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Quality of EEN services & Achievements (Advisory Services Outcomes)

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L'Europe à la portée de votre entreprise.

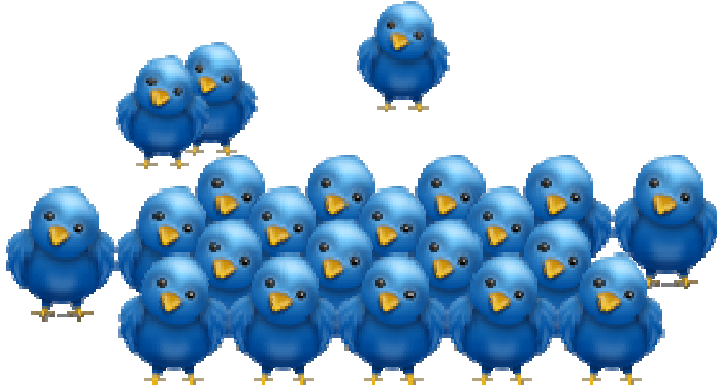


CIP EEN vs COSME EEN : A New Approach



QUALITY

vs.



QUANTITY



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Quality of the EEN Services

*“The Commission/EASME shall assess the Network in terms of its **effectiveness, governance** and provisions of **high-quality** services across the Union.”*

“A continued effort is needed to further optimise the quality of the services and performance of the Network (...)”

COSME Regulation



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Code of Conduct:

- Contractual obligation
- Included in the Specific Grant Agreements (SGA COSME & SGA H2020)
- Respected by all consortia and partners

"May therefore be considered as a pre-requisite for an effective and successful operation of the Network as a whole".



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Network's performance will be measured on the basis of:

- **Output indicators:** measure the level of activity of the Network partners
- **Outcome indicators:** measure the concrete results of support activities triggered by outputs
- **Impact Indicators:** measure the positive effects of the EEN activities and services on businesses

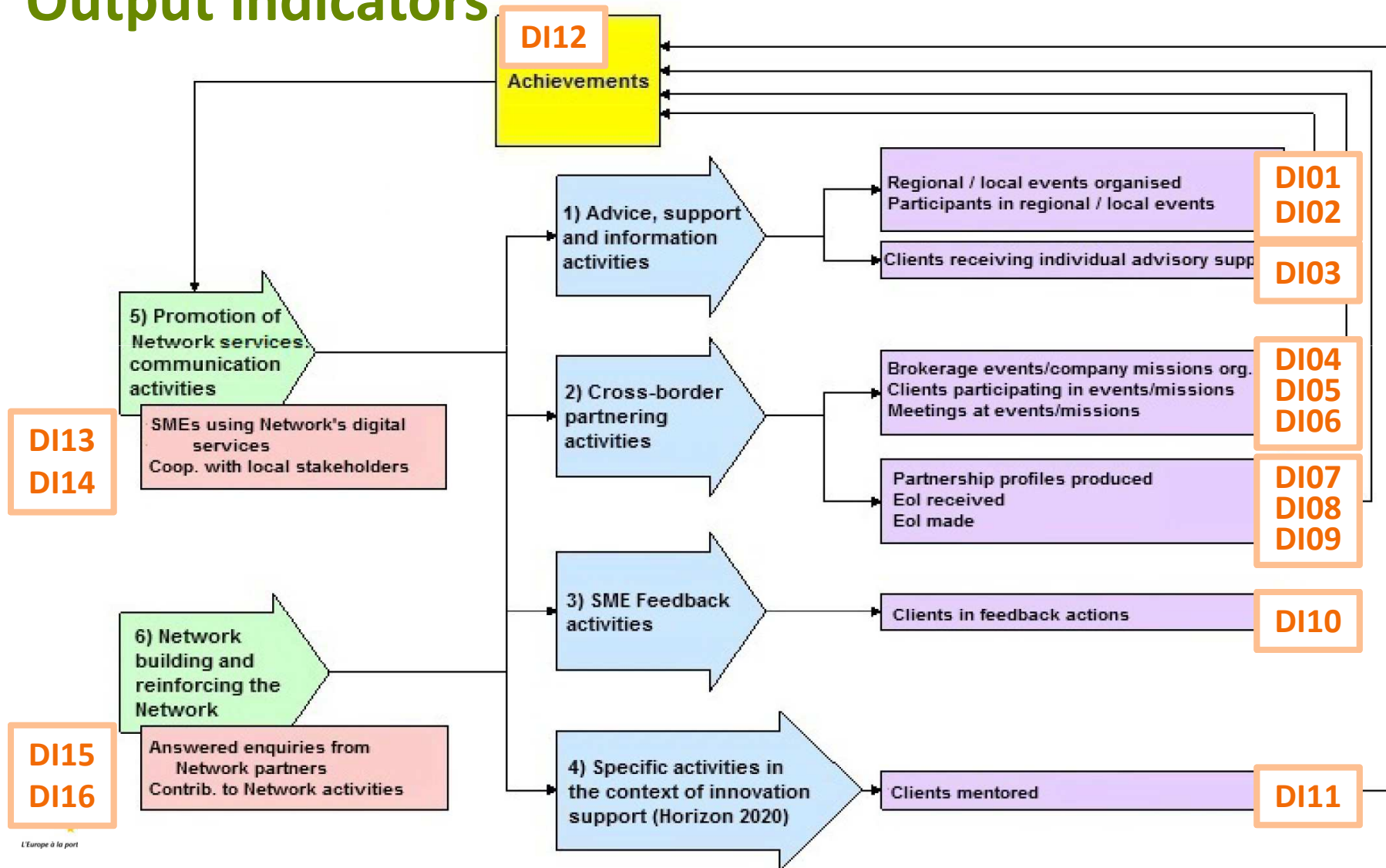
[Qualitative Assessment](#)



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- **Output indicators:** 15 PES Targets
- **Outcome indicators:** Achievements: PAs and ASOs
- **Impact Indicators:**
 1. Market improvement
 2. Cost Savings
 3. Job Creation or maintenance
 4. Quality improvement
 5. Innovation

Output indicators





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Impact Indicators:

Two qualitative questionnaires by the Network partner to **each client receiving an in-depth Network service:**

Questionnaire 1: 15 yes/no questions on the expected impact of the services delivered by the Network – client satisfaction will also be analysed in this context.

Questionnaire 2: one year after a service leading to an achievement has been delivered – focus on Q.1 and its expectations – 15 yes/no simple questions.



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Advisory Services Outcomes (ASOs)

http://een.ec.europa.eu/my/circular_notes/guidelines-advisory-services-outcomes-asos-0



Thank you for your attention!

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