



**Andalucía
Emprende**

Service Charter



Andalucía Emprende, Fundación Pública Andaluza
CONSEJERÍA DE ECONOMÍA Y CONOCIMIENTO

BOJA number 246, dated 18 December 2013

This Service Charter is subject to the provisions of Decree 317/2003, dated 18 November, which regulates Service Charters and the system used to assess service quality, and establishes Rewards for Quality in public services, and Decree 177/2005, dated 19 July, modifying the former decree that comes into force on the first of January 2014.

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1. General Information

This Service Charter provides information about the public services that Andalucía Emprende offers, the commitments it undertakes with each one, the conditions of service and the rights of the people who use these services.

Its aim is to introduce citizens, in particular entrepreneurs and businesses, to the resources, services and projects that it manages, and to our commitment to take the necessary steps that guarantee quality and transparency, highlighting the principles of Good Administration established in Andalusia's Statute of Autonomy and in Law 9/2007 on Administration of the Junta de Andalucía (Autonomous Government of Andalusia).

In order to provide these services, Andalucía Emprende has provincial offices in each of the capitals of our Autonomous Community, with a network of *Centros de Apoyo al Desarrollo Empresarial* (Business Development Support Centres), known as CADE, which provide local coverage for 100% of Andalusia so that the service is in close proximity to users throughout our region.

1.1 Information about Andalucía Emprende's identity, mission and objectives

The Andalucía Emprende Foundation exists under the auspices of the Junta de Andalucía's *Consejería de Economía y Conocimiento* (Department of Economy and Knowledge), and has the mission of providing the best services to promote entrepreneurial initiative and business development in order to contribute to a more dynamic regional economy and Andalusia society.

Its general objective is to foster an enterprise culture and support the creation and consolidation of businesses and employment through the provision of quality services.

The services we provide are free of charge and aimed both at entrepreneurs who want to start up a business initiative in Andalusia and at existing businesses that require support to expand, modernise or consolidate their market.

To this end, the following strategic objectives have been established:

- Contribute to the creation of a sustainable productive sector, characterized by competitiveness, innovation and cooperation.
- Foster an enterprise culture.
- Promote and support the creation of businesses.
- Encourage business consolidation and growth.
- Contribute to the creation of quality employment in Andalusia, paying particular attention to the social economy and self-employment.

All of which are to be performed following specific values, in particular:

- Integrity: demanding that professionals and their environment adhere to strict ethical standards and correct behavior towards citizens.
- Quality: pursuing excellence in services and procedures.
- Innovation: considering this to be a key element for sustainable growth and continuous improvement.

- Territorial focus: being present throughout the region of Andalusia and guaranteeing proximity to citizens.
- Proactivity: to anticipate the needs of entrepreneurs and businesses to guarantee their permanent satisfaction.
- Leadership: sharing knowledge and rewarding effort.

By means of these values, Andalucía Emprende aspires to set a benchmark in Spain and Europe, both for innovation and entrepreneurship.

1.2. Unit responsible for management and monitoring of the Service Charter

The *Área de Estudios y Análisis* (Area of Studies & Analysis) of the *Dirección de Gestión del Conocimiento y Tecnología* (Office of Information & Technology Processing) is responsible for the management, monitoring and circulation of this Service Charter, and can propose updates or cancellation before the competent authority.

2. Services & Projects provided

Fostering an enterprise culture.

Education in entrepreneurial skills

Fostering an enterprise culture in educational institutions, training students at all levels (from primary to tertiary education) through programmes that promote the development of basic entrepreneurial skills, internships in businesses and educational tools.

Promotion and guidance of business venture initiatives

Fostering business initiatives and self-employment by means of identifying people with entrepreneurial skills and performing activities that stimulate these capacities, maintaining a focus on opportunities for business, and facilitating all of the information and documentation necessary.

Development of business ventures at local level

Promoting business initiatives through provincial plans that offer a wide and varied range of activities to raise awareness, to train and give opportunities for encounters.

