D2.4
DIH^2 network 1.0
version 1.0

Public

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Project acronym	Project title		Grant agreement No.	
DIH²	A Pan-European Network of Robotics DIHs for Agile Production		824964	
Deliverable No.	Deliverable title			Version
D2.4	DIH² network 1.0			1.0
Type	Dissemination level			Due date
Demonstrator	Public			M6
Lead beneficiary				WP No.
Fundació Eurecat				2
Main author	Reviewed by		Accepted by	
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Contributing author(s)				Pages
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VTT archive code		Lead beneficiary archive code		
VTT-R-00170-19				

Abstract

The present document, together with D2.1 LERs procedures, compiles the tools available for LERs in order to perform their activity, focused mainly on the DIH profiling, the marketplace and its configuration to show the services, and the concrete toolkits generated, both the one devoted to LERs and the one devoted to all members (the communication toolkit). It can be considered a continuation of D2.1.

Considering that the DIH profiling will be an ongoing process during the project and the tools are still not tested, this deliverable is the first version but not a final. It will be a live document in which improvements will be made if necessary. All changes will be complied and integrated in a final version D2.7 DIH² network 2.0 according to the testing experience of partners of DIH profiling, service catalogue and tools.

Eurecat coordinates this activity and will be continuously looking after improvements that will facilitate the adoption of the procedures and its implementation. The regular meetings among LERs will help do this follow up with LERs and also DIHs.

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Notification

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HISTORY OF CHANGES

Date	Version	Author	Comments
10/06/2019	0.7	Laura Arribas (EUT)	Final deliverable draft
16/06/2019	0.8	Panos Pouklis (ED)	Comments on the deliverable
26/06/2019	0.9	Laura Arribas (EUT)	Final deliverable integrating comments

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EXECUTIVE SUMMARY

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1 SCOPE OF THE DOCUMENT

This document aims at defining the supporting materials for LERs to perform their activity both at internal and external level.

This deliverable is divided in three blocks according to the chapters.

The first block is focused on the identification of the profiles of DIHs taking part to DIH^2, the methodology that is being followed to build these DIH profiles and the situation of the profiles at the moment of this deliverable submission. The profiles have been included in Annex 1 (removing the sensitive data from them).

The second block is focused on the implementation of these DIH profiles in the marketplace in an appropriate way and facilitate the external users the understanding of the DIH^2 catalogue. This chapter will also comment on another tool published in the marketplace, the online map, that will help situate the DIHs of the network and their capacities.

The third block is focused on the different toolkits that are being constructed to help the implementation of LERs activities. This section will differentiate those tools that are only devoted to LERs (and DIHs) and the tools that will be used at project level (the communication toolkit.

Not all the tools have been included in the document as some of them are still under construction.

1.1 STRUCTURE OF THE DOCUMENT

This document is structured in the following sections

- Section 2: DIHS' PROFILING
- Section 3: MARKETPLACE
- Section 4: TOOLKITS

2   DIHs' PROFILING

The characterisation of DIHs that are part of DIH² is crucial for different reasons:

- **Strengthening of the network:** It helps the members of DIH^2 to know other DIHs, their capacities and their service portfolio, facilitating the cooperation among hubs and their stakeholders.

- **Deep self-understanding:** For the less mature hubs, this process helps them in the process of ordering and clear definition of their service portfolio. For the more mature hubs, this process is also useful in order to validate their service portfolio.

- **Identification of new regional opportunities:** By sharing the service portfolios of the hubs at regional level (the step before identifying the service portfolio of Hubs at European level), and by identifying those services that are best practices in one region, it will help regional DIHs to catch ideas for their own regional portfolio.

In this section it is described the process to collect, mature and finalise at first stage the profiling of DIH^2 DIHs.

2.1   FRAMEWORK

Considering the general aims mentioned in the introduction of the section, it is important to clarify the usability of the DIH profiling during the project and the moments when it will be used in order to define a process and tools that fit with the scope of the work to perform. Otherwise, it can happen that there is a misalignment of hubs during the process and final information is not reliable.

