Project acronym: **GALATEA**

Project title: ***G****row and* ***A****cce****L****erate your sm****A****rt projec****T****s in n****E****w v****A****lue chains of the European Blue Economy*

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Survey

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Abstract
This report presents the methodology used to elaborate GALATEA's survey, planned to be the first potential contact with end-users and blue growth stakeholders. The survey's objective is to obtain a first glimpse of the needs European blue growth stakeholders may have to align it potential GALATEA's challenges and innovations.

DISCLAIMER

The content of this deliverable represents the views of the GALATEA Consortium only and is his/her sole responsibility; it cannot be considered to reflect the views of the European Commission and/or the Executive Agency for Small and Medium-sized Enterprises (EASME) or any other body of the European Union. The European Commission and the Agency do not accept any responsibility for use that may be made of the information it contains.

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LIST OF ACRONYMS

GALATEA	Grow and AcceLerate your smArt projecTs in nEw value chAins of the European Blue Economy
NEPTUNE	New Cross Sectoral Value Chains Creation across Europe Facilitated By Clusters for SMEs' Innovation in Blue Growth
SME	Small and Medium sized Enterprises

1. Context

GALATEA "Grow and AcceLerate your smArt projecTs in nEw value chAins of the European Blue Economy", is a continuation of the successful INNOSUP-1 project "NEPTUNE, the Blue Growth Accelerator" ended in December 2018.

GALATEA aims to develop new cross-sectoral and cross-borders value chains supporting innovative SMEs to foster the development of Blue Growth key industries in Europe. This development will be driven by the integration of technologies and know-how from aerospace and ICT sectors to the following domains: smart ports, smart ships, smart shipyards and maritime surveillance.

To reach this objective GALATEA is implementing a three steps methodology:
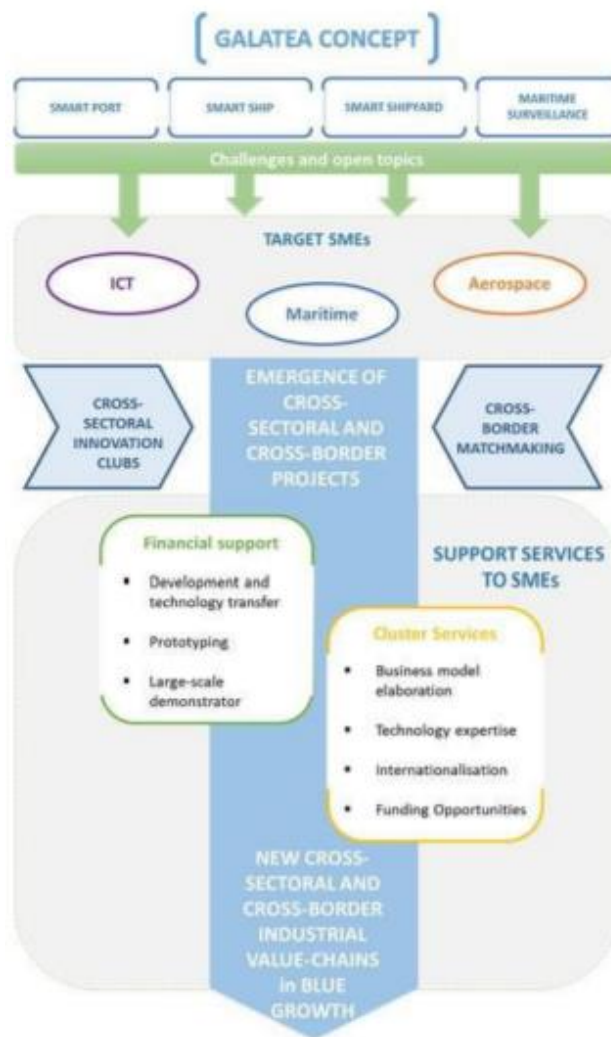

Figure 1 - Concept of GALATEA

1) **Emergence of challenges**, based on the identification of customer's needs and societal challenges at stake related to Smart Port, Smart Ship, Smart Shipyard and maritime surveillance.

2) **Emergence of ideas**, facilitated by the implementation of various digital tools giving the opportunity to organise remote networking and matchmaking sessions between European SMEs.

