WP3 – Quality standards and good practice

WP3 addresses quality standards and good practice of NCP services.

It includes quantitative and qualitative assessment of NCP services in order to identify Key Performance Indicators and take measures, if needed, to guarantee (minimum) quality standards, to foster good practice and, if needed, to assess impact.

WP3 Achievements

11 NCP systems have been mapped (on voluntary basis):

- Services offered by NCPs are mostly the same
- Generally NCPs tend to use indicators measuring their informative efforts *(number of consultancies, meetings, publications, etc.)*

NATIONAL CONTACT POINTS
FOR QUALITY STANDARDS AND HORIZONTAL ISSUES
(GARRI.8.2014)

WORK PACKAGE 3 – QUALITY STANDARDS AND GOOD PRACTICES
T3.1 INDENTIFYING AND REFINING KEY PERFORMANCE INDICATORS

Country	Denmark	Italy	Czech	Ireland	Spain	Austria	Poland	Switzerland	Croatia	Belgium
GERD (2013) [mln€]	7 731	20 203	2 997	not available	13 052	9 074	3 436		355	9 015
Population (2014)	5627235	60782668	10512419	4605501	46512199	8506889	38017856		4246809	11203992
FTE (2013)	40858	117973	4246809	not available	123583	39923	71472		6529	44649
FP7 Participation SR	22,75%	17,19%	11,09	20,39%	18,32%	21,53%	17,14%		16,09%	23,29%
FP7 Funding %	15,46	11,70%	13,96	15,45%	10,99%	16,37%	10,19%		11,65%	18,36%
H2020 SR	8,27	8,11%	8,85	10,51%	8,99%	9,25%	9,35%		8%	10,59%
H2020 Funding %	6,58	6,61%	6,68	6,90%	8,31%	6,92%	6,83%		8,77%	8,44%

PARTNER NAME / MAPPING OF NCP SYSTEMS	DASTI	APRE	TC ASCR	Enterprise Ireland	ISCIII	FFG	IPPT PAN	Euresearch	AMEUP	ABE
National authority responsible for the H2020 NCP System	The Danish Agency for Science, Technology and Innovation (DASTI)	The Ministry of University and Research	The Ministry of Education, Youth and Sport of the Czech Republic (MEYS)	Department of Jobs, Enterprise and Innovation	Economy and Competitiveness Ministry	Austrian Ministry for Science, Research and Economics	Ministry of Science and Higher Education	State Secretariat for Education, Research and Innovation (SERI)	Ministry of Science, Education and Sports	Government of the Brussels-Capital Region
	SCIENCE	SCIENCE	SCIENCE	INDUSTRY	INDUSTRY	SCIENCE / INDUSTRY	SCIENCE	SCIENCE	SCIENCE	OTHER
Mechanism for setting the NCP System	Appointment	Appointment	Public tender	Appointment	Appointment	Appointment	Public tender	Public tender	Appointment	Appointment
Mission	EC Minimum Standards for the NCP	EC Minimum Standards for the NCP	Contribution to a higher participation of Czech teams in European research and development, especially in the framework programmes of the European community for research and technological development	EC Minimum Standards for the NCP	EC Minimum Standards for the NCP	yes	Yes	YES	EC Minimum Standards for the NCP	Yes
Organisational Model	Centralised	Centralised	Centralised	De-centralised	De-centralised	Centralised	Centralised	Centralised	Centralised	De-centralised
NCP personnel (Full time equivalent)	10	44	16	18,28	28	20	33	36	10	?
Gender Balance (please indicate what is number of men/women in your organisation)										
NCP personnel specialised in more than one NCP area	They all have more than one area of NCP. Sometimes it is grouped, if possible	APRE staff usually follows a minimum of two areas in H2020	2-3 NCP areas	Share Security with ICT. Share transport with NMPB. Due to overlap in thematics and geographical considerations	In the case CDTI-NCPs the answer would be yes, as is the NCP service is the core of their work	• Widening Participation + Europe in a changing world • Challenge 6 + Sciences with and for society KETs are covered by the respective thematic NCPs	2-3 thematic areas	2-3 thematics	2 themes	2 themes
Administration Staff (not NCP Personnel)										
Services being offered by NCP								45 services were defined		
Telephone consultancy	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES
E-mail consultancy	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES
Personal consultancy	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES
Trainings for beneficiaries	YES	YES	YES	YES	YES	YES, in particular via FFG academy	YES	YES	YES	YES
InfoDays	YES	YES	YES	YES	YES	YES	YES	YES	YES	NO
Brokerage Events	No	YES	YES	YES	YES	YES	YES	YES	NO	YES
Partner Search	No (done by the network we coordinate)	YES	YES	YES	YES	YES	YES	YES	YES	YES
Proposal Pre-screening	YES	YES	YES	YES	YES	YES ("proposal check", please see below)	YES	YES	NO	YES
H2020 Website	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES

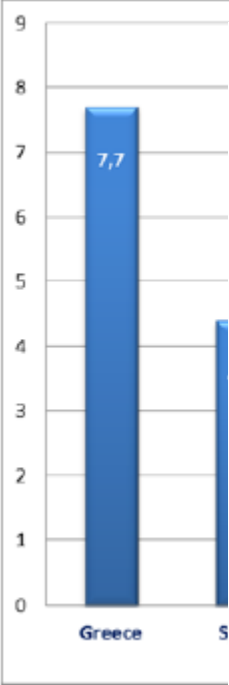Figure 14a: The number of researchers [1000 FTE] per one expert [FTE][7]

Figure 15b: The number enterprises [1000] per one expert [FTE][8]
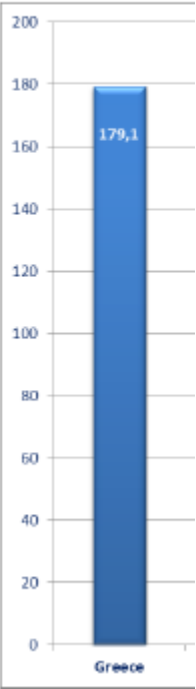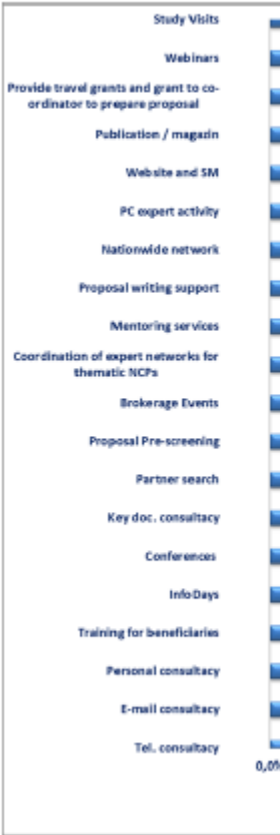
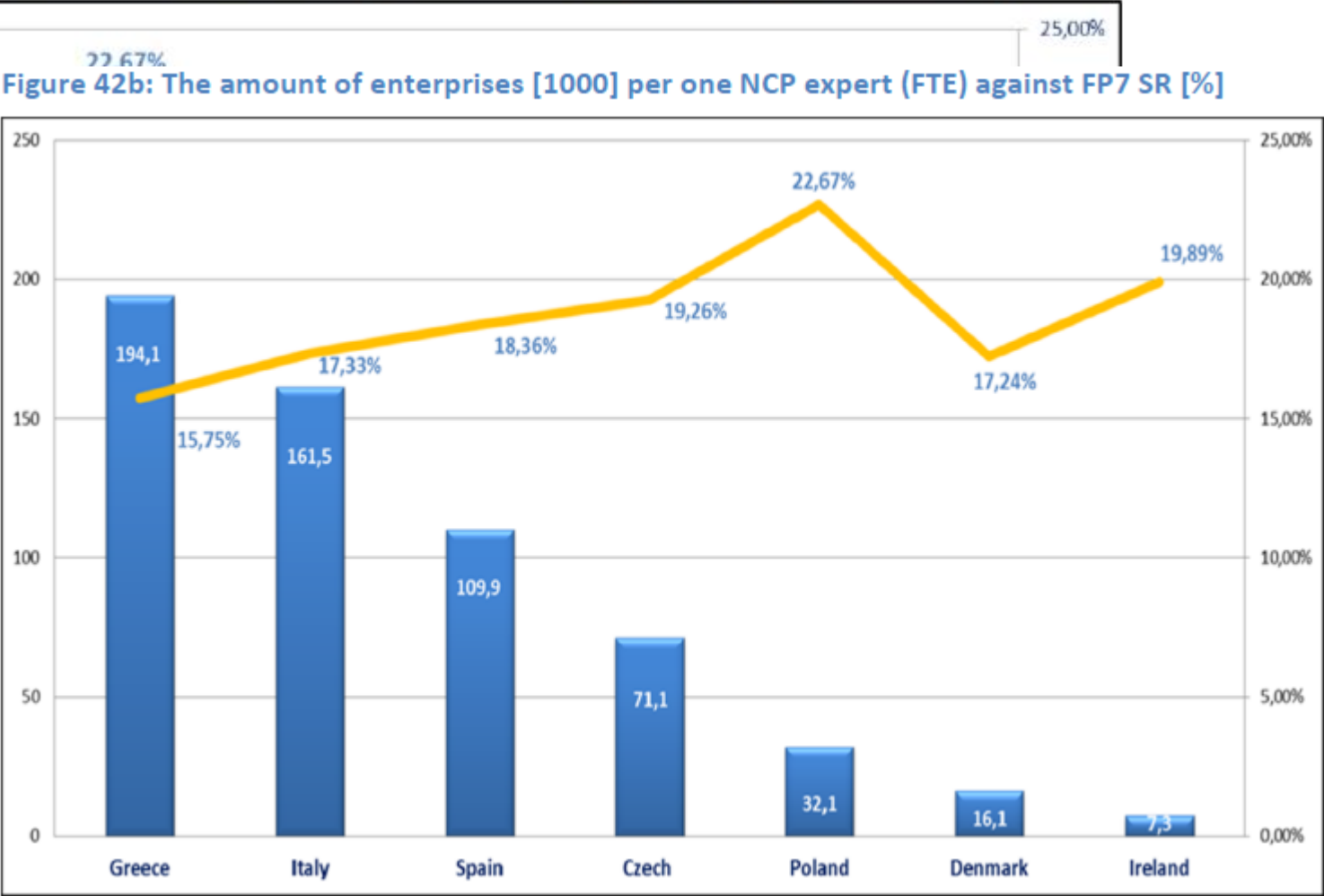Figure 21: Types of services offered by NCPs

