



Work Stream 6: EED Guide to Special Services

Capacity building of public institutions for improved
business enabling environment (Output 1)

Presented to:

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1 INTRODUCTION

As per the Ethiopian Enterprise Development Mandate to ensure the country's development in all economic sectors particularly in the manufacturing sector. EED primary focus is to create job opportunities through industry sector development, expansion and competitiveness. The following are specific mandates of EED related to services offered to SMEs in the manufacturing sector:

- Foster the growth and expansion of Manufacturing SMEs in Ethiopia.
- Promote job creation and employment opportunities within the manufacturing sector.
- Enhance the competitiveness of Manufacturing SMEs in domestic and international markets.
- Provide tailored support to facilitate access to finance, technology, and markets.
- Strengthen the capacity and skills of SME owners and their workforce.
- Encourage innovation, research, and development within the manufacturing sector.
- Foster collaboration and networking among SMEs, government agencies, and other stakeholders.

Considering EED's new mandate, there is a need to bundle, standardize, and explicitly describe how these services will be delivered to SMEs. The focus of this guideline is to streamline services provided by EED to manufacturing SMEs. This comprehensive guide outlines the special services offered by EED to support the growth and development of Manufacturing Small and Medium-sized Enterprises (SMEs) in Ethiopia. With a focus on job creation, poverty alleviation, and industrial development, EED aims to empower SMEs to become the driving force behind Ethiopia's industrialization. Hence, this guide will explain the ways, and how to deliver service that may be free of charge or fee based.

Definition of Terms

1. **EED Services** are the services offered by the Ethiopian Enterprise Development (EED) organization. These services are designed to support and facilitate the growth and development of Manufacturing SMEs in Ethiopia. EED provides various services, such as technical support, training, access to finance, market linkages, and specialized assistance tailored to the specific needs of SMEs.
2. **Special Services** in the context of EED, special services are the specific services offered to Manufacturing SMEs that go beyond the standard support provided. These services are designed to address specific challenges or requirements of SMEs and help them overcome barriers to growth and competitiveness. Examples of special services provided by EED may include electroplating, spare parts production, machinery layout design, prototyping, and machinery specification development.
3. **Accounts Manager** is an employee or staff member responsible for managing the accounts and transactions related to the services provided by EED. The Accounts Manager ensures accurate record-keeping, reporting, and monitoring of special services delivered to SMEs. They are ambassadors for the manufacturing SMEs. They may also handle invoicing, payment tracking, and budget management.

4. **Service Level Agreement (SLA)** is a contract or agreement between EED and a customer (in this case SMEs) that defines the level of service expected and it is complemented by the citizen's charter. It outlines the scope, quality, responsibilities, and metrics by which the services will be measured. An SLA sets expectations for both parties and ensures that the services provided meet the agreed-upon standards. It often includes details about service delivery, response time, performance indicators, and dispute resolution processes.

2 OBJECTIVES

This guideline supports EED staff to enable SMEs navigate or acquire the special services provided by EED. By leveraging the special services, SMEs can create jobs, and build a robust manufacturing sector that drives economic growth and prosperity for the country.

3 SCOPE AND COVERAGE

The EED Guideline provides a comprehensive overview of the services offered, addressing key challenges faced by Manufacturing SMEs. The scope of our services includes, **but is not limited to**, the following areas:

1. Electroplating is a specialized service provided by EED that involves the deposition of a layer of metal onto a substrate through an electrochemical process. This service enhances the durability, appearance, and corrosion resistance of various metal components used in manufacturing. SMEs can utilize electroplating to improve the quality and longevity of their products, leading to enhanced customer satisfaction and market competitiveness.
2. EED offers foundry casting product services, which involve the production of complex metal components through the casting process. SMEs can leverage this service to create custom-designed parts with specific shapes, sizes, and material properties. Foundry casting enables the production of intricate components used in various industries, such as automotive, aerospace, and machinery manufacturing.
3. EED provides specialized support in the production of spare parts for machinery and equipment. SMEs can benefit from this service by obtaining high-quality, precision-engineered spare parts that are essential for the smooth operation and maintenance of their machinery. By having access to reliable and readily available spare parts, SMEs can minimize downtime, increase operational efficiency, and extend the lifespan of their equipment.
4. EED assists SMEs in designing optimal machinery layouts and providing guidance for their proper erection. Through this service, SMEs can optimize their production processes, improve workflow efficiency, and ensure the effective utilization of available space. EED's expertise in machinery layout design and erection helps SMEs achieve streamlined operations and maximize their productivity.
5. EED offers prototyping services to help SMEs bring their innovative ideas to life. Prototyping involves the creation of functional and visual representations of new products or product modifications before mass production. By utilizing this service, SMEs can test and refine their designs, validate product performance, and make informed decisions regarding manufacturing processes, materials, and costs.
6. EED supports SMEs in developing machinery specifications tailored to their specific manufacturing requirements. This service involves assessing the needs of SMEs, understanding their production processes, and creating comprehensive machinery specifications that meet their unique demands. Well-defined machinery specifications