3) **Innovation support and services**, with two calls for proposals that will be launched, providing to beneficiaries' financial support and services for the implementation of their innovation activities. SMEs will be awarded for a maximum grant of 60,000 €.

This deliverable falls within the action of the first step "emergence of challenges", in the frame of the "T1.2 – Identification of challenges". The challenges identification will be launched by the dissemination of a survey to potential end-users (that could act as a client to SMEs initiatives to be further funded under GALATEA framework) and stakeholders (that have the potential to present concrete challenges and to provide additional support to SMEs) in order to pinpoint challenges, needs or pain-points they may have. These aspects could be answered and covered in the collaboration with y European SMEs. For that, GALATEA will permit the different companies of different regions to work together in order to solve societal challenges (in the limit of the acceleration frame to be brought by GALATEA).

The survey's objective consists as well in pre-identifying subjects of discussions before interviews to be planned with the potential end-users and stakeholders. Those will serve to precisely define their needs and pain-points that will feed the elaboration of GALATEA's challenges and their diffusion through matchmaking and ideation sessions (Step 2 "emergence of ideas) and though the Calls for proposal for SMEs (Step 3 "Innovation support and services").

2. Elaboration of the survey

GALATEA's survey to blue growth end-users and stakeholders was elaborated by Aerospace Valley (AV) with the cooperation of all partners. A first word document (.docx) draft was proposed to the consortium at the end of M2 and was fed with partners contributions until the beginning of M4. The last word document (.docx) draft is available in the annexes of this deliverable.

Is has been decided that the survey will be composed by three parts that subsequently are aimed to:

- Identify the surveyed organisation and sector(s) of activity
- Identify of the surveyed pain-points and potential challenges to be proposed
- Invite the surveyed to collaborate further with GALATEA

In order to disseminate the survey, it has also been decided to use an online platform, Drag'n Survey to ease the participations of the surveyed and increase the efficiency of its answers (less time to fill-in, easier way to send back results). The survey is available to be filled-in since mid-M4.

2.1. CHOICE OF THE PLATFORM TO DISSEMINATE THE SURVEY

Aerospace Valley realised an overview of viable solutions to be used in order to disseminate the survey.

Three solutions were considered for this purpose: SurveyMonkey, Webquest and Drag'n Survey.

The final choice of Drag'n Survey has been made based on a benchmark[1] issued by the French state (*Direction interministerielle de la transformation publique*). This choice has been motivated by the European hosting of Drag'n Survey's servers and the efficiency of its tools to elaborate surveys. Moreover, it has been also considered the capabilities to assess the answered received. The fact that data entered in its survey is not sold afterwards crystallised its selection.

After converting the word document (.docx) draft into Drag'n Survey, last modifications were made in order for it to fir the platform.

Figure 2 - First page of GALATEA's Drag'n Survey

The final version of the survey is available through the following link:

https://form.dragnsurvey.com/survey/r/d266995d

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[1] *Outil d'enquêtes de satisfaction en ligne* – April 2019
https://www.modernisation.gouv.fr/sites/default/files/videos/1906_outillage_sat_benchmark_vf.pdf

Next sections of the document will describe the different sections of the survey to better understand the potential contribution.

2.2. PART 1 OF THE SURVEY – ABOUT YOU

The first part of the survey aims to get contact information from the surveyed. The survey is considered as the first step of the involvement of stakeholders and potential end-users in GALATEA. It will be necessary for the consortium to be able to contact them to elaborate the project's challenges in the best conditions possible. Contact with the surveyed will be done with their approval (see 2.3 - Part 3 of the survey – About your Involvement in GALATEA).

Additionally, this first part of the survey provides the opportunity to the surveyed to point out the GALATEA partner that led it to the page. This step will allow Aerospace Valley (as WP1 and T1.2 leader) to have a clear overview of the progress of the answers by partner and to redirect the survey's answers more efficiently to prepare further interviews with them.

Finally the part 1 of the survey will allow the surveyed to select its sector of activity (between the four axes of GALATEA) and to specify sub-axis that would interest it.

As GALATEA proposed through its four axes a quite large field of action, the answers will permit the consortium to have a better idea of the specific scopes that SMEs will be funded to address.

