

## BE READI ALPS – QUALITY SYSTEM

WPT1.4 – Quality system - Unioncamere del Veneto - Valentina Colleselli



The tool aims to track and combine the information collected during the „Diagnostic phase“ and the „Piloting action“ of the project in order to assess the quantitative and qualitative results achieved.

Unioncamere del Veneto – PP1 is the coordinator of the action and Task leader. Its role is to provide and share a common methodological approach, collect the gained results and deliver a finale Quality System Report (D.T.1.4.1).

Common methodological approach

The quality system pack is composed by three different tools:

1. Service tracking tool
2. Satisfaction survey questionnaire
3. Key Performance Indicators Report

The quality system pack aims at integrating the already existing deliverable able to give evidence of the services provided: the diagnostic tools proposed by the BE READI POINTS, the company readiness analysis, and the internal assessment grid proposed.

### 1. SERVICE TRACKING TOOL

Unioncamere del Veneto has elaborated the proposed excel monitoring tool (BE-READI ALPS TRACKING TOOL) which includes information automatically updated on the basis of the collected EoI and assessment grid information.

**The tool is meant to be considered a dynamic instrument to track the services provided to the companies during the project’s lifetime and will be uploaded by the staff members of Unioncamere del Veneto. With the cooperation of all the partners.**

### HOW DOES IT WORK? .....

According to the first step’s information published on the project’s website, the services delivery process is composed by **5 possible steps** as described hereby:



**In relation to the STEP 01** - EOI: “Express your interest, meet our BE-READI ALPS Points staff to present your idea and get involved in our pilot: you will have the possibility to meet potential digital providers, investors and possible partners during our events, learn through our webinars and accompanied by a network of competent and reliable supporting organizations.”

The SERVICE TRACKING TOOL will:

- be updated with the excel datasheet directly in the excel file
- link the information provided by the companies in the EOI directly to the companies’ main information and be used to fill the **FIRST SECTION OF THE “FORM SUMMARY OF THE SUPPORTED INNOVATIVE IDEAS”**

Busforfun.com			
BE-READI POINT:	Unioncamere del Veneto (ITALY)		
Enterprise's legal form:	0	Year of foundation:	2015
Address:	via Bottenigo, 217 Venezia	Country:	Italy
Economic Sector:	B2B - Commuting - Company Shuttle	NACE CODE:	0
Turnover:	0	Employees:	0
<b>STEP 1 - EOI AND ASSESSMENT</b>			
DATE:	DESCRIPTION:	NOTES:	
6.10.20 18:32:04	FILLED		
<b>STEP 2 - SERVICES PROVIDED AND MATCHING ACTIVITIES</b>			
DATE:	DESCRIPTION:	NOTES:	
29/06/2020	ASSESSMENT GRID - FILLED		
<b>STEP 3 - SUMMARY OF THE SUPPORTED INNOVATIVE IDEA</b>			
DATE:	DESCRIPTION:	UPDATED VERSION n°	
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		V2	
		V3	
		V4	

The SERVICE TRACKING TOOL has a **general overview excel sheet** of all the information collected, which is structured as follows:

WPT.1.4. BE READI ALPS - TRACKING TOOL													
E	WHICH TARGET?			SIZE OF THE COMPANY			WHERE THEY ARE?			BUSINESS SECOND LIFE KEY WORDS (LINK TO THE IDEA TRACKED)	SECOND LIFE ASSESSMENT		
	ENTERPRISE	LEGAL FORM	ECONOMIC SECTOR	NACE CODE	TURNOVER	EMPLOYEES	YEAR OF FOUNDATION	LEGAL SEAT (CITY)	OTHER			COUNTRY	BE READI POINT CONTACTED
1	Busforfun.com						2015	via Bottego, 217 Venezia		Italy	Unioncamere del Veneto (ITALY)	We can offer a web site to book the shuttle bus for the return trip house-work; with an owner algorithm we optimize the route with the currency reservation, in this way we can offer the company (out customer) the best transfer solution for they employees with the minimum cost, the next step is find a sales network to push this solution in Italy and other countries and find some financial investors	
2	10 I CUBE S.R.L. - UNIPERSONALE						2007	VIA DELLE INDUSTRIE, 15 MARGHERA VENEZIA		Italy	Unioncamere del Veneto (ITALY)	USP - Servizio di Progettazione Integrata Innovativa Il progetto di innovazione comprende l'utilizzo di tre tecnologie innovative (Intelligenza Artificiale, Realtà Virtuale/Aumentata, Generative Design) per assegnare allo sviluppo monitoraggio e gestione dei progetti di macchinari, componenti e complementi di arredo un nuovo processo multidisciplinare di coinvolgimento delle risorse interne e stakeholders anche da remoto.	
3	STUDIO BORTOT & C SRL STP						1996	VIA CAL DE FORMIGA 128 SANTA GIUSTINA		Italy	Unioncamere del Veneto (ITALY)	SI VORREBBE DIGITALIZZARE MAGGIORMENTE L'AZIENDA E NEL CASO DIVENTARE CONSULENTI PER LE AZIENDE FINANZIATE	
4	Topautotruck						2013	St. Ursulastr.1, 39025 Naturns		Italy	Camera di Commercio di Bolzano (ITALY)	We have developed a steam extractor and saved it with a patent. It is a perfect blend of machinery and accessories make the TRA SYSTEM the best car interior washer in the world; it is even considered a benchmark by the competition. Wash and suction on upholstery and carpets with high pressure spray of hot water and detergent through exclusive suction nozzles designed to a reach into any corner. Therefore, the action is chemical (it is suggested that natural detergents not tested on animals be used), thermal and mechanical; in this step, even the toughest grease stains can be removed; a special accessory is able to remove even chewing-gum from the upholstery and the carpet. In addition, the steam eliminates lime scale and static electricity, which acts like a dust magnet. In the cold seasons, using an exclusive bag filled with hot air to be placed on the upholstery, each of the seats can be individually dried in about six minutes. USP: The best in efficient cleaning. PRACTICAL, FAST AND EASY TO USE. Next steps to implement: build up sales network	
5	FACTUMEVENT, organizacija dogodkov, Mitja Špeš s.p.						2016	Bethnavska cesta 8, 2000 Maribor, Slovenija		Slovenia	Regional Chamber of Craft and Small Business of Maribor (SLOVENIA)	Virtual fairs software platform: It is a software platform for conducting virtual fairs with more advanced analytics of exhibitors and visitors. The platform enables a hybrid system of execution or a complete transfer from real time to a virtual event. It is possible to rent a software platform with personalization of a virtual fair. The advantage is the transfer of real time events to the virtual world and the implementation of further services of the organization of fairs. In the next steps, we want to become a competitive provider of virtual event / fair services and thus offer services for digitalization of companies. The Monkey Project - Social Innovation responded to socially responsible cooperation between real environment and vulnerable	