The profiles of DIHs will be used for internal purposes and for external as well:

- **Provision of first level support:** When one DIH wants to identify other DIHs in the network that could provide solutions to needs of companies at regional level.

- **Short-term mobility programme:** When one DIH wants to select the DIHs of the network that wants to visit with some stakeholders of its region or at DIH level (only the LER, TiR or EiR)

- **Marketplace:** When defining the European service portfolio of DIH^2 that will be published in the marketplace.

- **Online map:** When creating the online map identifying the DIHs taking part of the DIH^2, their contact and their capacities.

- **Dissemination:** When creating material for dissemination of DIH² results and TTE.

The provision of first level support and the short-term mobility programme are the first stage applications of the DIH profiling. On a second stage, it will be used in the final marketplace, online map and dissemination purposes.

2.2   METHODOLOGY

In order to collect the profiles of the DIHs taking part in DIH^2 and to generate discussions among them, a template was created to provide a first version of information.

The template, an Excel file, was generated in a long version and a short version.

The short version, included as Figure 1, tried to identify in a simpler way, the main services that DIHs provided.

The idea was to identify those that were really relevant for the DIHs, but LERs were instructed to include all the services so that we make sure all relevant services were selected.

DIH PROFILING AND SERVICE CATALOGUE

Fill in the cells in grey

DIH name

Region and Country

Contact point details

    Name and Surname   **Email**

DIH details

    Demo facilities?   **If Y, entity hosting the demo facilities and address**

                                If Y, Technologies available in demo facilities

Service Catalogue

Add as many raws as necessary

Name of service	Type of service	Brief description	#SMEs benefited from this service	#Large companies benefited from this service	Sectors of application of services provided	Robotic technology/ies related to the services	Sectors of application/robotic technologies the DIH is expert but no services provided yet. Where does the expertise come from?

Figure 1: Short version of DIH profiling

After receiving the first answers from DIHs, some changes were made on this short version and a long version was created including not only the services portfolio but also the infrastructures and best practices. However, for the initial draft from DIHs it was only asked to fill in the first tab.

DIH PROFILING AND SERVICE CATALOGUE

Fill in the cells in grey

DIH name

Region and Country

Contact point details

    Name and Surname   **Email**

DIH details

    Demo facilities?   **If Y, entity hosting the demo facilities and address**   Fill in the tap "proposal data_DIH Facilities"

                                        If Y, Technologies available in demo facilities   Fill in the tap "proposal data_DIH Facilities"

Service Catalogue

Please add those services that are **differential or relevant in your DIH**. You should consider your DIH not only as your entity but as your regional ecosystem of competences. So if there is a relevant service that you don't provide but another entity of your region does and is (or can be) part of your DIH, add it too. Add as many raws as necessary

Name of service	Type of service (choose from drop down menu)	Brief description	#SMEs benefited from this service (2015-now)	#Large companies benefited from this service (2015-now)	Sectors of application of services provided*	Robotic technology/ies related to the services**	Sectors of application/robotic technologies the DIH is expert but no services provided yet. Where does the expertise come from?

* In the proposal the domains identified are: Electronic assembly, Automotive&Aerospace, Metal&Ruber, Food, Soft Material, Craft&Bespoke

** Link with technologies mentioned in tap "Proposal data_DIH Facilities"

Best practices   Fill in the tap "proposal data_Best practices

Figure 2: Long version of DIH profiling. First tab

The other 3 tabs included the following information:

- **2nd tab:** DIHs general information, services and robotic specialisation. It includes the information compiled in the proposal phase about general information of DIHs taking part of DIH² network, among them name, scope, services capacity, sectors of application and TRL of infrastructure. The screenshot of the tab is not included as it is confidential.

- **3rd tab:** DIH Facilities. It includes the information compiled in the proposal phase about the facilities that DIHs taking part of DIH² network have available and that will be used during the project. The screenshot of the tab is not included as it is confidential.

