

# TEMPLATE

## Output factsheet: Trainings

Version 1

Project index number and acronym	CE 1569 ProsperAMnet
Lead partner	FH OÖ Forschungs und Entwicklungs GmbH
Output number and title	O.T1.2.1 Professionalization into Service Performance Export Hubs
Responsible partner (PP name and number)	FH OÖ Forschungs und Entwicklungs GmbH
Project website	<a href="https://www.interreg-central.eu/Content.Node/ProsperAMnet.html">https://www.interreg-central.eu/Content.Node/ProsperAMnet.html</a>
Delivery date	07.05.2019

### Summary description of the implemented training measure(s), explaining the specific goal(s) and target groups

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 (Output O.T1.1.1) In order to give manufacturing companies in the Czech Republic, Slovenia, Slovakia, Hungary, Germany, Austria and Italy the possibility to use the monitor, the monitor has to be promoted in these countries and companies have to get assistance how to use the monitor. Therefore, Business Support Organizations have been trained during a training session at the kick-off meeting of ProsperAMnet by the University of Applied Sciences Upper Austria how they can promote the monitor and how they can assist manufacturing companies in their country to use the monitor, thereby becoming Service Performance Export Hubs. The training involved an explanation of how the Industrial Service Excellence Monitor has been developed, which questions and categories it contains, the analysis of the companies, the results section of the monitor, the recommendations for action, an explanation of the target group, possible key informants, a guide how to explain the monitor to manufacturing countries and a time for specific questions concerning the usage of the monitor. Additionally, it was shown directly in the online-tool how the monitor looks like and how it can be used.

### NUTS region(s) where training(s) have been conducted (relevant NUTS level)

NUTS region, where the training has been conducted: AT31, Oberösterreich

NUTS regions that benefited from the training: HU21, Közép-Dunántúl; SI02, Zahodna Slovenija; CZ03, Jihozápad; AT31, Oberösterreich; ITH4, Friuli-Venezia Giulia; DED2, Dresden; SK01, Bratislavský kraj

### Expected impact and benefits of the trainings for the concerned territories and target groups

The training should give the involved Business Support Organizations that are now Service Performance Expert Hubs the ability to promote the Industrial Service Excellence Monitor in their countries and to assist companies how to use the monitor. They can also help companies to decide if they are within the target group and which key informant is appropriate to use the tool. The Business support organisations benefit from the training by being able to assist companies in using the monitor.

Another target groups that benefit from this training session are large enterprises and SMEs in Austria, Germany, Slovenia, Slovakia, Hungary, Italy and the Czech Republic. As there is a Service Performance Expert Hub in all these countries, they can use the Industrial Service Excellence Monitor and get help in using it and interpreting the results.

### Sustainability of the training(s) and developed training material(s) and their transferability to other territories and stakeholders

The presentation that was developed for this training is in English language and can be given to other Business Support Organizations to develop them also into service performance export hubs.

### Lessons learned from the development and implementation of training measures 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 and to offer them a 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](http://www.ise-monitor.eu/monitor))

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