




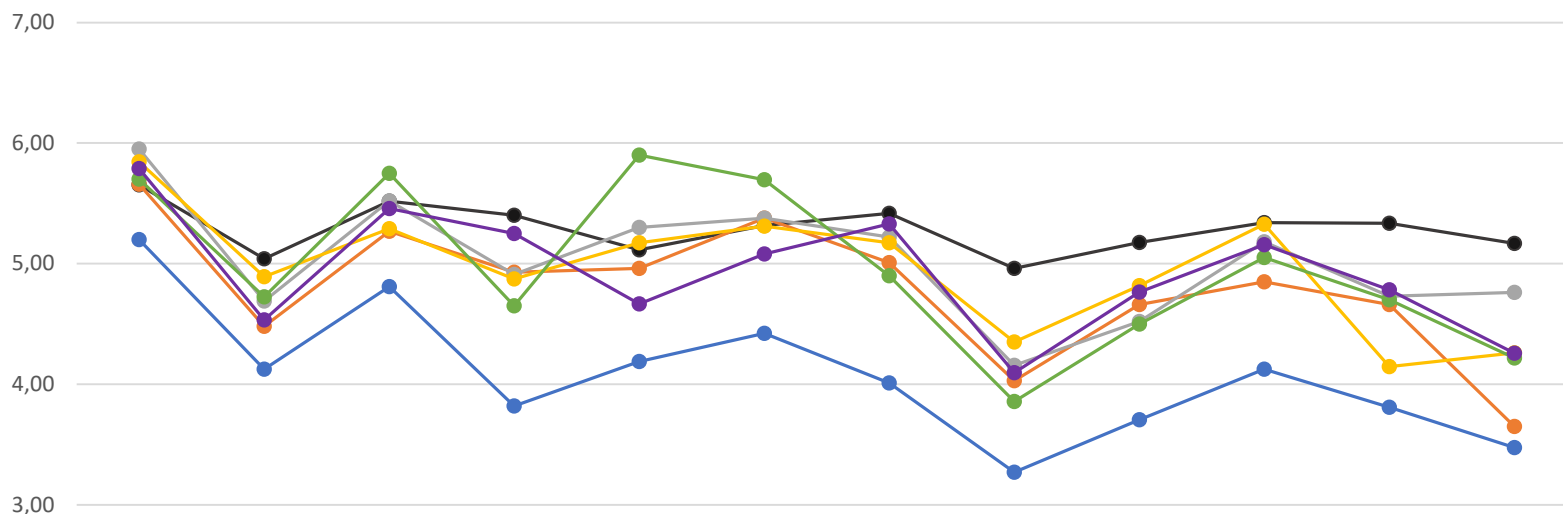
TAKING
COOPERATION
FORWARD

 July 2020

 **D.T.1.4.5 Interregional benchmark concerning service performance levels**

 Conducted by Uni-P & FHOÖ

EUROPEAN COUNTRIES IN COMPARISON FOR EACH DIMENSION

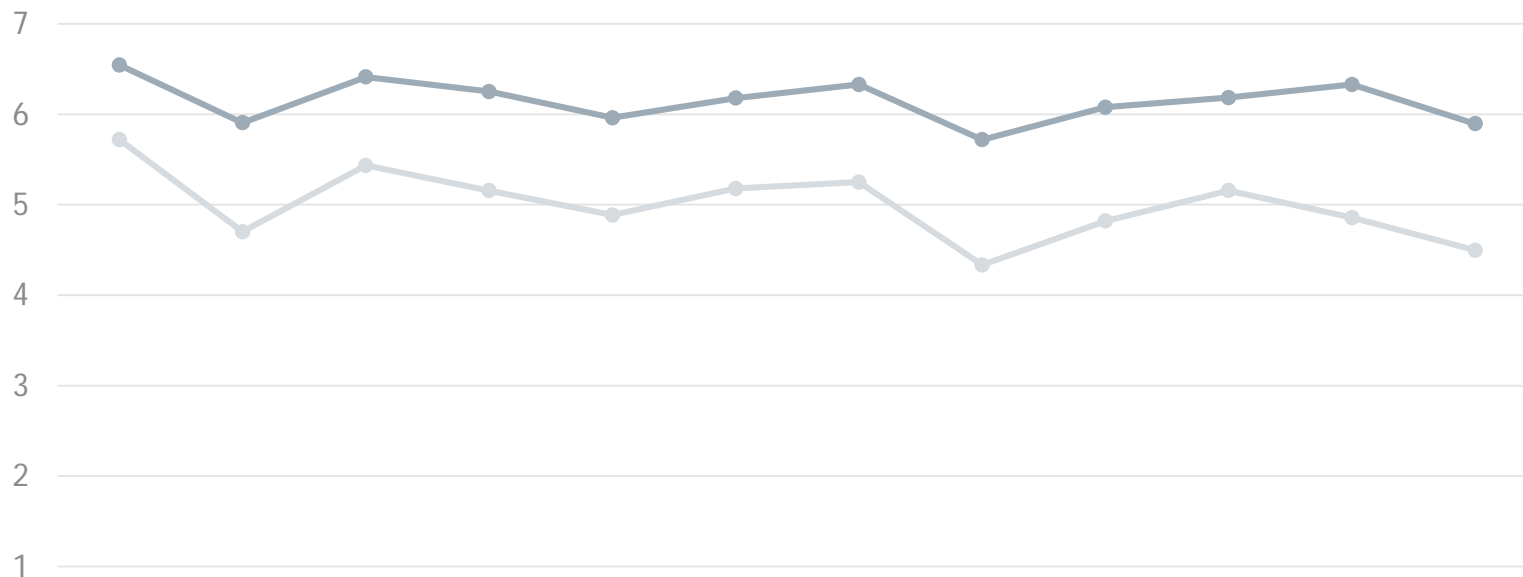


	Partnership with customers	Network capabilities	Corporate culture	Organizational Structure	Pricing of services	Sales capabilities for services	Management and strategy	Risk assessment and KPIs for services	Service processes	Individualisation and standardisation	Assessment of service quality	Service innovation