- **4th tab:** DIH Best practices. It includes the information compiled in the proposal phase about the best practices and projects that DIHs taking part of DIH² network have performed and that will be used as mirror during the project. The screenshot of the tab is not included as it is confidential.

All DIHs provided their profile according to this template. All this information has been compiled in one MASTER document having one tab by DIH. This MASTER document will be used as tool for LERs.

These profiles have been explained and validated in regular LERs meetings in order to reach the goals mentioned in the beginning of this subsection: exchange of capacities, know each other better and identify joint opportunities.

The compiled DIH profiles are not the final ones. This preliminary version has helped DIHs to understand better which information and format is needed to uniformly define a joint service portfolio during discussions maintained in the LERs meetings. Next steps are to fine-tune the DIHs version of profile and to categorise according to the marketplace possibilities

3   MARKETPLACE

The DIH² Network is an integral part of the offering of the DIH² Marketplace (branded as RAMP – Robotics and Automation MarketPlace). On the one hand, the DIH² Network services materialize one of the unique value propositions of RAMP. Actors in the robotics and automation value chain can find regional and personalised support to address their needs, while especially Manufacturing SMEs can find support in automating their production. On the other hand, the DIH² Network services exploit RAMP as a means of promotion and of spreading this novel concept in enhancing the digitalisation of the European industry, focused on SMEs.

The DIH² Network is represented in two ways within RAMP v1.0:

1. With the catalogue of services offered in RAMP
2. With an online map of the DIH² Network and list of LERs.

3.1   SERVICE CATALOGUE

The catalogue of services in RAMP provides and interactive way to find solution providers, and hence the DIH² Network nodes, based on different criteria. The criteria can be selected on an as-needed basis (user can select from none to all the criteria for filtering) and include:

- Name of the organisation (solution provider)
- Category/type of solution provider
- Industries with experience in providing solutions
- Country
- Value-added services

For example, the user is able to filter the results and view only the DIHs that provide a certain service or/and have experience in a certain industry and/or provide services in a specific country.

The categorisation of the value-added services has been standardised based on previous work[1] and the profiling of the DIH² Network node offered services.
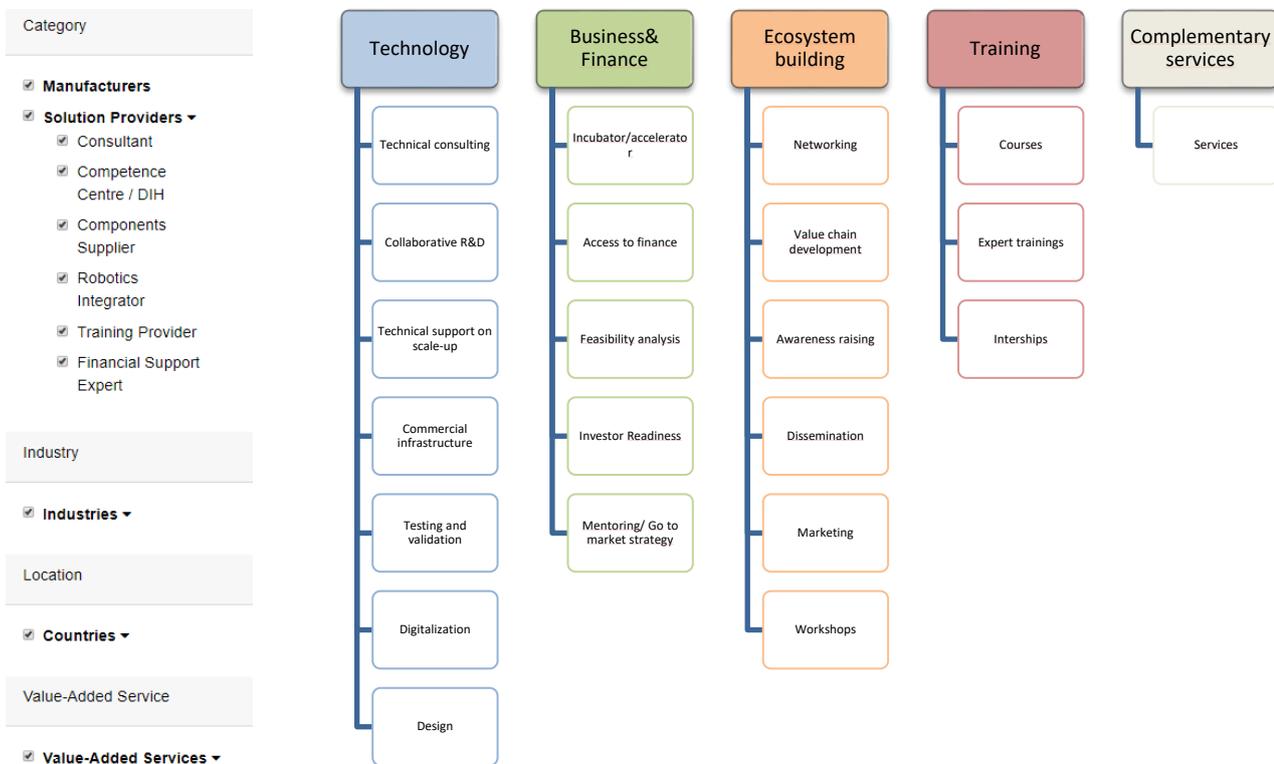
Figure 3: Filters in the RAMP catalogue (left) Standardised categorisation of services