Support for business projects and business creation

Information, communication and personal attention

To inform, guide and assist the public personally or via online channels of communication: webs, social networks and Andalucía Emprende's information bulletin. To respond to consultations submitted by users to the Business Development Support Centers (CADE) or via any of the channels of communication established for the purpose.

Design of entrepreneurial projects and business plans

Support and tools are made available to people with business initiatives, to transform their ideas for a venture into real business projects. Coordinated feasibility analysis and business plans.

Support for setting up a business

Providing information, giving advice and helping with the administrative procedures necessary to set up and start up the business project, from the initial idea.

2. Services & Projects provided

Business mentoring: incubation and tutoring

Support and mentoring for entrepreneurs throughout the process of developing a business, with a customized tutoring itinerary and special services for priority sectors and groups.

Mentoring by experienced advisors

Advisory services for young businesses in Andalusia with customized tutorials given by people with extensive careers in the business world.

Support to consolidate Andalusian projects and businesses

Business space

Offering technologically equipped and furnished space, free of charge, so that entrepreneurs and businesses can design their project or carry out their activity.

Training

Courses and training activities related to business management aimed at entrepreneurs, focused on promoting the creation and consolidation of their businesses.

Specific advice for business consolidation

Advisory services, support and mentoring for businesses in the processes of consolidation, growth and expansion with the preparation of plans for development and modernization. Advice on innovation, business cooperation, internationalization and finance sourcing.

Tools for business management

Useful methods and tools for day-to-day business management and long-term planning to improve the productivity and market competitiveness for anyone who has a business initiative.

Support for strategic decision-making

Help for entrepreneurs, businesses and social actors so that they can improve their opportunities and optimize decision-making. Development of territorial intelligence systems and technical studies in social and economic research.

3. Regulations governing the services

Andalucía Emprende's services are provided subject to, among others, the following regulations in addition to any other regulations that may be applicable in order to perform them:

- Law 10/2005, dated 31 May on Foundations of the Autonomous Community of Andalusia BOJA 117 dated 17/06/2005.
- Law 9/2007, dated 22 October, on Administration of the Junta de Andalucía. BOJA 215 dated 31/10/2007.
- Decree 262/1988, dated 2 August, which establishes the Junta de Andalucía's Suggestions and Complaints Book. BOJA 73 dated 17/09/1988.
- Decree 32/2008, dated 5 February, approving the Regulations for Foundations of the Autonomous Community of Andalusia. BOJA 44 dated 04/03/2008.

- Legislative Decree 1/2010, dated 2 March, which approves the Consolidated Text of the Junta de Andalucía's General Law of Public Treasury. BOJA 53 dated 18/03/2010.

The full list of these regulations may be consulted at www.andaluciaemprende.es

4. Rights & obligations of users (people and businesses)

The rights and obligations connected with use of the services that this Service Charter refers to, as regards Andalucía Emprende, without prejudice to the provisions of Law 9/2007, dated 22 October, on Administration of the Junta de Andalucía and Law 11/2007, dated 22 June on digital access to public services by citizens, in addition to the remainder of applicable regulations in force, are as follows:

Rights:

- To submit suggestions, claims and complaints related to the service provided and fulfillment of the commitments established in the Service Charter.
- To be treated with all due respect and deference by the staff of Andalucía Emprende, who must inform you of the terms of your rights and obligations.
- To receive direct, personal attention by means of correct technical assistance with the professional resources available.
- To obtain information and guidance in person, by telephone, in documents or via telematics about each of the services or projects that Andalucía Emprende conducts.

- To access the services offered by the CADEs, by submitting the form "*solicitud de servicios a la Red Territorial*" (request for Territorial Network services).
- To know at what stage of the administrative process, within the Foundation's sphere of competence, the interested party finds itself and to obtain copies of the documents that form a part of the files.
- To have the right to privacy and confidentiality of personal information, by virtue of Organic Law 15/1999, dated 13 December, on Protection of Personal Information.