Germany	5,65	5,04	5,52	5,40	5,11	5,32	5,42	4,96	5,18	5,34	5,33	5,17
Czech Republic	5,66	4,48	5,27	4,93	4,96	5,38	5,01	4,03	4,66	4,85	4,66	3,65
Slovenia	5,95	4,69	5,52	4,91	5,30	5,38	5,22	4,16	4,52	5,18	4,73	4,76
Slovakia	5,85	4,89	5,29	4,87	5,17	5,31	5,17	4,35	4,82	5,33	4,15	4,26
Italy	5,20	4,13	4,81	3,82	4,19	4,42	4,01	3,27	3,71	4,13	3,81	3,47
Hungary	5,70	4,73	5,75	4,65	5,90	5,70	4,90	3,86	4,50	5,05	4,70	4,22
Austria	5,79	4,53	5,46	5,25	4,67	5,08	5,33	4,10	4,77	5,16	4,78	4,26

Germany Czech Republic Slovenia Slovakia Italy Hungary Austria



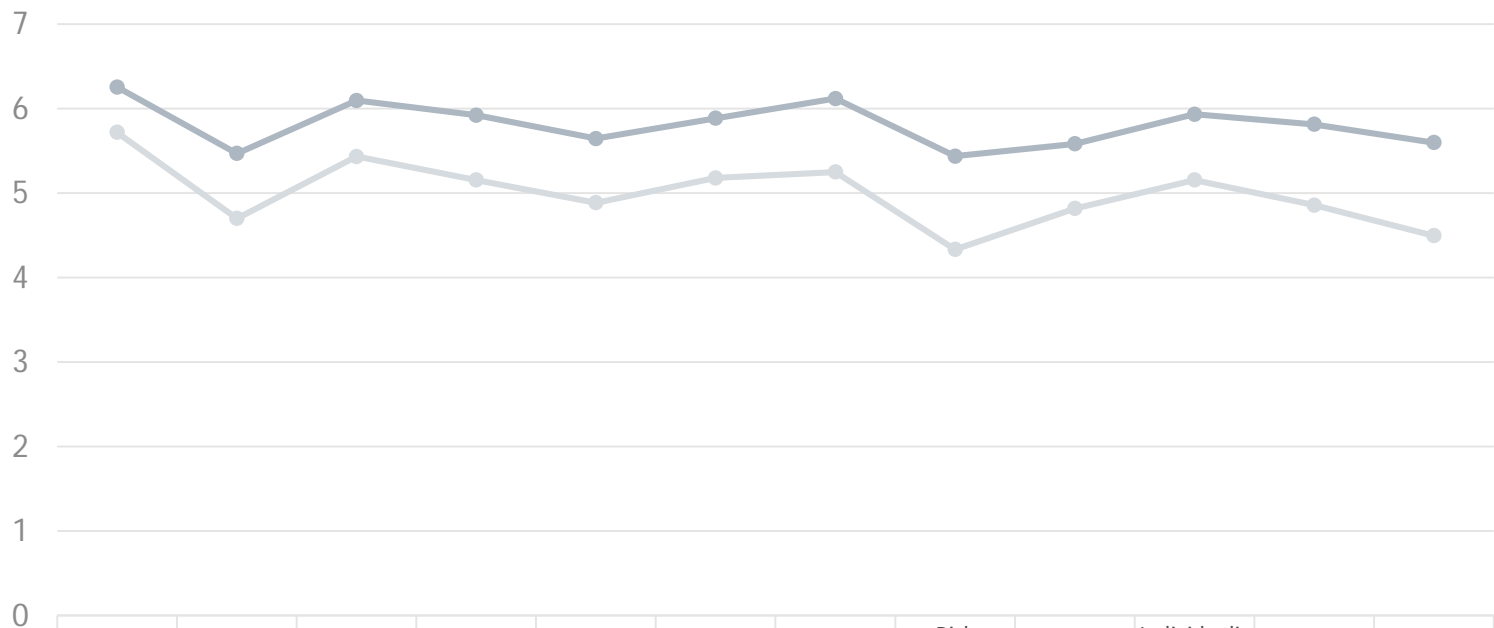
DIFFERENCE BETWEEN HIGH-PERFORMERS AND THE AVERAGE