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[1] L4MS project, grant agreement No 767642, http://project.l4ms.eu/

3.2 ONLINE MAP

RAMP will offer an interactive online map where users will find more detailed information of each DIH and LERs like services offered, while they will be able to send a messages directly to LERs.

Due to strategic decision to keep the registrations closed in RAMP for the initial period for testing (registered users will be only the L4MS and DIH² Consortium members, as well as the associated experiments from their Open Calls), the implementation of the Online DIH² Network and LER map is broken down in two phases:

- The first phase represents the initial period in which registrations are closed. The direct messaging required that both users are registered in order to exchange messages. Additionally, since RAMP needs strategically to promote communication within the platform rather than outside, listing e-mails is also to be avoided. The strategy followed in this phase to allow users to contact the LERs, is by guiding them to use the central contact function of RAMP. The message will be then internally distributed to the respective LER.
- The second phase represents the opening of the registrations to the public. At this phase it will be possible to directly send a message to the respective LER within RAMP, by clicking a relevant button on the LER/DIH name.
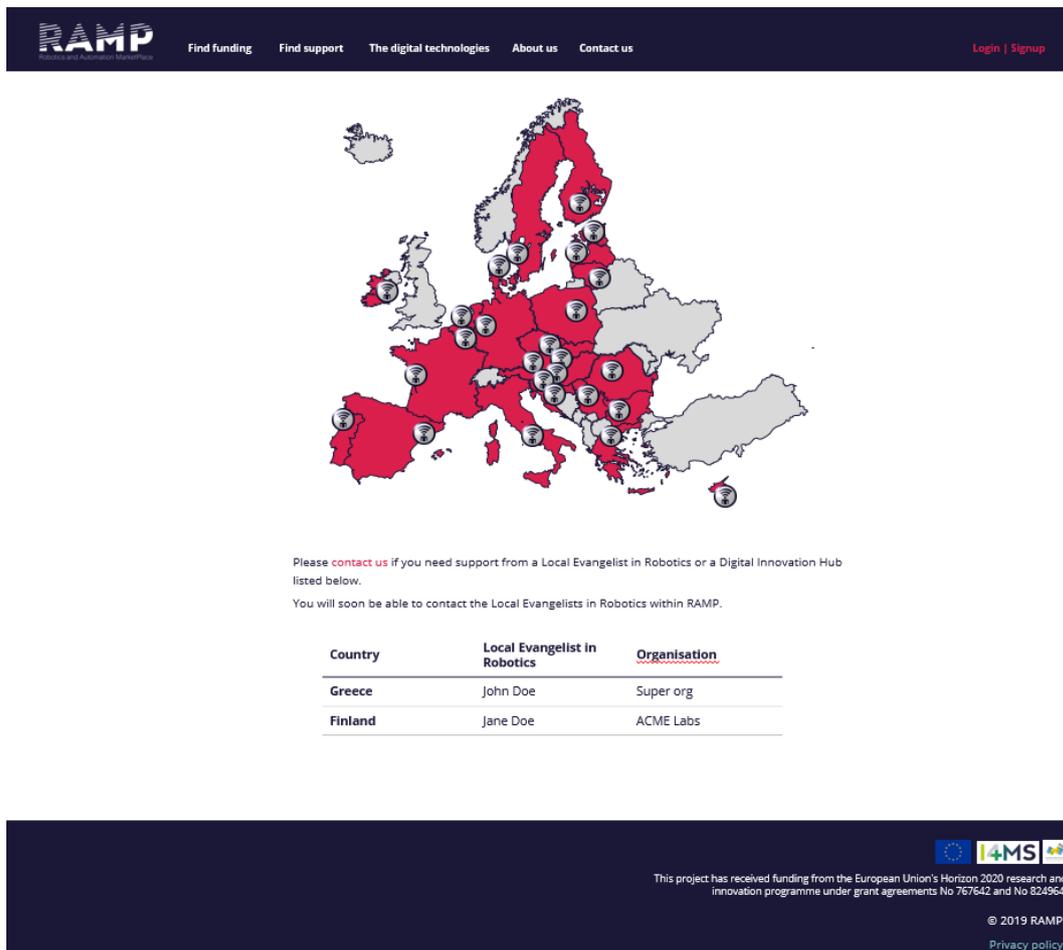
Figure 4: Mockup of the DIH² Network Map and LER list for RAMP v1.0

3.3 NEXT STEPS

The following actions are currently planned for the improvement of the above-mentioned tools:

- Refinement of the standard categorisation of the services.
- Migration of the Network Map and LER list tool to phase 2 (when registrations in RAMP are open for public).
- Definition of other internal procedures that can be facilitated or take place within RAMP.

4 TOOLKITS

After the definition of the LERs activities as part of the contents of "D2.1 LERs procedures", the tools related to the implementation of these activities have been developed and will be tested in the Training of Trainers course with LERs.