enable SMEs to procure suitable equipment, ensuring compatibility, efficiency, and optimal performance in their operations.

4 PROCESS FOR REQUESTING SPECIAL SERVICES

The process of initiating a request for special service and tools Manufacturers should use, and how to issue a certificate of service delivered by EED staff is explain below:

- 1. Awareness and Information:**

SMEs become aware of the special services offered by EED and gather information about the services, eligibility criteria, and potential benefits. EED is obligated to deliver all services to any SME. However, if there are many requests above the capacity of EED, free of charge services will be provided to SME in certain criteria. These criteria include SME financial capacity, growth potential, sector importance, social impact and inclusiveness, innovative potential, job quality and skills development, environmental sustainability, and readiness for assistance. Detailed criteria matrix is shown in [Annex 3](#).
- 2. Initial Inquiry:**

SMEs express their interest in accessing a specific special service by contacting EED directly and seeking clarification or additional information.
- 3. Application Submission:**

SMEs submit a formal application requesting the desired special service. The application includes relevant business details, challenges, needs, and desired outcomes.
- 4. Service Acceptance and Agreement:**

Upon acceptance of the application, SMEs and EED enter into an agreement that outlines the service terms, conditions, and expectations. This steps is complemented by the citizen's charter (SLA will be signed if the citizen's charter doesn't include the specific special service).
- 5. Service Delivery and Implementation:**

EED delivers special services by assigning dedicated staff, providing guidance and support, and facilitating necessary resources. SMEs actively participate in the implementation process.
- 6. Monitoring and Evaluation:**

EED monitors the progress and evaluates the outcomes of the service delivery. SMEs provide feedback and may participate in evaluation exercises to assess the impact of the service.
- 7. Closure and Follow-up:**

Upon completion of the service, EED formally closes the engagement. SMEs receive necessary documentation and may participate in follow-up activities to assess long-term impact.

By following this process, Manufacturing SMEs can request and access the special services offered by EED, both free and fee-for-services. The process ensures transparency, efficiency, and a systematic approach to meet the specific needs and objectives of SMEs.

5 PROCESS OF OFFERING SPECIAL SERVICES

The services will be offered through the EED accounts manager and technical staff to deliver the service to a particular manufacturer and how to close the request. The below steps stipulate the process from EED side:

1. Service Design and Development:
 - 1.1. EED identifies the needs and challenges of Manufacturing SMEs through research, consultations, and industry analysis.
 - 1.2. Based on the identified needs, EED designs and develops specialized services to address the specific requirements of SMEs.
2. Service Catalog Creation:
 - 2.1. EED creates a comprehensive catalog or menu of the special services available for Manufacturing SMEs.
 - 2.2. Each service is clearly defined, outlining the objectives, scope, eligibility criteria, and expected outcomes.
3. Service Promotion:
 - 3.1. EED conducts awareness campaigns activities to promote the services to Manufacturing SMEs.
 - 3.2. Information about the services, their benefits, and the application process is disseminated through various channels, such as the EED website, social media, workshops, and industry events.
4. Service Application(Refer to [Annex 10.1](#) and [Annex 10.2](#) to see the sample application template):
 - 4.1. SMEs interested in accessing the special services review the service catalog and select the services that align with their needs.
 - 4.2. SMEs submit their service requests through the designated application channel (online portal, email, or physical submission).
5. Application Review and Assessment:
 - 5.1. EED reviews the received applications to ensure completeness and eligibility.
 - 5.2. An assessment is conducted to evaluate the potential impact and suitability of the services for the SMEs.
6. Service Selection and Allocation:
 - 6.1. Based on the assessment, EED selects the SMEs that are eligible to receive the services.
 - 6.2. The selected SMEs are notified of their acceptance and the services allocated to them.
7. Service Delivery Planning:
 - 7.1. EED, in collaboration with the Accounts Manager, develops a customized service delivery plan for each SME, outlining the timelines, milestones, and deliverables.
 - 7.2. The plan takes into consideration the unique needs and requirements of the SMEs.
8. Service Delivery:
 - 8.1. The EED Accounts Manager, assigned to the SME, takes responsibility for monitoring the service delivery and acting as the main point of contact.
 - 8.2. The Accounts Manager ensures effective coordination between the SME and the service providers, providing guidance and support throughout the process. As per the citizen's charter document, the following are some of the requirements and obligation of EED while delivering service:
 - 8.2.1. Timeliness,
 - 8.2.2. Access to service,
 - 8.2.3. Providing full information,

