

"Find out the seed for business from inside of your institution"

How to find the seed¹

To know your institution better is the key to be a successful entrepreneur. Before thinking about the skills necessary for business plan, let us find what your institution is like.

What kind of institution is it? What is your mission and interest, and what are your values and talents? And how is your institution going to make use of its characteristics for future business?

• List the strengths and weaknesses of the institution you represent. Share the results with the participant at the side and talk over your opinions.

No.	Strengths	Opinion of others
1		
2		
3		
4		
5		
6		
7		
No.	Weaknesses	Opinion of others
1		
2		
3		
4		
5		
6		
7		

Strengths might be weaknesses for some people and in some circumstances. What is important is being able to transform the weaknesses in good characteristics that are important in the business world.

¹ Seminar on Women's Entrepreneurships Development Training for Leaders II. Japan International Cooperation Agency. Traduction and adaptation from Haydée Ayerdi Castillo. Abril 2007



Annex 2.1

With the following exercise we check the skills, knowledge, information sources and connections your institution already has. Even when describing what has not been fully developed, each institution has potential for new business.

For example: an "X" institution focuses its activities to keep their clients on trends in communications technology. Additionally it counts with methods and procedures to standardize the information. This could become a new line of service and therefore business.

1.Guidance on customer satisfaction	Yes	Total number of yes
Knowledge of your customer		
Knowledge of your customer needs		
System to translate the voice of the customer in		
specifications of product and processes		
Response systems		
Integral relationship with customers		
2. Leadership		
Establishing vision, mission and value system		
Development and implementation of management system		
Senior management leadership by example		
Motivation and support staff		
Relationship with other institutions		
3. Planning		
Strategic planning		
Operational planning		
Monitoring and evaluation system		
Improvement		
Documentation of results		
4. Administration and human resource development		
Strategic management of human resources		
System of recruitment, selection and induction		
Skills development		
Welfare and employee satisfaction		
Motivation and involvement		

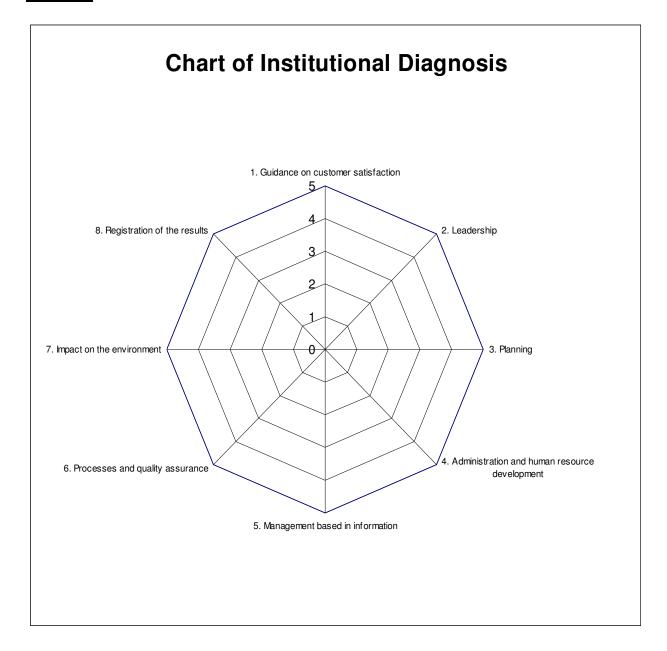


5. Management Based in information	
Systematization of information	
Use of information and statistics	
Analysis and decision making	
Compared to the competition	
Technology Management	
6. Processes and quality assurance	
Establishment of quality processes	
Control of key processes	
Control of support services	
Key processes involving suppliers	
Process improvement	
7. Impact on the environment	
Establishment of impact indicators	
Measuring impact	
Promoting a culture of integrity	
Engaging with other actors	
Impact on society	
8. Systematization of Results	
Organizational climate	
Quality processes, products and services	
Internal customer satisfaction	
External customer satisfaction	
Self-sustainability	

Move the score of each category to the next chart



Anexo 2.2





Affirming your motivation to start a new business and/ or new line of business in the institution that you represent (please use post it pink color)

What is the reason for starting a new business and / or line of business?	
Because I think we should do	
Because we want to do it	
¿ What is the reason for doing so?	
¿What benefits they mean?	
¿ Do you believed to have the capacity to do it?	
Will you satisfy to do it? Why?	
In what will help your target group and society this new business?	
Why do you believe that will help them?	