This section includes the identification and definition of the tools according to the LERs procedures, and the tools themselves.

Some of the tools that have been identified as tools to be used by DIHs will also be used by other DIH² partners. These tools, which are the communication and dissemination tools, have been categorised as "Communication toolkit" and also have been included in this section.

As summary of deliverable "D2.1 LERs procedures", the following figure compiles the activities that LERs should perform and the needed tools, which will be described in next subsections according to the toolkit on which they are enclosed.

Activity	Tools	Toolkit
Initial assessment to companies, especially SMEs, on the implementation of robotics for agile manufacturing	Document to register the demand	LERs Toolkit
	Marketplace catalogue/DIH Profiling	LERs Toolkit
	Document for giving answer to demand	LERs Toolkit
	KPIs list to monitor LERs activity	LERs Toolkit
Dissemination of DIH² benefits and outputs	Pitches of SMEs, companies and other stakeholders	Communication toolkit
	Brochure on DIH² framework	Communication toolkit
	Marketplace catalogue/DIH Profiling	LERs Toolkit
	KPIs list to monitor LERs activity	LERs Toolkit
Identification and engagement of potential stakeholders for the Sponsorship programme	Sponsorship control document	Communication toolkit
	Sponsorship programme brochure	Communication toolkit
	"Agreement" template among DIH² and sponsors	Communication toolkit
	KPIs list to monitor LERs activity	LERs Toolkit
Identification of a potential service to be provided by DIH different than the one who identified the opportunity	Document to register the demand	LERs Toolkit
	Marketplace catalogue/DIH Profiling	LERs Toolkit
	Document for giving answer to demand	LERs Toolkit
	KPIs list to monitor LERs activity	LERs Toolkit
Interregional events: visits to demo nodes, business visits…	Marketplace catalogue/DIH Profiling	LERs Toolkit
	Online map	Communication toolkit
	Register yourDIH visits demand	LERs Toolkit
	KPIs list to monitor LERs activity	LERs Toolkit

