Blueprint Template

The blueprint is a crucial step for the last stage of selection. It will the ENISIE partners to make a cut between those organizations they will be able to effectively support thanks to the Enisie Services.

In order to make it easier for every partner, the consortium will use a shared template through the business check phase.

The blueprint template can also be helpful in driving the conversation with the potential beneficiary.

The areas below are somehow connected with the Enisie Services, since Enisie Partners will build up services that can provide specific support. In details:

- Financial and Funding
- Internal Operations
- Innovation
- HR and Training
- Product/Services
- Clients and Users
- Marketing and Sells
- Internationalization
- Partnerships
- Miscellaneous

Each area will be a "box" template, like the image below:

	Status Quo	Problems	Actions/KPI	Coherence with the Enisie Services
Financial and Funding	*"We are doing this..etc."*	*"We are struggling with.."*	*- Define a new Business Model - Draft a Business Plan, etc.*	*What services from the catalogue match better?*

A box similar to this one will be filled for each area highlighted previously, in order to gather information and have a better understanding of what the organization is doing (**Status Quo**), what are the challenges (or opportunities) they are facing because of COVID-19 (**Problems**), what results need to be achieved in order to try and solve the problem or design effective solutions (**Action/KPI**) and evaluate if and what services ENISIE Partners can provide to them (**Coherence**).

In order to facilitate the discussion for each area of the template, we will use some pre-made questions. Such as:

Innovation

1. Is there an innovation strategy in the company?

2. Has it been communicated to all company functions?

3. Is there an innovation function or a team dedicated to innovation activities in the company?

4. Do you use external Innovation Managers?

5. Is there a structured approach to innovating products and processes in the company?

6. What types of innovation have you implemented in the company

7. What innovation projects are you working on? What have produced results?

8. Which ones would you like to develop in the future?

9. What are the obstacles and critical issues encountered in the implementation of innovation in the company?

10. Have you defined specific metrics/kpi to measure innovation/open innovation activities?

HR and Training

1. How many employees are there in the company? What types of contracts (e.g. Full-Time, Part-Time, Collaborators)?

2. Are there any employee training plans in place? If so, which ones?

3. How much time do employees dedicate to training activities over a year?

4. Are there any internal initiatives that allow employees to propose new ideas and solutions?

5. Is there an employee incentive policy linked to results?

6. Are there structured processes of research, selection and placement of employees in the company?

7. Do you need new staff in the company? What type of figures?

8. Is there a figure that deals with personnel management (HR Manager)? If not, who takes care of it?

9. What would you improve in human resource management and training within the company?

10. Have you defined specific metrics/kpi to measure training activities?

Partnerships

1. Do you have any "key" suppliers? What kind of relationship did you have?

2. Do you work with other companies to jointly develop products or services?

3. Do you work closely with your customers/users to develop better products and services?

4. Are you in contact with training institutions (public and private) to which you periodically express your training needs?

5. Do you use the stakeholder map? When was it last updated? 6. Do you collaborate with startups, SMEs, research centers, universities, spinoffs to develop innovative solutions?

7. Have you defined specific metrics/kpi to measure partnership activities?

Internationalization

1. Are you present with your products/services in other countries?

2. If so, how did you choose these countries?

3. Percentage of turnover carried out abroad?

4. Who manages the internationalization projects within the company?

5. Do you have an internal export manager or do you rely on external consultants?

6. How you choose the countries where you want to internationalize?

7. Is there a structured process that allows you to identify, plan and manage your entry into the foreign market?

8. Are you aware of the initiatives launched by the ICE to support internationalization?

9. Have you ever considered [Malta/Sicily] as a possible country to address your commercial offer?

Financial and Funding

1. Does the company need capital for investments/current expenses?

2. If so, on which activities/assets would you allocate hypothetical financial resources?

3. Have you participated in funding calls in the past?

4. Are you interested in calls currently available/open?

5. Turnover of the last year?

6. Compared to 5 years ago, has the turnover increased, decreased or is stable?

7. Do you make forecasts of turnover and cash-flow during the year? If so, how many times on average per year?

8. What are the main entities with which you interface for any capital needs (e.g. Banks, Public Sector, Foundations, etc.)?

9. What are your economic and financial forecasts for the next year?

Product/Service

1. What products and services do you offer?

2. What is the competitive advantage of these products over the competition?

3. Will you develop new products in the next 12 months? If so, which ones?

4. Do you have patents?

5. Do you use the typical technologies of Industry 4.0 to produce (if a physical product)?

6. Have you ever created the Blueprint or Servqual to create/revise your service delivery model?

7. Do you use the "Lean Methodology" to test the implemented solutions?

Clients and Users

1. Who are your customers? B2B or B2C?

2. Have you ever built a "customer personas"?

3. Have you ever built the "Value Proposition Canvas"?

4. Is there a structured process that allows you to listen to customer advice to create better products?

5. Do you collect customer feedback on your products/services?

6. How do you measure "customer satisfaction"?

7. How do you establish and maintain relationships with customers?

8. What analysis do you carry out in terms of market research? Qualitative/ quantitative? Do you use secondary or primary data?

Internal Operations

1. Do you use methods to measure the efficiency of your internal processes?

2. Do you use "agile" job management tools? If so, which ones?

3. Do you use a classic or "agile" project management approach (SCRUM, Kanban, etc)?

4. How is the division of tasks and workloads done?

5. How is the supervision of the work of the collaborators carried out?

6. Are the new projects undertaken completed on time?

7. Do you periodically review the business model? How often?

8. Do you periodically review your organization chart? How often?

9. Do you have a manual for internal processes or it's all based entirely on tacit knowledge?

10. Do you routinely review internal processes (in terms of effectiveness and efficiency) to make any corrections or improvements?

Marketing and Sells

1. Do you have a marketing function in your company?

2. Do you directly manage the communication of your company?

3. Are you present in a structured way on the web? Do you use it as a sales channel? (website, social, etc.)

4. Are there any professional figures involved in marketing and communication? Internal or external?

5. When was the last time you did market analysis?

6. When was the last time you did an analysis of your competitors?

7. What channels do you use to distribute your products/services?

8. Do you use internal sales force to market your products / services?

9. Is the sales force used adequately trained?

10. Have you defined specific metrics / kpi to measure marketing and communication activities?