## SECTIONS:

### 1. Which targets?:

- Enterprise
- Legal Form
- Economic Sector

### 2. Size of the Company:

- Turnover
- Employees
- Year of Foundation

### 3. Where they are:

- Legal Seat (City)
- Other Country
- Be ReadI Point Contacted

### 4. Second Life Assessment:

- Business second life key words (link to the idea tracked)
- Eoi Filled
- Grid Filled
- Readiness for Services? (Yes/No)

5. Services Required

Internationalisation

- a) Digitalisation
- b) B2b
- c) Financing

6. Participation to Project's Events:

- a) Digithon Lubiana
- b) Digithon Munich

7. Next Steps....

**DATA SOURCES:**

- Data Available Through The Eoi Analysis
- Interviews To The Partners

**TARGET: 500 ENTERPRISES**

**In relation to the STEP 02- SERVICES PROVIDED AND MATCHING ACTIVITIES**

Unioncamere del Veneto aims at keeping updated and progressively monitor the tools activated and the innovative ideas support processes with the cooperation of all partners.

**The main objective of this action is to facilitate the matching processes and B2B action by stimulating the potential link between services' offer/demand – B2MACTH PALTFORM USE (STEP 03)**

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		V2	
		V3	
		V4	

Partners will be contacted to support the collection of relative information:

<b>Tools for change:</b>	Which tools have been activated by the BE-READI POINT to support the process?  <i>1000 characters max</i>
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**DATA SOURCES:**

- Data detectable with interview to the partners
- Analysis of diagnostic tools
- Analysis of the results of the assessment grid

**TARGET: 100 ENTERPRISES**



## Assessment system for BE-READI Points

### Suggested process on conducting the interview:

**1. first consultation with the company** → try to ask as many question as you can to get a better insight on the company → be the listener

Topics you should address while talking to the companies:

- Company Information (size, sales model, strategy, patents, processes, internationalization etc.)
- Financial Viability (Solvency, Liquidity, Profitability)
- Second life project (innovation, needs to launch, planned or performed activities e.g. raise capital, feasibility studies...)
- Target market (size, competition)
- PP's assessment on readiness (company, project)

### In relation to the STEP 04- STRUCTURE YOUR SECOND LIFE

The tool aims at keeping monitored the progresses and step necessary to define and detail the second life innovative idea: before, during and after the coaching and matching services provided thanks to the BE-READI ALPS POJECT.

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		V2	
		V3	
		V4	

Partners will be contacted to support the collection of relative information:

<b>Please set down an abstract of the final business idea for a "second life"</b>	Vision and focus of the idea, market place, value chain and synergy with innovative sectors, international dimension (if any), sustainability and long term impact on the business activity: <i>2000 characters max</i>
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FINAL OUTPUT FORESEEN:

SUMMARY OF THE SUPPORTED INNOVATIVE IDEAS FOR THE BUSINESS "SECOND LIFE"		
<b>Enterprises:</b>	<i>Business Name</i>	<i>Legal form</i>
<b>Country:</b>	<i>Legal seat</i>	
<b>Economic sector:</b>	_____	
<b>Dimension:</b>	<i>Turnover</i>	<i>Employees</i>
<b>Initial key driver for change:</b>	Which need, opportunity or idea moved the change to the "business second life"? <i>1500 characters max</i>	



<b>Disruptive or innovative change:</b>	Which external elements supported the business idea’s growth and development  <i>1000 characters max</i>
<b>Tools for change:</b>	Which tools have been activated by the BE-READI POINT to support the process?  <i>1000 characters max</i>
<b>Please set down an abstract of the final business idea for a “second life”</b>	Vision and focus of the idea, market place, value chain and synergy with innovative sectors, international dimension (if any), sustainability and long term impact on the business activity:  <i>2000 characters max</i>

**ADDITIONAL TOOLS:**

- The satisfaction survey questionnaire → to be filled by the **companies**
- Key Performance Indicators Report → drafted by **Unioncamere del Veneto** on the basis of the indicators issued by the diagnostic tools applied.