Obligations:

- Leave the installations provided in a suitable condition for subsequent use by new entrepreneurs, once the contract period for the space has expired.
- Respect the installations and equipment provided for your use.
- Fulfill the commitments undertaken in the incubation and business tutoring contracts.
- Provide the information and documents that Andalucía Emprende requires for the correct provision of its services and the development of its projects, and for the preparation of statistics and studies.

5. Forms of citizen participation or collaboration and dissemination of the Service Charter

5.1. Participation

The following participative resources exist for collaboration in the improvement of service provision and review of this Service Charter:

▪ In hard copy, to the attention of the Buzón de la Ciudadanía (Citizen Suggestion Box), delivered to any CADE office that operates in Andalusia, or to the Central Services of Andalucía Emprende, where receipt will take the form of a copy with date of entry stamped on it. Written participation may also be submitted by post or online, via the website

www.andaluciaemprende.es, in the *buzón de la ciudadanía* section.

▪ Via any of the informative or participative channels that Andalucía Emprende puts at the disposal of citizens, such as the monthly informative bulletin “Emprende+”, satisfaction surveys, web portals, online forums or social networks.

5.2. Information

▪ The information related to this Service Charter may be obtained by consulting:

<http://www.andaluciaemprende.es/>.

http://www.andaluciaemprende.es/carta_servicios/

- The mobile phone App.
- Social Networks.
- Service portal to citizenship:

<http://ciudadania.chap.junta-andalucia.es/haciendayadministracionpublica/ciudadania/>

5.3. Communication

In addition to the established communications channels, this Service Charter is facilitated:

- In informative pamphlets.
- Via accessing specific information at any CADE.
- Via dissemination activities.
- In emails to institutions, Public Administrations and the most representative social actors.

6. Suggestions, claims and complaints

Any suggestions, claims or complaints related to the services provided and the degree of compliance with the commitments set out in this Service Charter may be submitted:

- Using the internal complaints and suggestions forms, available at any CADE operating in Andalusia; receipt will take the form of a copy with the date of entry stamped on it.
- Via the website www.andaluciaemprende.es, in the *buzón de la ciudadanía* section
- The email contact address indicated on the website.
- By post, addressed to *Andalucía Emprende Fundación Pública Andaluza, área de Estudios y Análisis, C/ Graham Bell nº 5, Edificio Rubén Darío, 1. 1ª Planta.41010. Sevilla.*
- Using the complaints and suggestions book of the Junta de Andalucía, paper copy available at any of Andalucía Emprende's customer service centres, at any document registry of the Junta de Andalucía or via Internet at:

<http://www.juntadeandalucia.es/haciendayadministracionpublica/lsr/lsr/inicio.jsp>

If the user possesses a digital certificate, the online form may be submitted via Internet. If this is not the case, the form must be printed out and the duly signed hard copy should be submitted to Andalucía Emprende at any registry of the Junta de Andalucía or by any other means contemplated in Law 30/1992. Andalucía Emprende has the commitment to respond within a maximum of 15 working days from the date of reception of the suggestion, claim or complaint.

6. Sugerencias, quejas y reclamaciones

In the case of any non-compliance with the commitments set out in this Service Charter, Andalucía Emprende will act as follows:

- *Dirección de Gestión del Conocimiento y Tecnología* (the Office of Information & Technology Processing) will contact the user communicating the steps taken to rectify the reason that caused the non-compliance.
- All complaints and suggestions will be answered in writing within a maximum of 15 working days.
- The response to a complaint will include the measures taken to rectify the reason that caused non-compliance with the commitment.
- If the person concerned is not satisfied with the answer given, s/he may submit a written communication expressing disagreement within the following 15 days.

- In the case of compliance with the commitments undertaken in this Service Charter that have been the subject of a direct complaint to this Foundation, the Management Office will send an explanatory letter to the person concerned.