The imagination of your team can provide a complete list of businesses that connect to the capacity and resources of the institution. Modern society and the demands of globalization provide more business opportunities, but what is the style of business that best suits your institution?

Visioning a new business (please use post it pink color)

Business field	
Business style	
Product or	
service I will	
offer	
Customers	



Niche markets

Instructions

Based on the business idea that you already have and the potential niche markets proceed as follows:

Steps	Time
Analyze and decide on the niche or niches which you will meet	10'
Evaluate your actual services (characteristics)	10'
3. Analyze and describe the characteristics of your clients	10'
Identify existing competition in the territory of your country. (Put a sticker by each company in the competition). Describe your perceptions regarding some aspects indicated in the attached format	10'
Generate other ideas regarding the products / services you already have, or will have	10'
5.1 To propose new products / services depending on the requirements of the niche or niches selected	10'
6. Analyze and propose "the difference" that will offer its customers, depending on the competition	10'
7. Prepare the presentation of your work results	20'
Total	1Hr 30'

- Use the attached format
- Use post it color according as indicated



Annex 5.1 Niche Market (for numbers 1, 2, 3,5 y 6 use post it de pink color. For number 4, use post it green color)

1. Productive Sector	2. Our product/service	3. Customers
Sub sector Why these niches?	Price in relation to competition Quality control of raw materials Quality control of finished product Reformulation of products Process optimization Immediate attention to complaints from customers Home delivery Other (describe)	Who are they? Where are they located? What challenges do they have? What are your preferences? When buying or hiring? How much do you buy? Why buy? Why use the product / service?
4. Competence	5. Product / service today, with added value	6. "The difference"
In what geographic area have presence? How many are there? How big are the companies? How many clients do you have that competition?	Description	Will take our product or service that the competition that competition does not offer
What products / services offered? Quality of product / service? ¿Characteristics of products / services you offer? What price? Other	5.1 New product / service depending on current needs Description of product / service	



Market analysis

 Define the objective and scope of your market study

- Identify and analyze demand for the product / service
- Geographic area the study will be conducted
- Sample size
- Time of realization
- **2.** Detail of the product or service (all characteristics)
- **3.** Define the location of your center of operation
- 4. Identify the material, equipment and supplies needed and suppliers

Material, and inputs	equipment	Suppliers	Suppliers characteristics

- **5.** Define the target market segment and the plaza where you think to sell your products / services
- **6.** Indicate the limiting factors to reach the market
- **7.** Identify sources of secondary information to analyze demand and supply. What and where?



8. Design a survey instrument that includes three questions for each of the following aspects:

Analysis of demand and customer
Analysis of the offer
Test or acceptance of your product
Comparison with the product / service of the competition

9. Analyze the product of competition and answer hypothetical to the questions in relation with the competition.

Questions	Competitor product	Our product
Similar products		
¿what is the offer to the customers?		
¿Where they sell?		
¿which price?		
¿Who buy?		
¿Who consume the product?		
¿what's the opinion of		
customers		
the presentation?		
the content?		
the quality?		
¿How they promote?		

- **10.** Develop a flow chart in order to know the process of developing the product / service
- **11** Develop an organizational chart to know the organizational structure that will support the new product or service



Annex 6.1

Notes

Sources of information. Primary information and secondary information.

- **Primary information**. Is that we obtain first-hand at the time of interviews with individuals or groups.
- **Secondary information** . This is found in newspapers, internet, magazines, books, organizations, business chambers, NGOs, public institutions, and so on.

Class of questions ²	
introductory	These are not written in the questionnaire and are vital to achieve the relationship with the interviewee. Can you give a few minutes of your time?
Open	What do you think of the services offered by the consultants?
Closed	¿Do you used to contract consulting business? Yes, no, sometimes?
Multiply answers	What kind of services do you contract? TrainingConsulting techniqueinvestigationothers
Filter	At this moment what kind of service is considered important for the development of your business? Technologycoachingspecific training
In battery	¿Do you usually invest in training? Yes,no If yes, what issues? If not, what is the reason? no If yes, what issues? If not, what is the reason?
Evaluation	Do you consider the training given in your company is better than others it? 5 much better4 better, 3 the same
Weighted	In order of importance, what are the topics you are interesting? First place second place third place

² Generación de Proyectos Empresariales. Factibilidad del mercado. GTZ/PROMOCAP. Guatemala