Figure 41a: The amount of researchers [FTE] per one NCP expert (FTE) against FP7 SR [%]

Figure 42b: The amount of enterprises [1000] per one NCP expert (FTE) against FP7 SR [%]

WP3 Conclusions

- **Indicators only make sense if there is a goal to achieve however these goals can only be defined at national level** and should be quite specific, and related to the actual potential and willingness of a country to improve its performance in a specific area.

- NCPs in H2020 participating countries are organised in various ways and the only common ground and shared definition of the NCP system is the "Minimum standards (…)" agreed between them and the EC

- **There are no common KPIs being used today or possible to introduce into H2020 NCP systems as national differentiation and specific goals render any EU shared KPIs not feasible.**

WP3 Recommendations

- Main benefit at this stage is a very rare knowledge for National NCP Coordinators on national performance standards, good managing practices and especially fresh and sometimes surprising ideas and approaches.

- **The best possible option, having in mind the way H2020 NCP system is organised today, is a list of possible indicators that could be used on a VOLUNTARY BASIS by one or several NCP systems, depending on their specific national context, priorities, needs and constraints.**

KPIs a la Carte …

GENERAL CATALOGUE OF NCP INDICATORS FOLLOWED

- **IDENTIFIED WITHIN THE NCP ACADEMY WP3 (DRAFT)**

FRAMEWORK PROGRAMME PERFORMANCE

- Number of project proposals sent nationally (partner / coordinator)
- Total amount of requested funding
- Number of proposals which obtained EU financing
- Total amount of EU funding received nationally
- Total job created/maintained through EU financing
- Number of national entities participating in FP
- National success rate(s) in Horizon 2020

NCP EFFORT AND PERFORMANCE

Advisory activities

- Number of personal consultations
- Number of e-mail consultations
- Number of telephone consultations
- Number of Trainings
- Number of Publications
- Number of proposals reviewed / checked

Data followed with details on organisation type (HES, REC, PRC, etc.), region, programme; duration, detailed/strategic consultancy)

Dissemination / Communication activities

- Number of visits to the website
- Number of Facebook followers
- Number of Twitters comments
- Number of newsletter subscribers
- Number of press releases
- Number of members of Linkedin group
- Number of active customers in database

Information activities

- Number of International conferences and seminars
- Number of presentations at international conferences
- Number of national conferences,
- Number of information days
- Number of seminars
- Number of workshops

- Number of Mentoring Services performed
- Number of WWW publications

Data followed with details on organisation type (HES, REC, PRC, etc.), region, number of participants - possible calculation of ratio participants per event / per event category.

- Number of Brokerage events co-organised
- Partner searches created (outward)
- Partner searches disseminated (inward)
- Number of EOIs for outward Partner Searches
- Partner searches which concluded in submitted proposal
- Partner searches which concluded in funded proposal

NCP EXPERT ACTIVITIES

- Number of Working Groups on H2020 specific issues/topics
- Technical support to H2020 National Delegates to the FP Specific Programme Committees
- Cooperation with European institutions (European Commission, REA, EASME, etc.)
- Cooperation with national public administration
- Cooperation with the NCPs network
- Cooperation with national expert network(s)
  - Feedback on strategic consultancy by REC/HES/PRC/ SME/PUB/OTH
- Comparison of proposal success rates for customers supported by an NCP (proposal check) and those not in contact with the NCP

OTHER

- Event based / periodic Customer satisfaction survey
- Participation of NCP personnel to trainings
- Number of new companies prospected