- 8.2.4. Assigned EED staff should be competent.
 - 8.2.5. EED staff should have courtesy and empathy.
 - 8.2.6. Problems should be handled in a professional manner.
 - 8.2.7. Services should be affordable.
9. Service Monitoring and Evaluation:
- 9.1. The EED Accounts Manager monitors the progress and implementation of the services provided to the SME.
 - 9.2. The Accounts Manager conduct regular evaluations and assessments to measure the effectiveness and impact of the services.
10. Continuous Improvement:
- 10.1. Based on feedback and evaluation results from the Accounts Manager, EED continuously improves and refines the special services offered.
 - 10.2. Lessons learned and best practices are incorporated into future service design and delivery.
11. Additional Support and Networking:
- 11.1. After service completion, the EED Accounts Manager provides information and resources to the SME for additional support and networking opportunities.
 - 11.2. The Accounts Manager assists in connecting the SME with relevant workshops, events, and platforms to facilitate knowledge sharing and collaboration among SMEs.

6 SME SELECTION FOR FREE OF CHARGE SERVICES

The EED provides services for all manufacturing SME but to give priority we use the following criteria. When selecting SMEs for free-of-charge services, it is essential to establish clear and objective metrics to ensure fairness and effectiveness. The list below shows the criteria ¹that can be used to evaluate and select SMEs for free special services:

1. Financial Need:

- Annual Revenue: Consider SMEs with lower annual revenue as they may have limited financial resources to invest in professional services.
- Profitability: Assess SMEs that are not highly profitable or experiencing financial difficulties, as they may benefit the most from free services.

2. Growth Potential:

- Employment Growth: Give priority to SMEs that have the potential to create new jobs, contributing to economic growth and employment generation.
- Revenue Growth: Identify SMEs with the potential for substantial revenue growth, indicating their capacity for expansion and positive impact on the economy.

3. Sector Importance:

- Strategic Sectors: Consider SMEs operating in strategic sectors prioritized by the government or industries vital for the country's economic development.
- Job-Creating Sectors: Give preference to SMEs operating in sectors known for creating employment opportunities and promoting inclusive growth.

4. Social Impact:

- Female, youth, and people with disability owned SMEs: Consider supporting SMEs owned by women, minorities, or marginalized groups, promoting inclusivity and diversity.
- Rural and Remote Areas: Prioritize SMEs located in rural or remote areas, aiming to reduce regional disparities and stimulate economic development in underserved regions.

¹Annex 10.3 section contains a sample selection criteria matrix.

5. Innovative Potential:

- **Product/Service Innovation:** Assess SMEs that demonstrate innovative products, services, or business models, as they can drive industry advancement and competitiveness.
- **Technology Adoption:** Give preference to SMEs that show a willingness and capacity to adopt and leverage technology for business growth and productivity improvement.

6. Job Quality and Skills Development:

- **Training and Skill Development:** Consider SMEs that demonstrate a commitment to investing in their employees' training and skills development.
- **Good Labor Practices:** Prioritize SMEs with fair labor practices, providing decent wages, benefits, and a safe working environment.

