.4 Business modelling

It means: to support the definition of the business model that best fits the activity to be undertaken

The judgment can be based on: the clarity and appropriateness of the model identified

1.5 Business Planning

It means: support for the definition and preparation of the business plan

The judgment can be based on: how strategies, decisions, resources and goals have been described for the implementation of the entrepreneurial idea.

1.6 Financial Simulation/forecasting

It means: support for the forecasting of the resources needed to achieve goals and priorities.

The judgment can be based on: detail of the resources highlighted and quantification



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1.7 Access to early stage funding

It means: support for funding and preparation for access to finance.

The judgment can be based on the level of preparation achieved, on the network of contacts on the funding obtained.

2 INCUBATION SERVICES

2.1 Support at creation

It means: support for the procedures to be performed to create the company to be incubated.

The judgment may be based on the clarity of the indications received.

2.2 Coaching / Mentoring

It means: evaluation of mentoring and coaching actions during the incubation period.

Judgments can be based on the impact created, on the growth achieved in terms of skills.

2.3 Access to funding

It means: support for funding and preparation for access to finance.

The judgment can be based on the level of preparation achieved, on the network of contacts, on the funding obtained.

2.4 Internationalisation

It means: the support for the preparation needed to deal with a foreign market, in order to find opportunities.

The judgment can be based on: the level of knowledge gained, the awareness of the actions to be taken, the quality of the opportunities.

2.5 Strategic partnering

It means: support for building strategic partnerships.

The judgment can be based on: partnership evaluation and impact on company strategy.

3 GROWTH SERVICES

3.1 Innovation Diagnostics

It means: to support the revision of the definition of innovation, the type of innovation, the barriers encountered, the actions to be taken (where possible depending on the role played by the various resources in the enterprise).

The judgment can be based on: evaluation of the results achieved in terms of awareness of the company's state regarding the innovation process.

3.2 Access to funding

It means: support for funding and preparation for access to finance.

The judgment can be based on the level of preparation achieved, on the network of contacts, on the funding obtained.

3.3 Internationalisation

It means: the support for the preparation needed to deal with a foreign market, in order to find opportunities.

The judgment can be based on: the level of knowledge gained, the awareness of the actions to be taken, the quality of the opportunities.



3.4 Clustering

It means: to support the search and clustering of companies

The judgment can be based on: assessment of support for cluster affiliation.

3.5 B2B support

It means: support for starting business relationships or technology transfer with business partners.

The judgment can be based on: evaluation of the support for the start of the reports.

3.6 Project development

It means: to support the development of a project related to entrepreneurship (innovation or research project).

The judgment can be based on: assessment of support to select topic, partners and develop the project idea.

3.7 Open Innovation Scheme

It means: support for the implementation of open-innovation based business models, for the activation of collaborations with external resources and structures.

The judgment can be based on: evaluation of support for the adoption of Open Innovation schemes.

3.8 Technology Search

It means: support for the research of technological solutions proposed by other subjects, for the evaluation of the state of the art of technology of interest.

The judgment can be based on: evaluation of the support for the research activity.

3.9 IP Assessment

It means: support to assess of the existence of IP rights, for awareness-raising actions on these issues.

The judgment may be based on the assessment of the awareness of the IP, on the valuation of any intangible assets.

For sections related to:

ASSESSMENT OF ASSISTANCE AND STRUCTURE:

4 Quality of the operational assistance received

5 Quality of Consorzio Arca premises

since the wording of the question already understands the meaning, we only specify that the judgment must be expressed taking into account our main operational processes.



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SURVEY

TOTAL ASSESSMENT OF THE SERVICES

1 PRE-INCUBATION SERVICES	EXPECTATION [1..7]	PERCEPTION. [1..7]	IMPORTANCE [1..7]
1.1 Innovation/technology assessment			
1.2 Skills assessment			
1.3 Feasibility Studies			
1.4 Business modelling			
1.5 Business Planning			
1.6 Financial Simulation/forecasting			
1.7 Access to early stage funding			

2 INCUBATION SERVICES	EXPECTATION [1..7]	PERCEPTION. [1..7]	IMPORTANCE [1..7]
2.1 Support at creation			
2.2 Coaching/mentoring			
2.3 Access to funding			
2.4 Internationalization			
2.5 Strategic partnering			

3 GROWTH SERVICES	EXPECTATION [1..7]	PERCEPTION. [1..7]	IMPORTANCE [1..7]
3.1 Innovation Diagnostics			
3.2 Access to funding			
3.3 Internationalisation			
3.4 Clustering			
3.5 B2B support			
3.6 Project development			
3.7 Open Innovation Scheme			
3.8 Technology search			
3.9 IP assessment			



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If we were to upgrade 3 of the above listed services, what would you suggest and why?

1. _____

2. _____

3. _____

ASSESSMENT OF ASSISTANCE AND STRUCTURE

4 QUALITY OF OPERATIONAL ASSISTANCE RECEIVED	EXPECTATION [1..7]	PERCEPTION. [1..7]	IMPORTANCE [1..7]
4.1 Completeness and clarity of the information provided by Consorzio Arca staff in the presentation of the services			
4.2 Timeliness and responsiveness of Consorzio Arca staff in responding to your requests, soliciting responses, etc.			
4.3 Logistics support for participation in "brokerage event", organization of visits to foreign partners, etc.			
4.4 Supporting the gathering of information during the negotiation of a technology transfer agreement (on company, market, regulatory, technology, etc.)			
4.5 Support for formalization of agreements (confidentiality agreements, licenses, etc)			
4.6 General support to the negotiation of international technology transfer agreements			

Can you suggest which form of assistance we should enhance, significantly improve or develop ex-novo and why?

5 QUALITY OF CONOSRZIO ARCA PREMISES	EXPECTATION [1..7]	PERCEPTION. [1..7]	IMPORTANCE [1..7]
5.1 Area to relax			
5.2 Classrooms (support infrastructure, acoustics, room ...)			
5.3 Factory (equipment, accessibility, organization)			
5.4 Cowork (space organization, ...)			
5.5 Kitchen (equipment available, tables, ..)			
5.6 Support services (water dispensers, snack and drink machines, printers, photocopiers ...)			

Can you suggest what we should upgrading, significantly improving or adding and why?



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GENERAL DATA

Filled by _____

Company _____

Date _____

The staff of the Consorzio Arca thanks you for the collaboration