	Partnership with customers	Network capabilities	Corporate culture	Organizational Structure	Pricing of services	Sales capabilities for services	Management and strategy	Risk assessment and KPIs for services	Service processes	Individualisation and standardisation	Assessment of service quality	Service innovation
● top performer	6,54	5,91	6,41	6,25	5,96	6,18	6,33	5,72	6,08	6,18	6,33	5,90
● average of all companies	5,72	4,70	5,43	5,16	4,89	5,18	5,25	4,33	4,82	5,16	4,86	4,50



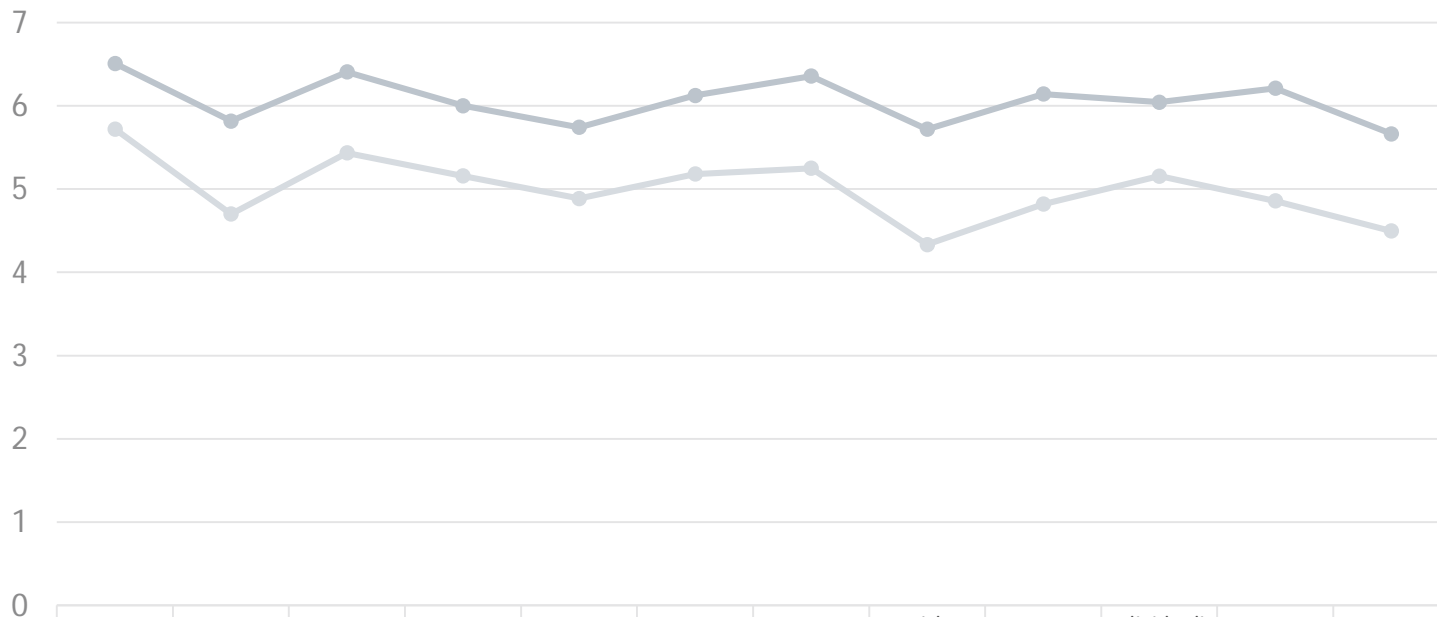
DIFFERENCE BETWEEN HIGH-PERFORMERS (FINANCIAL PERFORMANCE) AND THE AVERAGE



	Partnership with customers	Network capabilities	Corporate culture	Organizational Structure	Pricing of services	Sales capabilities for services	Management and strategy	Risk assessment and KPIs for services	Service processes	Individualisation and standardisation	Assessment of service quality	Service innovation
