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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)** |  |
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|  |  |  |
|  | **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)** |  |