7. Environmental Sustainability:

- **Sustainable Practices:** Give preference to SMEs that implement environmentally friendly practices, such as waste reduction, energy efficiency, or renewable resource usage.
- **Green Innovation:** Assess SMEs that develop or offer sustainable products or services, promoting environmental conservation and addressing climate change.

8. Readiness for Assistance:

- **Commitment and Engagement:** Evaluate SMEs that demonstrate a genuine interest, willingness, and readiness to actively engage in the service delivery process.
- **Capacity for Implementation:** Consider SMEs with the internal capacity and resources to effectively implement the recommendations and support provided.

[Annex 10.3](#) section contain a sample selection criteria matrix.

7 CLASSIFICATION OF SPECIAL SERVICES

EED's services are classified into two categories: fee-for-services and free-of-charge services. This classification ensures that SMEs have access to a range of specialized services regardless of their financial capacity. The breakdown of these service categories is as follows:

1. Fee-for-services: These specialized services involve a cost to cover the expenses incurred. They provide in-depth support and are designed to address complex challenges faced by SMEs.
2. Free-of-charge services: These services are provided at no cost and aim to offer essential support and guidance to SMEs. They ensure that even SMEs with limited resources can access the necessary assistance to grow and succeed.

The following table shows the special services offered by EED in each category:

| # | Services | Fee-for-services | Free-of-charge |
|---|---|------------------|----------------|
| 1 | Electroplating | ✓ | × |
| 2 | Foundry Casting product | ✓ | × |
| 3 | Spare parts | ✓ | × |
| 4 | Designing of machinery layouts and erection | × | ✓ |
| 5 | Prototyping | × | ✓ |
| 6 | Developing machinery specifications | × | ✓ |

8 ACCOUNTABILITY AND EVALUATION OF SERVICE DELIVERY

The process of accountability of accounts manager and technical staff delivering special services to Manufacturers and evaluating the quality of service delivered based on client feedback will be guaranteed through various procedures and standards. This will be achieved through creating accountability and evaluation of services delivery.

8.1 Accountability:

EED is committed to ensuring accountability in the delivery of special services to Manufacturing SMEs. Accountability measures are implemented to maintain transparency, effectiveness, and ethical conduct throughout the service delivery process. Key aspects of accountability include:

- a. Clear Roles and Responsibilities:
 - EED clearly defines the roles and responsibilities of each stakeholder involved in service delivery, including the EED Accounts Manager, service providers, and SMEs.
 - The roles and responsibilities encompass tasks related to coordination, monitoring, reporting, and quality assurance.
- b. Service Level Agreements (SLAs):
 - In the case where the Citizens Charter is not applicable or unavailable, SLAs are established between EED and SMEs.
 - SLAs outline the expectations, deliverables, timelines, and quality standards for service provision.
 - The Accounts Manager ensures that service providers or the technical staff adhere to the agreed-upon SLAs. ([Annex 10.4](#) shows the sample SLA structure)
- c. Effective Communication Channels:
 - EED maintains open and effective communication channels between the Accounts Manager, SMEs, and service providers.
 - Regular communication ensures that all parties are informed, updated, and have a platform to address concerns or issues that may arise during service delivery.
- d. Feedback Mechanisms:
 - EED encourages feedback from SMEs regarding their satisfaction with the services received.
 - Feedback mechanisms, such as surveys, interviews, or feedback forms, are utilized to gather input from SMEs on the quality, effectiveness, and impact of the services.
 - The feedback is taken into account for continuous improvement and to address any shortcomings in service delivery.

8.2 Evaluation of Service Delivery:

EED conducts systematic evaluations to assess the effectiveness, efficiency, and impact of the special services provided to Manufacturing SMEs. Evaluation activities include:

- a. Performance Metrics (please refer to the [Annex 10.5](#) to see the Sample Evaluation metrics):
 - EED establishes performance metrics and key performance indicators (KPIs) to evaluate the success and impact of the services.