● top financial performer	6,26	5,47	6,10	5,92	5,65	5,89	6,12	5,44	5,58	5,93	5,81	5,60
● average of all companies	5,72	4,70	5,43	5,16	4,89	5,18	5,25	4,33	4,82	5,16	4,86	4,50



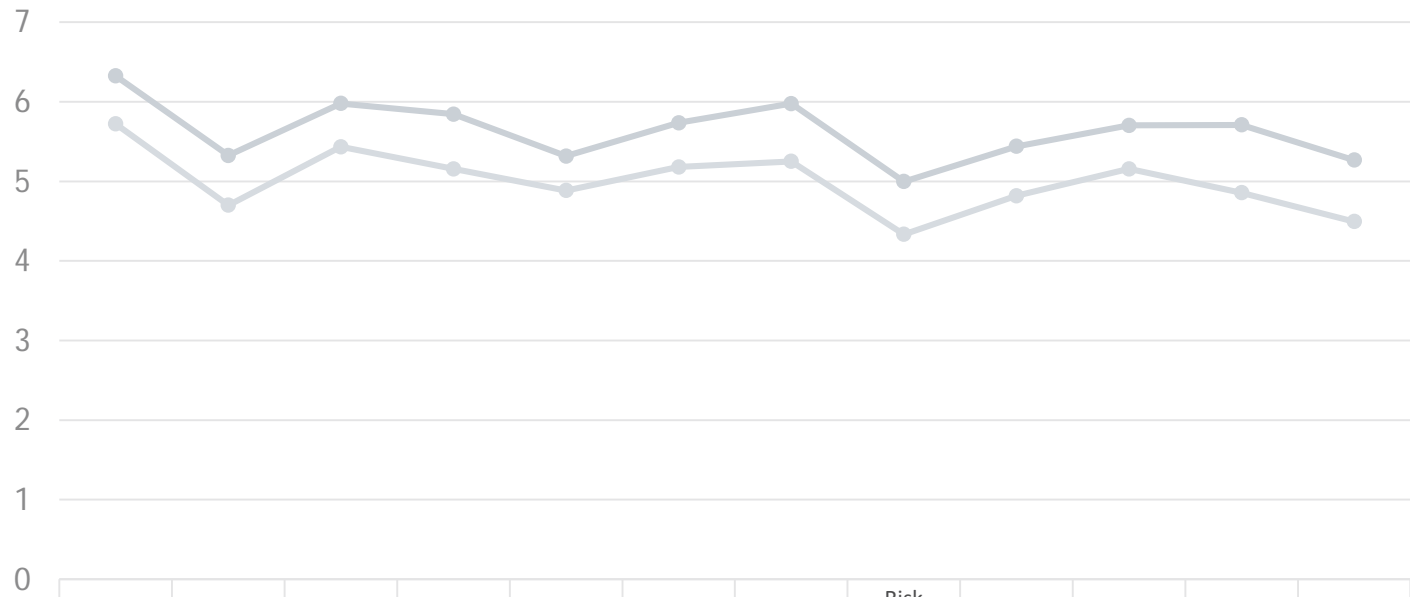
DIFFERENCE BETWEEN HIGH-PERFORMERS (NON-FINANCIAL PERFORMANCE) AND THE AVERAGE



	Partnership with customers	Network capabilities	Corporate culture	Organizational Structure	Pricing of services	Sales capabilities for services	Management and strategy	Risk assessment and KPIs for services	Service processes	Individualisation and standardisation	Assessment of service quality	Service innovation
top non-financial performer	6,51	5,82	6,41	6,00	5,74	6,12	6,36	5,72	6,14	6,04	6,21	5,66
average of all companies	5,72	4,70	5,43	5,16	4,89	5,18	5,25	4,33	4,82	5,16	4,86	4,50

