Experiences

ECQA Certified Innovation Manager

Contact:
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Contents

• Innovation Manager
• Current Online Campus and Trainer Platform
• Outlook to larger roll out from 2010
This Innovation Manager education focuses on the design of a learning organisation and on the creation of an environment which empowers innovation.

Be ORGANIC!
Innovation Manager

This Innovation Manager education shows how different competence areas are interlinked to form a learning organization strategy.

UNDERSTANDING INNOVATION MANAGEMENT
- Introduction to Innovation Management
- Knowledge Management
- Skills Management
- Customer Relationship Management
- Innovation and EU Policies
- Market Research
- Regional Innovation Strategies

TEAM WORKING
- Innovation Aspects in Team Communication
- Innovation Aspects in Conflict Management
- Innovation Skills for Distributed Team Management
- Innovation Aspects in Motivation Building
- Cross Cultural Success Factors

PERSONAL CHARACTERISTICS
- Knowledge about Personal Characteristics
- Learning Culture
- Cross Cultural Skills

MANAGEMENT SKILLS
- Innovation Process Management
- Innovation Aspects in Project Management
- Corporate Wide Innovation Management

COMMUNICATION SKILLS
- e-Challenges in Innovation
- Innovation Skills for Reporting & Presentation Skills
Training Campus 2009

- Trainers / Training Bodies trained 2009 from
  - South Africa – Indutech (2)
  - France – Grenoble Institute of Technology (1)
  - Netherlands – TU Delft (1)
  - Greece – Thessaloniki University (1)
  - Finland – SPINET, Falcon Leader (2)
  - Austria – Termnet, Skills Int. (2)
  - Germany – Fraunhofer (2)
  - Etc. Total are 18

- Becoming certified trainers offering training courses from 2010
Training Providers so far

- Trainers / Training Providers so far:
  - Danube, Austria: Woeran Bruno, bwoeran(at)danube.or.at
  - Falcon Leader, Finland: Hallikas Jarmo, jarmo.hallikas(at)falconleader.fi
  - Grenoble INPG, France: Riel Andreas, andreas.riel(at)inpg.fr
  - ISCN, Ireland/Austria: Messnarz Richard, rmess(at)iscn.com
  - Methodpark Germany (ISCN Partner): klaudia.dussa-zieger(at)methodpark.de
  - iSQI, Germany: Goericke Stephan, stephan.goericke(at)isqi.org
  - LOC, Italy: Mair Johann, icon-partner.eu
  - Photo Johann Mair
  - Skills International, Austria: Fenz Andrea, fenz(at)skills-int.com
  - Termnet, Austria: Sauberer Gabriele, gsauberer(at)termnet.org
  - University of Applied Sciences Krems, Austria: Reiner Michael, michael.reiner(at)fh-krems.ac.at
  - University of Applied Sciences Munich, Germany: Peisl Tom, tpeisl(at)hm.edu

- You can contact them for a training
Welcome to the Innovation Manager Training. The following Course ...

1. Customer Relationship Management Course

In this course the student will learn to show competencies regarding customer relationship through innovation management. This comprises: Understanding customer needs, Customer segmentation and personalization, Capturing customer knowledge and ideas, Transformation of customers data to knowledge, Analyse data and customer profile for business extension
Understanding Innovation Management

Introduction to Innovation Management

Katja Harej,
Romana Vajde Horvat,
Saša Rihtar,
Melita Rozman

The project is funded by the EU under the Leonardo da Vinci programme:
A/03/B/F/PP-158.026
Elaborate an architecture which illustrates the core competencies of your firm, the customer segmentation, and the learning spiral (customers which influence most the learning spiral around your core competence). See example.

Available from: Sunday, 23 March 2008, 10:25 AM
Due date: Friday, 1 May 2009, 11:25 AM

u1_E4_crm_example-strategy.ppt

Upload a file (Max size: 16MB)
The other (e.g. Web 2) you must reformulate in a way that it's focused on experience using Web 2 for solving multi-cultural issues.

Also the training is more a customer segment, while customers are e.g. engineering, EU projects using that training.

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**Re: Core Competence**  
by Andres Alvarez - Friday, 21 August 2009, 08:40 AM

I attach the exercise about core competences.  
Regards,  
Andres Alvarez

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**Re: Core Competence - Feedback**  
by Dr. Richard Messnarz - Friday, 21 August 2009, 08:09 PM

As we discussed today. The core competence must be formulated in a shorter and more significant way. We discussed that its the framework knowledge about controllers, open framework design technologies which can embed any design tools, and the design strategies/knowledge on mechatronics level integrating electronics, actuators, and software.

This knowledge is then multiplied in a number of controller developments.

I also need the learning spiral, and a graphical representation of the learning organisation architecture.

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**Re: Core Competence**  
by Wilhelm Uve - Friday, 21 August 2009, 05:15 PM
Joint Courses Plan – 2010

The Examination Service was used since 2001 in more than 16 countries with participants from SMEs, large multinational companies as well as non-profit organisations, university, learning centres, education institutions and colleges. More than 2403 participants used the Examination Service to perform online multiple choice exams, for example:

- 770 participants for the Certified Innovation Manager
- 530 participants for the Certified EU Project Manager
- 130 participants for the Certified e-Security Manager
- 125 participants for the Certified Internal Financial Control Assessor
- etc.

If you have interest in attending a training in 2009 for one of the professions listed below, please contact the responsible person for the dates, place and all other information needed:

<table>
<thead>
<tr>
<th>Profession</th>
<th>Contact</th>
<th>Email</th>
</tr>
</thead>
<tbody>
<tr>
<td>Certified Configuration and Change Manager</td>
<td><a href="http://www.intocm.org">www.intocm.org</a></td>
<td>/</td>
</tr>
<tr>
<td>Certified e-Business Manager</td>
<td>Dr. Eva Feuer</td>
<td><a href="mailto:eva.feuer@isztaki.hu">eva.feuer@isztaki.hu</a></td>
</tr>
</tbody>
</table>
Why is Innovation Manager Important

Martin Neumann is the innovation manager of Pierburg in Germany which is a leading automotive research company owned by the Rheinmetall Group, one of the largest automotive suppliers in the world. He presented his experiences with the innovation manager education, certificate and practical applicability in the industry.

Dr. Andreas Riel and Prof. Serge Tichkiewitch are the coordinators of the largest network of excellence for innovation in manufacturing in Europe. Recently an European Institute EMIracle has been founded (the European Manufacturing and Innovation Research Association, seated in Belgium). Dr Riel presented the extension of the existing IT oriented innovation manager to the manufacturing field. Also a European funded new initiative iDesigner (2008 - 2010) has started under the EMIracle leadership to develop the innovation manager for manufacturing in a joint partnership with the former ORGANIC partners and the network of excellence created under FP7 in the last years.

Learning is not only a human, in fact it is an organizational feature.
More Details

• www.innovationmanager.org
• www.ecqa.org
  – Certification Body
• www.eu-certificates.org
  – Virtual training campus
• www.eurospi.net
  – European conference series since 16 years