- KPIs may include measures related to job creation, revenue growth, improved productivity, or capacity building.
- b. Data Collection, Analysis and impact assessment:
 - The EED Accounts Manager collects relevant data and information to assess the outcomes and impacts of the services.
 - Data collection methods may include surveys, interviews, financial reports, or other performance indicators specific to the nature of the services provided.
 - EED conducts impact assessments to measure the broader social and economic effects of the services on SMEs and the community.
 - The impact assessment considers factors such as employment generation, poverty reduction, and the overall development of the SME sector.
 - c. Continuous Improvement:
 - Findings from the evaluations and impact assessments are used to inform continuous improvement efforts.
 - EED utilizes the feedback and evaluation results to enhance service delivery processes, address any gaps or challenges, and refine the services offered.
 - d. Reporting and Transparency:
 - EED prepares regular reports summarizing the evaluation findings, including progress, achievements, challenges, and recommendations.
 - Reports are shared with key stakeholders, including SMEs, service providers, and relevant government entities, to ensure transparency and accountability.
 - e. Stakeholder Engagement:
 - EED engages with stakeholders, including SMEs and service providers, to seek their input and perspectives on service delivery.
 - Stakeholder feedback and insights are valuable in assessing the overall effectiveness and impact of the services.

Through robust accountability mechanisms and comprehensive evaluation processes, EED ensures that the special services delivered to Manufacturing SMEs meet the intended objectives, contribute to their growth and development, and align with the broader goals of strengthen and increase the number of SME, increase export, import substitution, job creation, and industrialization in the country.

9 REPORTING

9.1 Reporting Structure

While delivering special services EED should follow the following reporting Structure:

1. EED Accounts Manager:
 - The EED Accounts Manager serves as the main point of contact and is responsible for overseeing the service delivery process.
 - The Accounts Manager coordinates activities, monitors progress, and ensures effective communication between EED and the Manufacturing SME.
2. Technical Staff:
 - The Technical Staff, consisting of skilled professionals and experts in relevant fields, is responsible for providing specialized services to the Manufacturing SME.
 - They work closely with the EED Accounts Manager to ensure the successful implementation of the service and achievement of desired outcomes.
3. Monitoring and Evaluation Team:
 - A dedicated team within EED is responsible for monitoring and evaluating the effectiveness and impact of the services provided to the Manufacturing SME.
 - The team analyzes data, assesses performance, and prepares comprehensive reports to track the progress and success of the service.

9.2 Reporting at the End of Each Service Delivered

At the completion or termination of the services the reporting should consist of completion, outcome, and feedback report.

1. Completion Report: At the conclusion of each service provided to the Manufacturing SME, the EED Accounts Manager, in collaboration with the Technical Staff, prepares a comprehensive completion report. This report includes:
 - A detailed overview of the service, outlining the objectives, scope, and duration.
 - A summary of activities undertaken, milestones achieved, and challenges encountered during the service period.
 - Analysis of quantitative and qualitative data related to key performance indicators and metrics.

- Assessment of the impact and effectiveness of the service in relation to its intended goals and outcomes.
 - Identification of best practices, lessons learned, and recommendations for future improvements.
2. Outcome Assessment: The completion report includes a thorough assessment of the outcomes and impacts of the service on the Manufacturing SME. This assessment encompasses:
- Evaluation of the SME's progress and achievement of the service objectives.
 - Analysis of tangible outcomes, such as increased revenue, cost savings, improved product quality, or enhanced operational efficiency.
 - Consideration of intangible outcomes, including skills development, knowledge transfer, or improved business processes.
 - Identification of broader socio-economic impacts, such as job creation, market expansion, or sectoral growth.
 - Integration of feedback received from the SME and stakeholders involved in the service delivery process.
3. Feedback Collection: The EED Accounts Manager, in collaboration with the Technical Staff, actively collects feedback from the Manufacturing SME to gauge their satisfaction and gather insights. This feedback collection process may include:
- Surveys or questionnaires tailored to capture the SME's feedback on various aspects of the service.
 - One-on-one interviews or focus group discussions to delve deeper into the SME's experience, challenges, and suggestions.
 - Feedback forms or online platforms for the SME to share their thoughts, opinions, and recommendations.

9.3 Following up with SMEs/Manufacturers about their Satisfaction

1. Feedback Discussion: The EED Accounts Manager, along with the Technical Staff, conducts feedback discussion sessions with the Manufacturing SME. These sessions serve the following purposes:
- Engage in a constructive dialogue to address any concerns, queries, or suggestions raised by the SME.
 - Share the findings of the completion report, including achievements, challenges, and recommendations.