The Service Charter is subject to the actions of the Junta de Andalucía's *Inspección General de Servicios* (General Inspection of Services) which also controls any suggestions, claims and complaints related with the Charter and provision of services referred to herein that are submitted via the previously mentioned Junta de Andalucía Suggestions and Complaints Book.

Complaints related to non-compliance with the commitments undertaken will not under any circumstances give rise to patrimonial liability on the part of the Administration.

7. Support components for management of the services

The provision of services under the conditions described in this Charter is supported by comprehensive assistance for the entrepreneurial process and by a quality policy that includes, as an added value, a local, personal presence throughout the region, business survival rates that are higher than the average for Andalusia businesses, and the resources necessary to accompany entrepreneurs throughout the full itinerary from the origin of the idea to project consolidation.

In order to do this, Andalucía Emprende uses the following resources:

- A Territorial Network of Business Development Support Centres (CADE) that offer personal attention and where the services described in this Charter are provided.
- Installations that are suitable offices or industrial units for occupation by entrepreneurs, subject to availability and free of charge, for the time necessary to consolidate projects.
- A system of continuous surveys to assess the satisfaction of people using our service.
- An Andalucía Emprende portal for internal use.
- Applications and tools to manage procedures, for quality control and to manage knowledge (*Aplic@*, *Planific@* and *CMO*).
- Internal instructions governing recruitment procedures, published in the profile of the person recruiting on the Junta de Andalucía's recruitment platform.
- The SOMOS social community, aimed at transferring knowledge and overcoming needs among Andalucía Emprende's technical team.
- A commitment to environmental responsibility, via the *Actúa en Verde* project, which includes actions and measures to promote sustainable development and social responsibility.

8. Access to services

The services provided by Andalucía Emprende referred to in this Charter may be accessed:

In person:

- Andalucía Emprende, Fundación Pública Andaluza
- *Address:* C/ Graham Bell, nº 5. Edif. Rubén Darío 1, plta.1. 41010 Sevilla.
- *Phone:* 955 929 806 - *Fax* 954 929 808
- *Email:* info@andaluciaemprende.es
- *Web:* <http://www.andaluciaemprende.es/>
- *Public opening hours:* Monday to Friday.
Winter: 8:00 to 15:00h. (1 October to 31 May)
Summer: 8:00 to 14:30h. (1 June to 30 September)
(CADE services are by appointment only, to ensure that a suitable member of the staff, who also have to visit entrepreneurs and lead training sessions, are available to attend the public)
- *Public transport:* City buses: 5, 6, 42, 43, C1 y C2; Intercity buses & coaches: M-140, M-150, M-151, M-152, M-153, M-154, M-162 y M-240.

- The location of all CADEs and the network centres operating in the region, along with addresses, telephones, maps and appointment request forms, are on the website <http://www.andaluciaemprende.es/es/cades>

Location Map



Social Networks:

