

ACCELERATOR

Basic Code of Conduct

of the Transnational Innovation Network

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1. Principles of quality management and the Code of Conduct

The Transnational Innovation Network (TIN) is a network of excellence. Consequently, all partners are expected to perform to the highest quality standards, both in terms of their delivery of services to innovative SMEs and start-ups and in terms of their compliance with internal procedures and workflows of the TIN. Partner organisations are required to put in place adequate quality management procedures and are expected to strive to continuously raise the quality and enhance the impact of their activities and services.

By adhering to the Code of Conduct, the partners are committed to operate with the same core values, to apply the same operational principles and to abide by the quality principles with regard to relationships within the TIN and with SMEs.

2. Output, outcome and impact indicators

The TIN's performance will be measured on the basis of output, outcome and impact indicators. Output indicators are designed to measure the level of activity of TIN partners and the Consortia, while outcome indicators are used to measure the concrete results of support activities triggered by outputs. Impact indicators measure the positive effects of TIN activities and services on businesses.

2.1. Output and outcome indicators

The two common types of activities will lead to outputs and outcomes that will be measured.

The outcomes of TIN's activities are called Achievements. They can either be for partnering activities or advisory activities to SMEs.

- TIN partners involved in support activities to intermediaries or (equity) financial institutions should be indicated as a target for "Partnering activities".
- TIN partners involved in support activities to SMEs should be indicated as a target for "Advisory activities".

The target figure for Achievements of a TIN partner is the sum of "Advisory activities" and "Partnering activities" they expect to reach.

2.2. Impact indicators

Impact indicators should provide information about the positive effects of the TIN's activities and services on businesses in terms of results (new products, new services, market shares, etc.), efficiency (cost reduction), employment (job creation or preservation), quality improvement (goods or services, client satisfaction, etc.) or innovation. This will demonstrate the positive impact of the TIN and its contribution to promoting growth and strengthening the competitiveness and sustainability of enterprises.