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|  | The following questions are designed to get your thinking about the incubator's strengths and weaknesses |  |
|  | 0=None 2=Poor 3=Fair 4=Good 5=Excellent |  |
|   | **Evaluate Services Provided by Great North Business Incubator to its customers** |   |
|   | **Facilities:** | **Score** |
| 1 | Offices |   |
| 2 | Office equipment |   |
| 3 | Telecommunications |   |
| 4 | Laboratory / prototyping / testing equipment |   |
| 5 | Meeting rooms |   |
|   | Sub-total (max=25) |   |
|   | **Business Development services:** |   |
| 1 | Provides coaching / e-coaching / on business skills and business model development |   |
| 2 | Provides business extension services (accounting, legal, secretarial support, etc.) |   |
| 3 | Provides assistance in preparation of business plans |   |
| 4 | Provides assistance in building the business management team |   |
| 5 | Organise business development training programs |   |
| 6 | Provides milestone-based operational guidance and technical assistance |   |
| 7 | Provide market research and product marketing assistance |   |
|   | Sub-total (max=35) |   |
|   | **Assistance in Fund Raising** |   |
| 1 | Has its own seed investment fund |   |
| 2 | Facilitates access to public business development funds |   |
| 3 | Establish a network of private investors (business angels, venture capitals) |   |
| 4 | Helps tenants prepare their projects to start-up venture financing |   |
| 5 | Organise presentations of tenants’ projects to prospective investors |   |
|   | Sub-total (max=25) |   |
|   | **Networking & Building Partnerships:** |   |
| 1 | Establish a network of critical business service providers & negotiated special arrangements with them |   |
| 2 | Provides training and advisory services on building strategic business partnerships |   |
| 3 | Organizes regular (e.g. weekly / bi-weekly) networking meeting for tenants / investors / partners |   |
|  | Sub-total (max=15) |   |
|   |   |   |
|   | **Total (max=100)** |   |
|  |  |  |
|  |  |  |
|   | **Evaluate Your Incubator Management Practices** |   |
|   | **Mission & Operations:** | **Score** |
| 1 | Has a clearly identified mission and program goals |   |
| 2 | Has developed strategic plan containing quantifiable objectives to achieve the program mission |   |
| 3 | Has developed a business plan and monitor continuously its implementation  |   |
| 4 | Maintains a management information system and evaluates regularly program activities |   |
| 5 | Incorporates program changes as the result of regular thorough and systematic evaluation |   |
| 6 | Maintains effective strategic alliances and collaborations with potential partners in all its services areas |   |
| 7 | Subject its finance to an annual outside audit |   |
|   | Sub-total (max=35) |   |
|   | **Governance & Finances:** |   |
| 1 | Has sponsors and supporters capable of ensuring its continued operation and effectiveness |   |
| 2 | Has a board, sponsoring agency and investors supporting the mission statement of the incubator |   |
| 3 | Has a governance structure that contributes to effective program operations and tenant services |   |
|   | Sub-total (max=15) |   |
|   | **The Team:** |   |
|  1 | Has management that keeps abreast of incubator industry best practices |   |
|  2 | Sets the staff salaries at high level to attract and retain people capable of running efficiently the incubator programs |   |
|  3 | Is adequately staffed to meet the key needs of and provide efficient services to its clients |   |
|  4 | Has a written job description for staff and evaluates staff annually through formal reviews |   |
|  5 | Strongly supports staff professional development |   |
|   | Sub-total (max=25) |   |
|   | **Tenant selection, monitoring & graduation procedures:** |   |
|  1 | Has well defined tenant selection criteria and selects only applicants that meets these criteria |   |
| 2  | Regular collects information on client performance results |   |
|  3 | Reviews client financial statements on a quarterly basis at minimum |   |
|  4 | Effectively utilizes new technology & business management software tools in its operations |   |
| 5  | Has a formal benchmark-based graduation policy |   |
|   | Sub-total (max=25) |   |
|   |   |   |
|   | **Total (max=100)** |   |