2.3. PART 2 OF THE SURVEY – ABOUT YOUR PAIN-POINTS

The second part of the survey is aiming at gathering the first informations to be used in order to elaborate GALATEA's challenges. As the survey is the first contact with the potential end-user or stakeholders, the answers obtained will be completed with further exchanges with the surveyed people if they agree to be contacted to dig into the specific subject.

In some situations, the end-users and stakeholders answering the survey with one or various defined needs (first drafts of challenges in mind) that could fit GALATEA's Call for proposals. The second part of the survey will offer them the opportunity to formulate their potential needs to allow Aerospace Valley and the rest of the consortium to have as early as possible the first elements to elaborate challenges for the project.

Based on all partners experience with potential end-users and stakeholders, in most cases, concrete needs are not established. For this reason, GALATEA chose to articulate its solicitation of stakeholders and potential end-users around a "pain-storming" methodology (to unveil the roots of their issues). In this second part, the surveyed will be mostly asked to share pain-points they would have in the frame of their activities. GALATEA (through the survey and the next sub-steps of the "emergence of challenges") will not try to link directly the answers to needs of potential end-users and stakeholders. Instead, the project will identify and link the answers with the definition of their pain-points and main concerns. The objective here is to set specific needs they may have. Considering their needs, it will be translated into specific challenges. Solutions to this identified challenges will derive into different Call for proposal in which the different SMEs should provide answer with innovative solutions. This second part of the survey allows GALATEA to present to the surveyed a glimpse of this "pain-storming" methodology to be applied further in the interview phase and that, it will represent a concrete service from the consortium to the potential end-user of stakeholder.

The survey comes as a first filter to assess those issues and to estimate if GALATEA and the SMEs to be accelerated could answer them. Assesments are to be done by Aerospace Valley, with the participation of all partners.

2.4. PART 3 OF THE SURVEY – ABOUT YOUR INVOLVEMENT IN GALATEA

The last part of the survey (the more succinct one) aims at preparing the next steps of the emergence of challenges. The objective here will be to incite the surveyed to further discussions about its pain-points, at the occasion of an interview to be performed by a member of the Consortium of GALATEA (in most cases, the one that invited it to participate to the survey). As the surveyed may not be the ideal contact to address pain-points of the organisation, this part of the survey permit them to designate the right person to be interviewed if necessary. It has to be noted that data from their answer will be kept confidential within the consortium and be used for the only purpose of elaborating the challenges of GALATEA.

3. Next steps

As mentioned in the survey methodology, answers from potential end-users and stakeholders gathered will allow GALATEA consortium to prepare the interviews with the surveyed to deepen the information obtained from the survey.

The interviews' purpose will be to have a complete list of pain-points of end-users and stakeholders that will finally derive into the elaboration of challenges phase. The most recurring pain-points will determine the challenges of GALATEA. The opportunity will also be given to the interviewed to accentuate their implication in GALATEA by sponsoring challenges – meaning that in exchanges of additional support to the SMEs (financial, in-kind, mentoring) they will be able to propose additional challenge that fit perfectly their pain-points. Doing so, the objective for GALATEA will be to anticipate the sustainability of SMEs. Aerospace Valley and the GALATEA consortium plan to analyse answers to the survey, launch the interviews and assess the final list of pain-points during M5. M6 will be dedicated to the formulation of the final challenges.

Those final challenges and the overall step "emergence of challenges" will be further presented in the D1.2.2 Analyses and selection of challenges to be submitted at the end of M6.

Annexes

GALATEA – Survey for End-User need assessment

THIS IS A 1ST DRAFT, DO NOT DISSEMINATE THIS VERSION BEFORE VALIDATION FROM ALL PARTNERS

This 1st draft is presented to you in the .docx format – Once we get all the validations we need from you we will transpose it to an online questionnaire (the preferred platform is currently [Drag n Survey](#))

Context (to introduce the questionnaire)

GALATEA (**G**row and **A**cce**L**erate your sm**A**rt projec**T**s in n**E**w value ch**A**ins of the European blue economy) is a European Union H2020 funded project that started in June 2020.

Our objective with this questionnaire is to start an assessment of your current needs. The aim for us, as a consortium of European organisations, is to get an overview of the most recurring issues that the Maritime sector is currently facing, along with its potentials and challenges to be able to foster solution driven initiatives of European consortia of SMEs.