- Provide clarifications, guidance, or additional support based on the SME's feedback and specific needs.
 - Explore opportunities for further collaboration, capacity building, or access to resources.
2. Actionable Steps: Building upon the feedback received and the discussions held, the EED Accounts Manager and Technical Staff identify actionable steps to improve the service delivery and address the SME's concerns. These steps may include:
- Developing tailored support plans or recommendations to address specific challenges faced by the SME.
 - Offering additional training, mentoring, or technical assistance to enhance the SME's capabilities.
 - Facilitating access to relevant networks, partnerships, or funding opportunities.
 - Implementing follow-up consultations or specialized services based on the SME's long-term objectives.
3. Continuous Engagement: The EED Accounts Manager, along with the Technical Staff, maintains regular communication and engagement with the Manufacturing SME even after the service is completed. This ongoing engagement includes:
- Providing ongoing support, guidance, or referrals to relevant resources as the SME implements the recommended actions.
 - Monitoring the SME's progress, offering advice, and celebrating their achievements and milestones.
 - Facilitating networking opportunities, knowledge sharing, and peer-to-peer learning among SMEs.
 - Conducting periodic check-ins to ensure that the SME's needs are met and to identify any new challenges or opportunities.
4. Long-Term Evaluation: EED conducts long-term evaluations periodically to assess the sustained impact of the services provided to the Manufacturing SME. These evaluations may involve:
- Follow-up surveys, interviews, or assessments to gauge the long-term progress, growth, and success of the SME.
 - On-site visits or consultations to gather updated information and observe the SME's operations and performance.
 - Collaborating with external evaluators or experts to conduct independent assessments of the long-term outcomes and impacts.

- Sharing success stories and lessons learned from the SME to inspire and inform other SMEs and stakeholders.

By implementing a robust reporting structure and following up with SMEs/Manufacturers about their satisfaction, EED ensures transparency, accountability, and continuous improvement in the service delivery process. The collaboration between the EED Accounts Manager, Technical Staff, and the SME facilitates effective communication, feedback collection, and targeted actions to enhance the SME's growth and success.

10 ANNEXES

10.1 Registration Form for Free Services

[Company Logo]

1. Company Information:

Company Name:

Address:

City:

Postal Code:

Phone Number:

Email Address:

Website (if applicable):

2. Contact Person:

Full Name:

Designation:

Phone Number:

Email Address:

3. Nature of Business:

Briefly describe your company's main products or services:

4. Industry Sector:

Please select the sector that best represents your company:

Manufacturing:

Textile and apparel

Leather and leather products

Chemical

Food and Beverage

Other

5. Company Size:

Number of Employees:

| | |
|---|-------|
| Annual Revenue (in ETB): | _____ |
| Export (in USD) | _____ |
| 6. Services Required: Please select the specific services you are interested in receiving (check all that apply): | |
| Please specify: | _____ |
| | _____ |
| 7. Objectives: Briefly describe your company's goals and objectives for acquiring these services: | |
| | _____ |
| | _____ |
| 8. Supporting Documents: Please attach any relevant documents or additional information that may support your application (e.g., company profile, business plan, financial statements, etc.). | |
| | _____ |
| | _____ |
| 9. Declaration: By submitting this registration form, I confirm that the information provided is true and accurate. I understand that the selection of SMEs for free services is subject to eligibility criteria and availability of resources. | |
| | _____ |
| [Signature] [Date] | _____ |

10.2 Registration Form for Fee-Based Services

| | |
|-------------------------|-------|
| [Company Logo] | _____ |
| 1. Company Information: | |
| Company Name: | _____ |
| Address: | _____ |
| City: | _____ |
| Postal Code: | _____ |
| Phone Number: | _____ |
| Email Address: | _____ |

Website (if applicable):

2. Contact Person:

Full Name:

Designation:

Phone Number:

Email Address:

3. Nature of Business:

Briefly describe your company's main products or services:

4. Industry Sector:

Please select the sector that best represents your company:

Manufacturing:

Textile and apparel

Leather and leather products

Chemical

Food and Beverage

Other

5. Company Size:

Number of Employees:

Annual Revenue (in ETB):

Export (in USD)

6. Services Required: Please select the specific services you are interested in receiving (check all that apply):

Please specify:

7. Objectives: Briefly describe your company's goals and objectives for acquiring these services:

8. Fee Payment:

Please indicate your preferred payment method for the fee-based services:

CBE

Telebirr

Amole

Other (please specify):

9. Supporting Documents: Please attach any relevant documents or additional information that may support your application (e.g., company profile, business plan, financial statements, etc.).