Figure 5: Summary of tools needed according to activities performed by LERs

4.1 LERs TOOLKIT

The LERs Toolkit includes a set of tools that should be used by the DIHs of the DIH², and specifically by LERs. Some of the tools identified in Figure 5 are repeated because we have tried to minimise the number of tools to be used, so that for one tool can be used for more than one activity.

The LERs toolkit is compiled in a private repository (at the moment). In the future, it is expected to have a repository in RAMP for internal use.

TOOL 1 – Document to register a company demand

Description: Word document to collect a SME or a large company need. It includes a set of questions to minimally understand the need of a company if it should be transferred to third parties. The document is simple to fill and fosters the use of visual information to facilitate the dimensioning of the problem. It also includes a claim of data protection (check box).

Usage: When performing the first-level support, in case of requiring help of third parties but also for own use at DIH level.

Tool:

Figure 6: Screenshot of the TOOL 1 – Document to register a company demand

TOOL 2 – Document to answer a company demand

Description: Word document to provide an answer to a SME or a large company that has demanded a concrete solution. It includes information about the provider of a solution and the proposed solution considering the most relevant aspects for the company. In case of more than one provider, the DIH should include as many tables of "Provider data" and/or "Solution description" as necessary.

Usage: When performing the first-level support, in case of requiring help of third parties but also for own use at DIH level.

Tool:

Figure 7: Screenshot of the TOOL 2 – Document to answer a company demand

TOOL 3 – Marketplace or DIH Profiling

Description: Tool to identify the DIH capacities at service level. The DIH profiling is an Excel file with as much tabs as DIHs in DIH², including the general information of each DIH and the service portfolio at regional level. It is available at first stage of the project. The RAMP marketplace is a platform including one section in which it will be placed the service catalogue of DIHs at European level. RAMP platform is under construction.

For the moment, DIHs will use the DIH profiling Excel file until RAMP Platform is fully operative.

Usage: When performing the first-level support, to identify the potential DIH providers of solutions for a concrete need. When disseminating the DIH2 and their benefits, mainly to engage stakeholders to be part of the marketplace. When identifying the DIHs with which to use the Short Term Mobility Programme.

Tool: See Annex 1.

TOOL 4 – Document to register interregional visits demand

Description: Word document to select the DIHs of the DIH² Network that one DIH wants to visit. This document also identifies the type of visit the DIH wants to have. This document will be updated every 6 months so that if DIHs want to change their selection they have the chance to do so.

With the proposal of DIHs a final list of the most voted will be generated and the visits at DIH² level will be proposed and scheduled. Other visits will be made in parallel according to partners interests.

Usage: When performing the Short-Term Mobility Programme, to regularly propose visits between different DIHs of the DIH² Network.