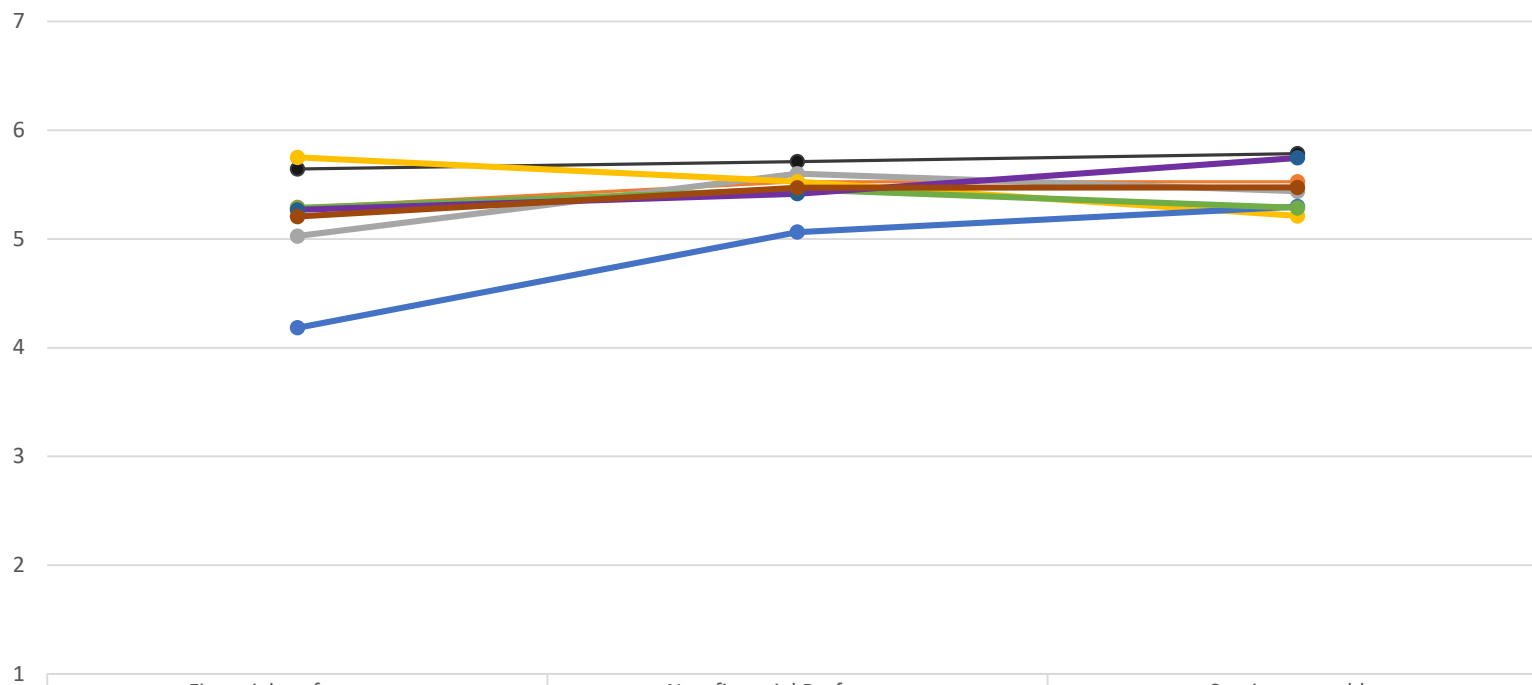


DIFFERENCE BETWEEN HIGH-PERFORMERS (ENABLER FOR THE PRODUCT BUSINESS) AND THE AVERAGE



	Partnership with customers	Network capabilities	Corporate culture	Organizational Structure	Pricing of services	Sales capabilities for services	Management and strategy	Risk assessment and KPIs for services	Service processes	Individualisation and standardisation	Assessment of service quality	Service innovation
— top supporter of product business	6,32	5,32	5,98	5,84	5,32	5,73	5,98	5,00	5,44	5,70	5,71	5,27
— average of all companies	5,72	4,70	5,43	5,16	4,89	5,18	5,25	4,33	4,82	5,16	4,86	4,50