10. Declaration: By submitting this registration form, I confirm that the information provided is true and accurate. I understand that the fee-based services will be subject to the agreed-upon terms, including payment of applicable fees.

[Signature] [Date]

10.3 Criteria Matrix for selecting SMEs for Free of Charge Services

| Criteria | Evaluation Points |
|--|---|
| Financial Need | |
| - Annual Revenue | High (3 points) Medium (2 points) Low (1 point) |
| - Profitability | Profitable (1 point) Break-even (2 points) Loss-making (3 points) |
| Growth Potential | |
| - Employment Growth | High (3 points) Medium (2 points) Low (1 point) |
| - Revenue Growth | High (3 points) Medium (2 points) Low (1 point) |
| Sector Importance | |
| - Strategic Sectors | Yes (1 point) No (0 points) |
| - Job-Creating Sectors | Yes (1 point) No (0 points) |
| Social Impact and inclusiveness | |
| - Women-Owned or Inclusivity | Yes (1 point) No (0 points) |
| - Rural and Remote Areas | Yes (1 point) No (0 points) |
| Innovative Potential | |
| - Product/Service Innovation | Yes (1 point) No (0 points) |

| | |
|-----------------------|--------------------------------|
| - Technology Adoption | Yes (1 point) No (0 points) |
|-----------------------|--------------------------------|

| | |
|---|--------------------------------|
| Job Quality and Skills Development | |
| - Training and Skill Development | Yes (1 point) No (0 points) |
| - Good Labor Practices | Yes (1 point) No (0 points) |

| | |
|-------------------------------------|--------------------------------|
| Environmental Sustainability | |
| - Sustainable Practices | Yes (1 point) No (0 points) |
| - Green Innovation | Yes (1 point) No (0 points) |

| | |
|---------------------------------|---|
| Readiness for Assistance | |
| - Commitment and Engagement | High (3 points) Medium (2 points) Low (1 point) |
| - Capacity for Implementation | High (3 points) Medium (2 points) Low (1 point) |

10.4 Service Level Agreement Sample Structure

1. Background

This Service Level Agreement ("SLA")² is entered into between [EED] and [Manufacturing SME] for the provision of special services as outlined below. This agreement establishes the expectations, responsibilities, and deliverables for the successful delivery of services.

2. Service Description:

- [Description of the special service]
- [Objectives and expected outcomes of the service]
- [Scope of the service]
- [Eligibility criteria for SMEs]

3. Roles and Responsibilities:

- 2.1. [EED]: - Design and development of the special service - Promotion and awareness of the service - Selection and allocation of eligible SMEs - Monitoring and evaluation of service delivery - Continuous improvement of the service
- 2.2. [Manufacturing SME]: - Submission of complete and accurate service request/application - Active participation in the service delivery process - Timely provision of required information/documents - Implementation of recommendations/guidance provided by EED
- 2.3.2.3 EED Accounts Manager: - Main point of contact for the Manufacturing SME - Coordination and monitoring of service delivery - Liaison with service providers and other stakeholders - Addressing concerns or issues raised by the Manufacturing SME

4. Service Level Targets:

- [Specific targets or deliverables associated with the service]
- [Timelines for the completion of different milestones]
- [Quality standards or performance indicators]

5. Service Reporting:

- EED will provide regular reports on the progress, achievements, and challenges of the service delivery.
- Reports will be shared with the Manufacturing SME, highlighting the outcomes and impacts of the service.

6. Communication Channels:

²Please note that this is a sample SLA and should be tailored to the specific requirements, services, and context of EED and the Manufacturing SMEs. Legal counsel should review and customize the SLA as per the applicable laws and regulations.

- [Designated channels of communication between EED, Accounts Manager, and Manufacturing SME]
- [Frequency and mode of communication]
- [Escalation procedures for addressing concerns or issues]

7. Confidentiality:

- Both parties shall ensure the confidentiality of any sensitive information exchanged during the service delivery process.
- Information shall be used solely for the purpose of delivering the services outlined in this SLA.