Tool:

Figure 8: Screenshot of the TOOL 4 – Document to register interregional visits demand

TOOL 5 – KPIs list to monitor LERs activity

Description: Excel file with different tabs to register LERs activities performed. The Excel file is composed of 4 different tabs:

- **1st tab – Summary of KPIs:** Summary of the KPIs to be compiled considering the different strategic objectives of LERs activities. This summary table also mentions the tools and evidence to justify the KPIs and the period of time to periodically report the KPIs. In the majority of cases a KPI dashboard should be filled, and these dashboards are part of the Excel file as well. A minimum of dashboards have been created to collect the LERs input the easiest way possible.
- **2nd tab – FLS (First Level Support) Dashboard:** Excel sheet to compile the activities that LERs do as first level support to SMEs and other companies. When contacting other DIH² LERs, and these LERs take part of the process by providing a possible solution, this should be reported as first-level support by all LERs taking part.
- **3rd tab – Engagement Dashboard:** Excel sheet to compile the KPIs related to dissemination, involvement and communication activities of LERs and DIH in general. In the Summary tab there is an explanation of the concrete activities that should be reported under this dashboard.
- **4th tab – STMP (Short Term Mobility Programme) Dashboard:** Excel sheet to compile the activities related to the short term mobility programme, not only about LERs but also the TiRs and EiRs.

Usage: When performing the first-level support, to register the activities done. When disseminating the DIH² and their benefits, to register the activities done. When performing the Short Term Mobility Programme, to register the activities done.

Tool:

LERs activities monitoring - KPIs					
Strategic objective	KPI	Description	KPI objective	Measure	Reporting frequency
Ensure effective performance of LERs activities among DIHs, with SMEs and other stakeholders	Attendance the training of trainers course	A 2-days training program will be organized in June 2019 to help LERs in making a better use of the DIH² tools, practices and capacities	26 training course completed, 1 per DIH	- Document signed by participants	June 2019
	Provision of first-level support	Process of supporting a SME/mid cap that wants to implement robotics for agile manufacturing. When contacting other DIH² LERs, and these LERs take part of the process by providing a possible solution, this should be included as first-level support	416 services provided by LERs, 16 per DIH aprox.	- First Level support dashboard filled	Every six months
Promote DIH², exchange best-practices and expand the network	Organisation of roadshows	Engagement of DIHs specialized in Robotics at national/regional level thorugh roadshows, to become part of the network and benefiting of the internal procedures established. Also to promote DIH² and exchange best practices	52 Roadshow organized, 2 per DIH aprox.	- Document signed by participants - Engagement dashboard filled	Every six months
	Set-up of face to face meetings	Face to face meetings with stakeholders to disseminate DIH² and engage them in the project, such as large corporates, regional administration, service providers…	416 face to face meetings done, 16 per DIH aprox.	- Engagement dashboard filled	Every six months
	Participation to other dissemination activities	It can include RobotDays, EU events participation, contacts with stakeholders (not f2f meetings) such as large corporates, regional administration, service providers…	312 other dissemination activities done, 12 per DIH aprox.	- Document signed by paticipants (when organising an event) - Engagement dashboard filled	Every six months
Consolidate the DIH² community and promote cross-border collaboration	Participation to the networking sessions	Take part to the regular online (and f2f in some cases) meetings among LERs that are being conducted to know each other better	12 meetings attended by each LER	- Minutes of the meetings - Document signed by participants (when f2f)	Every six months
	Use of the short term mobility programme	Each DIH have up to 3-months support to send its LER to some other DIH for different reasons: because it have a more mature Service Portfolio (commercial approach) approach towards SMEs, to bring regional companies to other regions, to do the follow up of services provided among regions…	26 stays made by LERs, 1 per DIH	- Short term mobility programme dashboard - Document signed by participants (when other entities outside DIH² participate)	Every six months

Figure 9: Screenshot of the TOOL 5 – KPIs list to monitor LERs activity. Summary of KPIs (First Tab)

First Level Support Dashboard - LERs KPI Monitoring

Partner Short Name	Type of company supported (choose from drop down list)	Region of company	Country of company	Start date of support	End date of support	Type of support (choose from drop down list)	Regional or crossboard support? (choose from drop down list)	In case of crossboard, your role in the support (choose from drop down list)	In case of crossboard, name of DIH² partners in contact with	Main results of first level support (choose from drop down list)
	Small					Technical	Regional	Regional DIH making the link with other DIH		Company is successfully assessed (quotation sent and implemented)
	Medium					Business	Crossboard	DIH supporting a partner need		Company is successfully assessed (without need of quotation)
	Large					Ecosystem				Company is assessed (but no suitable solution found within DIH²)
										Company is assessed (quotation sent but not implemented)