Twitter: <https://twitter.com/aemprende>; user:@AEmprende

YouTube: <http://www.youtube.com/AndaluciaEmprende>

Facebook: <http://www.facebook.com/andaluciaemprende>

9. Quality commitments, indicators and measurements

SERVICE PROVIDED	QUALITY COMMITMENT	INDICATORS	CALCULATION FORMULA	STANDARD OBJECTIVE	MEASUREMENT PERIOD
<p>EDUCATION IN ENTREPRENEURIAL SKILLS</p> <p>Fostering an enterprise culture in educational institutions, training students at all levels (from primary to tertiary education) through programmes that promote the development of basic entrepreneurial skills, internships in businesses and educational tools.</p>	<p>1. Meet the goal of fostering an enterprise culture in the educational system among a minimum number of participants</p>	<p>BENEFICIARIES OF EDUCATIONAL ACTIONS FOR ENTERPRISE</p> <p>Number of people participating in fostering enterprise culture in the educational system.</p>	<p>Sum total of people participating in all of the actions performed <i>Gender distribution</i></p>	<p>Surpass the average for the last three periods.</p>	<p>Monthly</p>
	<p>2. Meet the goal of performing a minimum number of actions promoting enterprise culture in the educational system</p>	<p>EDUCATIONAL ACTIONS FOR ENTERPRISE</p> <p>Number of actions promoting an enterprise culture in the educational system.</p>	<p>Sum total of actions performed within the educational system</p>	<p>Surpass the average for the last three periods.</p>	<p>Monthly</p>
<p>PROMOTION & GUIDANCE OF BUSINESS INITIATIVE</p> <p>Fostering business initiatives and self-employment by identifying people with entrepreneurial skills and developing activities that stimulate their capacities, focus on opportunities for business and facilitate all of the information and documentation necessary.</p>	<p>3. Meet the goal of performing a minimum number of guidance towards entrepreneurial initiative actions</p>	<p>FOSTERING ACTIONS FOR ENTERPRISE</p> <p>Number of actions of fostering and guidance for an enterprise culture (excluding those in the educational system)</p>	<p>Sum total of actions of fostering and guidance for enterprise initiative (excluding those within the educational system) that have been performed</p>	<p>Surpass the average for the last three periods.</p>	<p>Monthly</p>

9. Quality commitments, indicators and measurements

SERVICE PROVIDED	QUALITY COMMITMENT	INDICATORS	CALCULATION FORMULA	STANDARD OBJECTIVE	MEASUREMENT PERIOD
<p>PROMOTION & GUIDANCE OF BUSINESS INITIATIVE</p> <p>Fostering business initiatives and self-employment by identifying people with entrepreneurial skills, and developing activities that stimulate their capacities, focus on opportunities for business and facilitate all of the information and documentation necessary</p>	<p>4. Meet the goal of fostering an enterprise culture among a minimum number of participants.</p>	<p>BENEFICIARIES IN EDUCATIONAL ACTIONS FOR ENTERPRISE</p> <p>Number of participants in promotion of enterprise culture (except those of the educational system)</p>	<p>Sum total of participants in promotion of enterprise culture in Andalusia (excluding those within the educational system)</p> <p><i>Gender distribution</i></p>	<p>Surpass the average for the last three periods</p>	<p>Monthly</p>
<p>DEVELOPMENT OF BUSINESS VENTURES AT LOCAL LEVEL</p> <p>Promoting business initiatives through provincial plans that offer a wide and varied range of activities to raise awareness, training and encounters.</p>	<p>5. Reach a minimum percentage of municipalities in Andalusia where promotion of enterprise culture actions are performed at local level.</p>	<p>MUNICIPALITIES PARTICIPATING IN ENTERPRISE CULTURE ACTIONS</p> <p>Percentage of municipalities in Andalusia where promotion of enterprise culture actions are performed at local level.</p>	<p>(Sum total of municipalities with actions x 100) / Total nº of municipalities in Andalusia.</p>	<p>Surpass the average number of municipalities for the last three periods</p>	<p>Monthly</p>

9. Quality commitments, indicators and measurements

SERVICE PROVIDED	QUALITY COMMITMENT	INDICATORS	CALCULATION FORMULA	STANDARD OBJECTIVE	MEASUREMENT PERIOD
<p>INFORMATION, COMMUNICATION & PERSONAL ATTENTION</p> <p>To inform, guide and assist the public personally or via online channels of communication: webs, social networks and the information bulletin of Andalucía Emprende. To resolve the consultations submitted by users via the Business Development Support Centres (CADE) or through any of the channels of communication set up for that purpose.</p>	6.Keep information on the Andalucía Emprende website up to date.	<p>UPDATING WEB INFORMATION</p> <p>Percentage of information revised and updated</p>	(Items of web content revised and updated x 100)/ Total of web content items.	Minimum 90% update monthly	Monthly
	7.Process claims and complaints within a maximum period.	<p>RESPONSE PERIOD FOR COMPLAINT</p> <p>Percentage of claims and complaints answered in time</p>	(Number of claims and complaints answered in less than 15 days x 100) /Total number of claims and complaints	Maximum 15 days	Monthly
<p>DESIGN OF ENTREPRENEURIAL PROJECTS & BUSINESS PLANS</p> <p>Support and tools made available to people with business initiatives, to transform their ideas for adventure into real businessprojects.The feasibility analysis and thebusiness plan arecoordinated.</p>	8.Deal with the first appointment, for analysis of business ideas, promptly and in person, within a specified period from appointment request.	<p>PERIOD FOR GIVING APPOINTMENT</p> <p>Percentage of first appointments that are scheduled within specified time.</p>	Sum total of requests for first appointment that are scheduled within 7 days x 100) / Total number of appointments requested.	Maximum 7 working days in 90% of cases	Quarterly