	Financial performance	Non-financial Performance	Service as enabler
Germany	5,64	5,71	5,79
Czech Republic	5,29	5,53	5,53
Slovenia	5,03	5,60	5,44
Slovakia	5,75	5,53	5,21
Italy	4,18	5,06	5,30
Hungary	5,29	5,46	5,29
Austria	5,27	5,42	5,75
Benchmark	5,21	5,47	5,47

Germany Czech Republic Slovenia Slovakia Italy Hungary Austria Benchmark

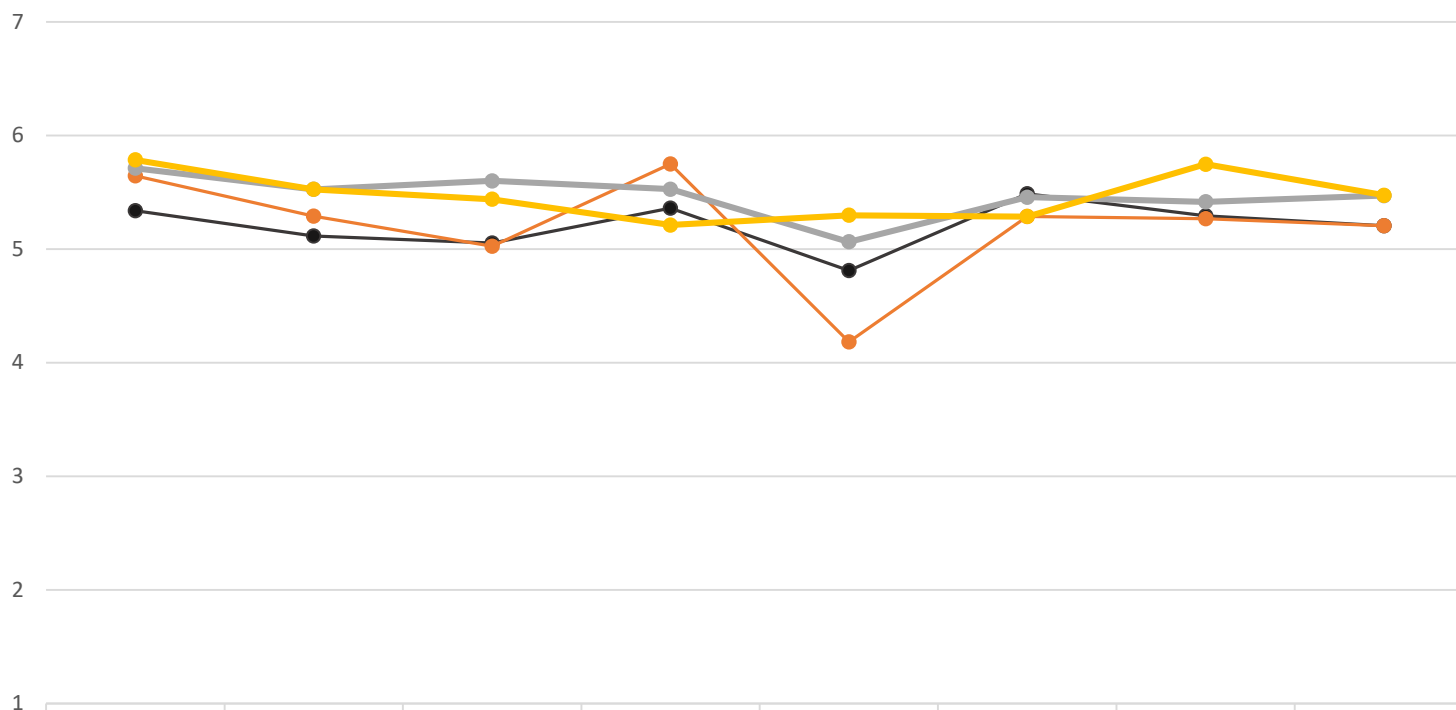


Benchmark: n=379 & Data weighting according to equal distribution across countries

1= totally disagree, 7= totally agree

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EUROPEAN COUNTRIES IN COMPARISON FOR SERVICE PERFORMANCE & SERVICE EXCELLENCE