Figure 10: Screenshot of the TOOL 5 – KPIs list to monitor LERs activity. FLS (First Level Support) Dashboard (Second Tab). The drop down list is included in the columns

Engagement Dashboard - LERs KPI Monitoring

Partner Short Name	Type of engagement action (choose from drop down list)	Location of engagement action (region and country)	Start date of action	End date of action	Are you organiser or participant? (choose from drop down list)	Number of attendees	Number of attendees of your region	Main results of engagement actions (choose from drop down list)	Relevant comments (type and number of stakeholders engaged, number of contacts made with especific company, other results achieved not specified in the drop down list...)
	RobotDay				Organiser			Entity/es engaged to the project (in comments refer to the type and number of stakeholder/s and how they are engaged, i.e. sponsorship programme, open calls, marketplace, online map...)	
	RoadShow				Participant			Interregional cooperation set (in comments mention the regions and the type of stakeholders that will collaborate)	
	Other regional event							Participants know about DIH², but neither directly engaged nor concrete interregional collaboration set for the moment	
	Other national event								
	EU event								
	Interregional event								
	Face to face meeting								
	Non-presential contact/meeting (email, call…)								

Figure 11: Screenshot of the TOOL 5 – KPIs list to monitor LERs activity. Engagement Dashboard (Second Tab). The drop down list is included in the columns

Short-Term Mobility Programme (STMP) Dashboard - LERs KPI Monitoring

Partner Short Name	Region of origin	Country of origin	Start date of STMP	End date of STMP	Type of profile using the STMP (choose from drop down list)	Partner hosting the STMP (short name)	Region of destination	Country of destination	Aim of the STMP (choose from drop down list)	Number of participants of your region external to DIH² (if any) and type of stakeholders they are (accordng to stakeholders' matrix)	Main results of STMP (choose from drop down list)
					LER				Business mission		Better understanding and/or deeper knowledge of STMP user on the DIH and its capacities
					TiR (Technologist in Residence)				Visit to regional DIH		Matchmaking of own regional needs/capacities with the needs/capacities of other DIHs
					EiR (Enterpreneur in Residence)				Monitoring of interregional experiments and services implementation		New joint projects or services set among DIHs and or stakeholders joining the STMP
									Joint research		
									Learning on DIH procedures		

Figure 12: Screenshot of the TOOL 5 – KPIs list to monitor LERs activity. STMP (Short Term Mobility Programme) Dashboard. The drop down list is included in the columns

4.2 COMMUNICATION TOOLKIT

The Communication Toolkit includes not only the tools that are needed by LERs but also the other partners of DIH².

The LERs toolkit is compiled in a private repository (at the moment). In the future, it is expected to have a specific repository in RAMP platform for internal and external use.

TOOL 1 – DIH² general dissemination toolkit

Description: Brochure, roll-up and flyer of DIH² project for general dissemination

Usage: When performing the first-level support, to disseminate about the project. When disseminating the DIH² and their benefits, to register the activities done. When performing every single event or face to face meetings

Tool: Under construction

TOOL 2 – Open Calls toolkit

Description: Brochure about open calls and base presentation to disseminate in each region.

Usage: When performing the dissemination activities, specifically in RobotDays, Roadshows and events were SMEs attend.

Tool: Under construction

TOOL 3 – Robot Days toolkit

Description: Template of flyer and agenda to perform the Robot Days in every region

Usage: When performing the dissemination activities, specifically in RobotDays

Tool: Under construction

TOOL 4 – Sponsorship brochure

Description: PDF of sponsorship programme to be disseminated

Usage: When performing the dissemination activities, specifically when trying to engage companies to the sponsorship programme.

Tool: Under construction

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