9. Quality commitments, indicators and measurements

SERVICE PROVIDED	QUALITY COMMITMENT	INDICATORS	CALCULATION FORMULA	STANDARD OBJECTIVE	MEASUREMENT PERIOD
<p>INFORMATION, COMMUNICATION & PERSONAL ATTENTION</p> <p>To inform, guide and assist the public personally or via online channels of communication: webs, social networks and the information bulletin of Andalucía Emprende. To resolve the consultations submitted by users via the Business Development Support Centres (CADE) or through any of the channels of communication set up for that purpose.</p>	6.Keep information on the Andalucía Emprende website up to date.	<p>UPDATING WEB INFORMATION</p> <p>Percentage of information revised and updated</p>	(Items of web content revised and updated x 100)/ Total of web content items.	Minimum 90% update monthly	Monthly
	7.Process claims and complaints within a maximum period.	<p>RESPONSE PERIOD FOR COMPLAINT</p> <p>Percentage of claims and complaints answered in time</p>	(Number of claims and complaints answered in less than 15 days x 100) /Total number of claims and complaints	Maximum 15 days	Monthly
<p>DESIGN OF ENTREPRENEURIAL PROJECTS & BUSINESS PLANS</p> <p>Support and tools made available to people with business initiatives, to transform their ideas for adventure into real business projects. The feasibility analysis and the business plan are coordinated.</p>	8.Deal with the first appointment, for analysis of business ideas, promptly and in person, within a specified period from appointment request.	<p>PERIOD FOR GIVING APPOINTMENT</p> <p>Percentage of first appointments that are scheduled within specified time.</p>	Sum total of requests for first appointment that are scheduled within 7 days x 100) / Total number of appointments requested.	Maximum 7 working days in 90% of cases	Quarterly

9. Quality commitments, indicators and measurements

SERVICE PROVIDED	QUALITY COMMITMENT	INDICATORS	CALCULATION FORMULA	STANDARD OBJECTIVE	MEASUREMENT PERIOD
<p>MENTORING FROM EXPERIENCED ADVISORS</p> <p>Advisory services for young businesses in Andalusia with customised tutorials given by people with extensive careers in the business world.</p>	<p>12.Meet the needs of entrepreneurs with the skills and capacities of the advisors involved in providing the service, surpassing a minimum classification.</p>	<p>SATISFACTION LEVEL WITH MENTORING SERVICE</p> <p>Average satisfaction score of users with the mentoring service of business projects.</p>	<p>Sum total of scores for the corresponding question in the satisfaction survey / Number of surveys answered. <i>Gender distribution</i></p>	<p>Surpass a score of 3.5 out of 5</p>	<p>Monthly</p>
<p>BUSINESS SPACE</p> <p>Offering technologically equipped and furnished space, free of charge, so that entrepreneurs and businesses can design their project or perform their activity.</p>	<p>13.Process requests for business space promptly, within a specified maximum period.</p>	<p>PERIOD FOR RESPONDING TO REQUESTS FOR SPACE</p> <p>Average number of days in responding* to requests to occupy space.</p>	<p>Sum total of requests for space that are resolved in 30 days or less / Total number of requests for space.</p>	<p>Maximum 30 working days in 100% of requests</p>	<p>Quarterly</p>
<p>TRAINING</p> <p>Courses and training activities related to capacity building for business management aimed at entrepreneurs, focused on promoting the creation and consolidation of their businesses.</p>	<p>14.Ensure a minimum number of training and capacity-building hours for entrepreneurs undergoing the tutoring process.</p>	<p>NUMBER OF BUSINESS TRAINING HOURS</p> <p>Number of tutorial hourstraining and capacity-building given to people promoting projects during the period.</p>	<p>Sum total of tutorial hours training given to people promoting projects during the period.</p>	<p>Provide, as a minimum, the 5 hours/year offered each promotor during the tutorship.</p>	<p>Quarterly</p>