	Germany	Czech Republic	Slovenia	Slovakia	Italy	Hungary	Austria	Benchmark
Service Excellence	5,34	5,12	5,05	5,36	4,81	5,49	5,29	5,20
Financial performance	5,64	5,29	5,03	5,75	4,18	5,29	5,27	5,21
Non-financial Performance	5,71	5,53	5,60	5,53	5,06	5,46	5,42	5,47
Service as enabler	5,79	5,53	5,44	5,21	5,30	5,29	5,75	5,47

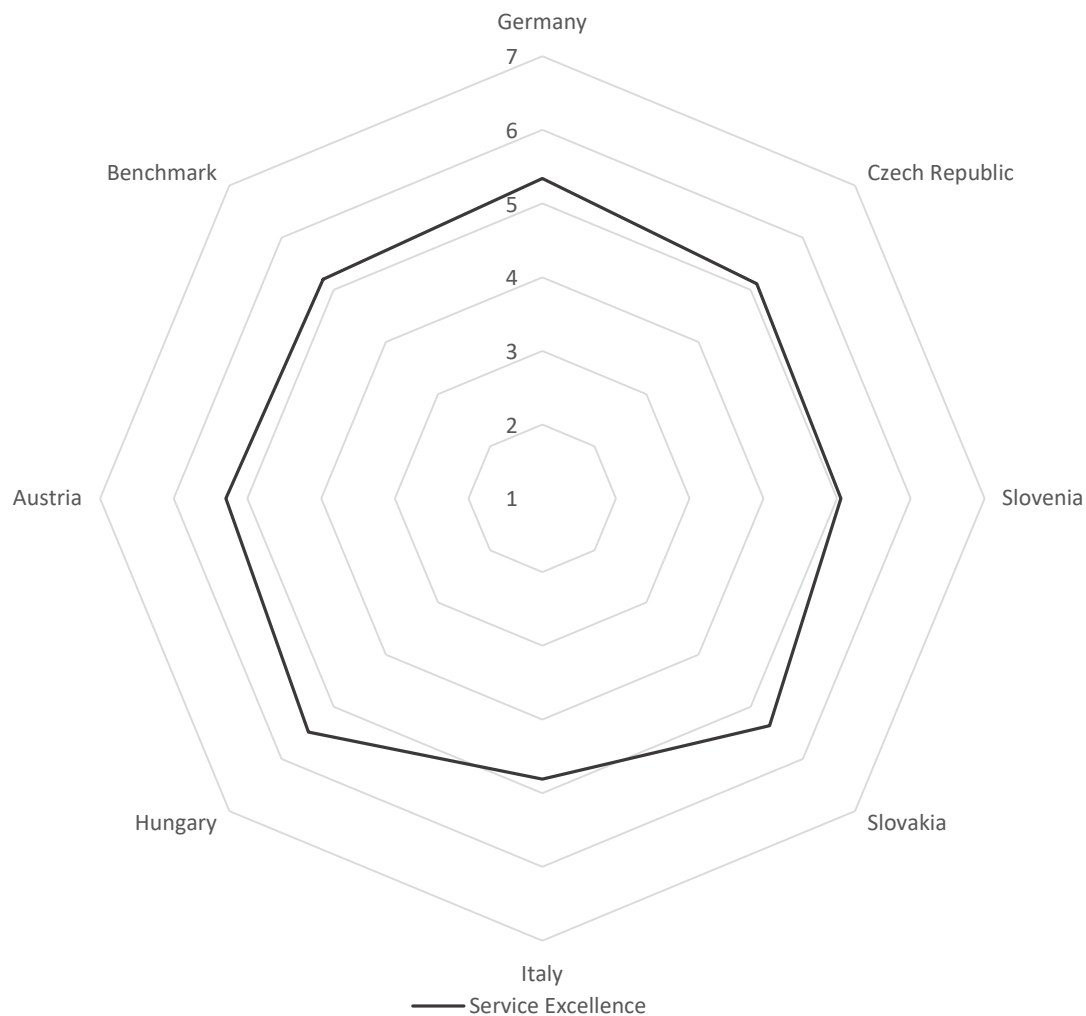
● Service Excellence
 ● Financial performance
 ● Non-financial Performance
 ● Service as enabler



Benchmark: n=379 & Data weighting according to equal distribution across countries

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University of Passau
CenTouris
94032 Passau
Germany



www.interreg-central.eu/acronym



centouris@uni-passau.de



+49 (0)851/509-2431



facebook.com/prosperamnet