8. Amendments and Termination:

- Any amendments to this SLA must be mutually agreed upon in writing by both parties.
- Either party may terminate this SLA with prior written notice if there is a material breach or non-compliance with the terms and conditions.

9. Governing Law:

- This SLA shall be governed by and construed in accordance with the laws of [Jurisdiction].

By signing below, the parties acknowledge and agree to the terms and conditions outlined in this Service Level Agreement.

[EED Representative]

Signature and Date: _____

Company Seal: _____

[Manufacturing SME Representative]

Signature and Date: _____

Company Seal: _____

10.5 Delivered Special Services Evaluation Metrics

The evaluation metrics below, provides a starting point for assessing the outcomes and impacts of the special services delivered by EED to Manufacturing SMEs. They can be further customized based on the specific goals, objectives, and priorities of EED, as well as the nature of the services provided.

| Evaluation Area | Evaluation Metrics |
|-----------------|--|
| Effectiveness | - Percentage increase in revenue |
| | - Number of new jobs created |
| | - Percentage increase in productivity |
| | - Number of new products or services introduced |
| | - Percentage increase in market share |
| | - Percentage of SMEs reporting improved business growth |
| Efficiency | - Timeliness of service delivery |
| | - Percentage of service delivery within budget |
| | - Percentage of service delivery within agreed timelines |
| | - Number of SMEs served per service provider |
| | - Resource utilization efficiency |
| Impact | - Reduction in unemployment rates |
| | - Poverty reduction indicators |
| | - Development of local industries |
| | - Increase in SMEs' contribution to GDP |
| | - Enhanced competitiveness of SMEs in domestic market |
| | - Increase in SMEs' export capabilities |
| | - Improvement in SMEs' access to finance |

10.6 EED's Services to SMEs (all)

| # | Services | Fee-based | Free |
|----|--|-----------|------|
| 1 | Information provision | × | ✓ |
| 2 | Training | × | ✓ |
| 3 | Electroplating | ✓ | × |
| 4 | Foundry Casting product | ✓ | × |
| 5 | Spare parts | ✓ | × |
| 6 | Designing of machinery layouts and erection | × | ✓ |
| 7 | Prototyping | × | ✓ |
| 8 | Developing machinery specifications | × | ✓ |
| 9 | Providing technical support | × | ✓ |
| 10 | Preparing project portfolio/profile | × | ✓ |
| 11 | Preparing model-business plans | × | ✓ |
| 12 | Provide support for enterprises to participate in local and international exhibitions. | ✓ | × |
| 13 | Organize monthly exhibitions and bazaars for enterprises. | ✓ | × |
| 14 | Prepare display centers for enterprises to promote and sell their products. | × | ✓ |
| 15 | Promote manufacturing enterprise products in a product catalogue. | × | ✓ |
| 16 | Support manufacturing enterprises to sell their products through E-commerce platforms | × | ✓ |
| 17 | Providing industrial extension services | × | ✓ |
| 18 | Formulate and scale up best practices. | × | ✓ |
| 19 | Provide support for citizens that come up with innovative ideas to realize those ideas into an actual product | × | ✓ |
| 20 | Build production, display and sales centres with complete infrastructure and make them available for enterprises. | ✓ | × |
| 21 | Enterprise Linkage (including Input, technology and market) | × | ✓ |
| 22 | Facilitate standards to be established, and a certificate of competency is issued to quality products manufactured by enterprises. | × | ✓ |
| 23 | Support enterprises to meet the requirements set for environmental protection | × | ✓ |

| | | | |
|----|---|---|---|
| 24 | Support the enterprises to get the provision of financial loan and lease as working capital and manufacturing equipment from the concerned organs. | x | ✓ |
| 25 | Ensure bottlenecks that hinder enterprises' competitiveness and effectiveness, especially those engaged in import substitution or export production, are identified and overcome. | x | ✓ |
| 26 | Engage in investment promotion of the sector so that citizens will engage in enterprise development. | x | ✓ |
| 27 | Research-based incentive systems are in place to encourage enterprises' competitiveness and citizens to join the sector. | x | ✓ |