9. Quality commitments, indicators and measurements

SERVICE PROVIDED	QUALITY COMMITMENT	INDICATORS	CALCULATION FORMULA	STANDARD OBJECTIVE	MEASUREMENT PERIOD
<p>SPECIFIC ADVICE SERVICE FOR BUSINESS CONSOLIDATION</p> <p>Advisory services, support and mentoring for businesses in the processes of consolidation, growth and expansion by means of preparation of development and modernisation plans. Advice on innovation, business cooperation, internationalisation and sourcing finance.</p>	<p>15. Meet the needs of businesses using the service with the skills and capacities of the people employed to provide the service, surpassing a minimum classification.</p>	<p>LEVEL OF ENTREPRENEUR SATISFACTION WITH CONSOLIDATION SERVICES</p> <p>Average satisfaction score of the entrepreneurs who use the business consolidation advice service.</p>	<p>Sum total of scores for the corresponding question in the satisfaction survey / Number of surveys answered.</p> <p><i>Gender distribution</i></p>	<p>Surpass a score of 3.5 out of 5</p>	<p>Monthly</p>
<p>TOOLS FOR BUSINESS MANAGEMENT</p> <p>Useful methods and tools for the day-to-day management of businesses and long-term planning, to improve productivity and competitiveness in the market for people with a business venture.</p>	<p>16. Create and update a minimum number of support tools for business management.</p>	<p>NEW MANAGEMENT TOOLS CREATED</p> <p>Number of management tools created and updated /year.</p>	<p>Sum total of the number of tools created and updated in the period.</p>	<p>Surpass the average of tools created in the last three years.</p>	<p>Monthly</p>

9. Quality commitments, indicators and measurements

SERVICE PROVIDED	QUALITY COMMITMENT	INDICATORS	CALCULATION FORMULA	STANDARD OBJECTIVE	MEASUREMENT PERIOD
SUPPORT FOR STRATEGIC DECISION-MAKING Help for entrepreneurs, businesses and social actors so that they can improve their opportunities and optimise decision-making. Development of territorial intelligence systems and technical studies in social & economic research.	17. Respond to requests for information and statistical indicators for the business activity promptly, within a maximum specified period from the request.	TECHNICAL REPORTS SENT Percentage of requests for information about the business activity that are answered within the time limit.	$\frac{\text{Number of requests for information and statistical indicators of entrepreneurship answered in time} \times 100}{\text{Total number of requests}}$	Maximum 5 working days in 90% of cases.	Quarterly
	18. Make the following documents public: monitoring reports on incubated businesses; Business survival; Monthly progress of independent work; Monthly diagnosis of tutored businesses and Annual Report.	REPORTS PUBLISHED Number of reports with management results published in the period.	$\frac{\text{Sum total of reports and documents made public in the period} \times 10}{\text{Minimum agreed total of reports}}$	Maintain or increase the publication of Annual Reports.	Annually

*(2) Response to occupation request: Approval with permission to occupy the space or Refusal and inclusion on waiting list.

The information on indicators, their values and progression, with which compliance of the above commitments is measured, is included in the annual monitoring report of the Service Charter that may be consulted at http://www.andaluciaemprende.es/carta_servicios/



Carta
de
servicios

<http://www.andaluciaemprende.es/servicios/carta-de-servicios/>



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