As GALATEA intends to support SMEs to fulfil needs you would be facing, as stakeholder of the maritime sector, this questionnaire intends to know better your organization and to involve you adequately in our initiative.

We bring together the cooperation and experiences of 7 ICT, aerospace and maritime European clusters and 1 research and technology organisation from 5 European countries: France, Greece, Romania, Poland and Spain. The project will run for 30 months under the coordination of Pôle Mer Méditerrannée.

The overall objective of the project is to develop new cross-sectoral and cross-borders value chains supporting innovative SMEs to foster the development of Blue Growth key industries in Europe. This development will be driven **by the integration of technologies and know-how from aerospace and ICT sectors, to the following domains: ports, ships, shipyards and maritime surveillance.**

GALATEA will receive €3,67 million from the Horizon 2020 programme of the European Commission of which 79% will be dedicated to the support of SMEs through direct financial support (€2,18 million), services provided by GALATEA partners and other activities organized by the project. GALATEA expects to support at least 100 European SMEs for the innovation of products or processes, development of large-scale demonstrators or markets extension.

For more information about GALATEA, we encourage you to visit our website at galateaproject.eu/ and connect with us through our social media channels *twitter logo*, *Linkedin logo*

Some contact points – PMM, AV

Survey

Part I / III. Identification of sectors and the company

1. *Personal information*
   ➔ Name*
   ➔ Surname*
   ➔ Position*
   ➔ Organisation*
   ➔ Email*
   ➔ Phone
   ➔ Country*

2. *Which GALATEA partner invited you to answer this survey*

Scrolling list with all GALATEA partners

3. *Short presentation of your organisation and description of your role in the maritime sector.*

Max 300 characters

4. *To which of the four area of the maritime sector addressed by GALATEA (port, ship, shipyard and maritime surveillance) are you interested in? Please, mark the area and the subtopics (In all cases, more than one option is possible).*

The participants will have the choice between the 4 main axis, and then when selecting one, sub-propositions will appear – in order for us to target accurately their interests

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The table below presents the propositions and sub-propositions the table format may not be kept for the online questionnaire

Sectors proposed	Sub-propositions
Port	Data management
	Automation
	Simulation
	Security
	Sustainability
	Other
Ship	Embedded systems
	Training
	Eco-design
	Autonomous ships
	Other
Shipyard	Innovative design
	Repair and maintenance
	Innovative materials
	Manufacturing
	Other
Maritime Surveillance	On-board systems
	Earth Observation
	Underwater technologies
	Data management
	Other

Part II / III. Identification of pain-points and challenges

5. ***Do you have already identified issues you may have that you would like to see resolved by European SMEs fostered by GALATEA?***

➔ *YES:*

Max 1500 characters

➔ Identified issue description
➔ Objective
➔ Expected expertise and type of solution provider

➔ *NO: In your opinion, is there some aspects of your current work processes that could be improved?*

Max 500 characters

6. *Please rank the following aspects of your activities – 1/5 not important to 5/5 very important*

Aspect	1/5	2/5	3/5	4/5	5/5
Rapidity of decision					
Team coordination					
Continuous training					
Logistics improvement					
Communication and dissemination					
Communication towards clients					
Customer services					
Relation with service providers					
Productivity					
Remote working					
Optimization of performance					
Reduction of Environmental impact					
Digital transformation					
Security					
Interconnection					
Automatisation					
Optimum use of time and resources					

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Real-time control					
Traceability of the product					
Development of new sustainable processes					
Data acquisition					
@GALATEA: Do not hesitate if you have ideas of aspects to be added					

7. **Are there any other aspect, not mentioned in the previous question that you consider important in your activity?**

Max 200 characters

Part III / III Collaboration with SMEs and GALATEA

8. **The GALATEA EU Project framework offers a financial opportunity for the SME in the elaboration of solution for your needs, are you interested in collaborating with GALATEA for further clarification on your needs?**
   ➔ Yes
   ➔ No

9. **If you are interested, we would like to organise an individual interview with you and interested ones of your company, can GALATEA organise a meeting?**
   ➔ Yes
   ➔ No
9.1.   Contact if the interlocutor is different :
   ➔ Name*
   ➔ Surname*
   ➔ Title*
   ➔ Email*
   ➔ Phone