

TEMPLATE

Output factsheet: Tools

Version 1

Project index number and acronym	CE 1569 ProsperAMnet
Lead partner	FH OÖ Forschungs und Entwicklungs GmbH
Output number and title	T.1.1.1 Multilingual service performance monitor
Responsible partner (PP name and number)	University of Passau (PP2)
Project website	https://www.interreg-central.eu/Content.Node/ProsperAMnet.html
Delivery date	12.09.2019

Summary description of the key features of the tool (developed and/or implemented)

Within the project ISEM (Industrial Service Excellence Monitor, AB 76) the University of Applied Sciences Upper Austria developed together with the University of Passau the Industrial Service Excellence Monitor, a tool that offers manufacturing companies a self-evaluation with feedback concerning their internal capabilities for Servitization and Service Excellence. Within the project ProsperAMnet this monitor, which was developed in German, was translated into Czech, Slovenian, Slovakian, Hungarian and Italian. Additionally, an English version has been developed. Therefore it is now available in seven countries and seven languages. Additionally, in every country there is on Service Performance Expert Hub, a business support organization that assists companies in using the monitor. The monitor is an evaluation tool. A key informant from a manufacturing company has to answer questions concerning the internal capabilities, performance and the environment of the company. The companies get feedback based on this information. The result section shows their strengths and weaknesses in 12 dimensions (partnership with customer, network capabilities, organizational culture, organizational structure, pricing of services, sales force capabilities, service orientation of strategy, risk assessment and KPIs, organizational processes, individualization/standardization, assessment of service quality, service innovation). The monitor differentiates between three dimensions of performance (financial performance of the service business, non-financial performance of the service business and enabler for the product business) and shows which capability dimensions are important to reach a specific performance dimension. The monitor therefore offers possible development paths for companies according to their strategic goals. The monitor also offers recommendations for actions for each capability dimension. The tool is online available and free of charge.

NUTS region(s) where the tool has been developed and/or implemented (relevant NUTS level)

NUTS region, where the tool has been developed: AT31, Oberösterreich, DE22, Niederbayern
NUTS regions that benefit from the tool: HU21, Közép-Dunántúl; SI02, Zahodna Slovenija; CZ03, Jihozápad; AT31, Oberösterreich; ITH4, Friuli-Venezia Giulia; DED2, Dresden; SK01, Bratislavský kraj, DE22, Niederbayern,

Expected impact and benefits of the tool for the concerned territories and target groups

The target groups that benefit from the monitor are large enterprises as well as SMEs. As the monitor analyses their internal capabilities for services in twelve dimensions, companies can find “blind spots” that they did not pay attention to, but are important for success in the service business. As the monitor differentiates between three aspects of performance, companies can learn which of these aspects are important for them and what they can do to reach performance in these respective aspects. The recommendations can give them clear guidance on how they can develop their service business. By collecting data on how good manufacturing companies are in their service business in specific regions, comparisons between regions are possible and can be the basis for strategic actions plans for specific regions

Sustainability of the tool and its transferability to other territories and stakeholders

The tool is online available and therefore accessible for all companies. As the monitor is now translated in German, Czech, Slovenian, Slovakian, Hungarian and Italian, companies in Austria, Germany, Czech Republic, Slovakia, Slovenia, Hungary and Italy can use it every time. As there is also an English version, companies from other regions can use the tool as well. It is also possible to translate the monitor in additional languages. The monitor was programmed that it so possible to add new language versions quite easily. By offering additional Business Support Organizations a training and develop them into Service Performance Expert Hubs, new large companies as well as SMEs can get access to this tool.

Lessons learned from the development/implementation process of the tool and added value of transnational cooperation

The transnational cooperation between Austria, Germany, Slovenia, Slovakia, Hungary, Czech Republic and Italy offered the possibility to assist companies in all these countries by offering all of them the possibility to use the Industrial Service Excellence Monitor in their own language. Additionally, they can get support from a trained Service performance Export Hub within their country. The Service Excellence Monitor that was available only in German language for companies in Austria and Germany is now available in seven languages in seven countries and in each of these countries the companies can get assistance from a Business Support Organization that knows the regional needs.

References to relevant deliverables and web-links If applicable, pictures or images to be provided as annex

T1.1.1 Translated Monitor in 6 languages (available at www.ise-monitor.eu/monitor)

T1.1.2 online webinar (video) and manual (report) for monitor usage (available at www.ise-monitor.eu/monitor)