<u>Annex 6.2</u> Phases of the market investigation³

I – Phase. Planning	II – Phase. Implementation of the Market	III – Phase. Tabulation Research Results
	Research	
A – Preparation of Questionnaire		Basic approaches to market research
	A - Introduction and application of research	
Defining the objective of the Research		
Defining the universe of research	1. Introduction	Whom the universe is going to investigate
3. Definition of the Sample	2. Explaining the objective of the Research	
4. Areas to be covered by research		What is going to investigate: market,
(essential or not essential)	B - Implementation of Research	consumer habits, channels of distribution /
5. Content of questions		sales
6. Setting questions (open questions,	Recommendations for the researcher during	Miles. The company of the importantion
closed questions, vocabulary adapted to	the fieldwork.	Why The purpose of the investigation
the target group)	• Manitor the targets at all times (no lest time)	How Decourage equipment human
7. Sequence of questions 8. Research evidence	 Monitor the targets at all times (no lost time) Keep a safe distance from the person you're 	How Resources: equipment, human resources, financial resources, time
9. Finalization	interviewing	Information necessary, indispensable
Suggestions:	Try to adapt the language to the target group	Content analysis
Avoid questions that lead the response of	Explain clearly the purpose of research	Balance between the cost of information and
people or are likely to receive a negative	Assess any effort that makes the person who	its value for decision making
answer:	answers your questions	no valdo for decision marting
Select only those questions that are really	and the state of t	Where Geographic of research.
important to achieve the research objectives;		5 1
Place sensitive questions at the end of the		
questionnaire;		
Use familiar vocabulary and clear,		
appropriate for the target group;		
Avoid words that can connote a different		
meaning;		
Monitor that has a logical sequence in the		
questionnaire;		
Include a few questions to start a relationship		
with the person interviewed ("break the ice");		
B- Preparation for Field Work		
Distribute work according to the		
researchers:		
functions;		
geography;		
content.		

 $^{^{3}}$ Manual CEFE Internacional. 1998. Adaptación: Haydée Ayerdi



Annex 6.3 Techniques

1 Cocondony	1.1. Environment Infor	mation					
1. Secondary information	1.2. Documents: public or private, background records, census						
information							
		sentation of the document, trust document					
		a on education, lifestyle, economic and professional problems: wrong information					
	different approaches to the interpretation criteria in the alteration of records, definition of integral						
2. Content	2.1. Definition of criteria for the sample						
Analysis	2.2 Definition of the measuring instrument						
3. Observation	3.1. Selection of behav	riors					
	3.2. Conditions of obse						
	3.3. Possibility of a sco						
	3.4. Reliability of the su						
	3.5. Subject's level of i	nfluence observed					
4. Interviews	3.1. This technique all	ows a more precise with the behaviors, opinions and perceptions					
(qualified	3.2. Basic steps: a) ex	plain the purpose and objectives of the interview, b) describe the selection criteria for interviewees					
informants)		nd confidentiality of information received					
	3.3. An interview occur	s when: a) there is empathy between the interviewer and interviewee, b) the interviewee understands					
	the objectives, c) there	are no barriers in communication, d) note the interviewee a chance to profit or benefit your business					
		the interview: a) the same questions in every interview, b) give reasons for answers, c) obtain any					
	additional information,	d) to clarify the information obtained, e) record the information received					
5.	5.1 Households:	Telephone, Auto-run, Panel					
Questionnaires	5.2 Sample:	random: systematic, stratified, random No: casual, proportional					
	5.3Tipos:	open or closed questions					
	5.4 Criteria:	avoid suggestive questions;					
	-	Select questions for achieving goals;					
	_	Leave the delicate questions for the end of the questionnaire;					
	_	Choose an answer questions that motivate;					
	-	Use clear language, simple and appropriate;					
	-	Avoid technical language;					
	-	Present an idea in each question;					
	-	Monitor the sequence;					
	-	Make some questions "preparatory";					
	-	Prepare some questions to verify the reliability of respondent;					
	-	Test the questionnaire in advance;					
	-	Keep a safe distance with the person who responds.					
	5.5 Analysis of informa						



Annex 6.4 Questionnaires

Product demand

Marketing Plan Request for Information

In the spaces below, list all necessary information for each element of the marketing plan, considering the product or project idea.

	information nequired	i ossible sources	Deadillie
b)	Exportation possibilities		
	Information Required	Possible Sources	Deadline
c)	Competitors/other supplies	rs	
	Information Required	Possible Sources	Deadline
d)	Market of target customer	s	
	Information Required	Possible Sources	Deadline
0)	Strategies for the product		
<u>e)</u>	Information Required	Possible Sources	Deadline
	mormation nequired	1 033ibic Oddices	Dedamie
f)	Distribution channels		
	Information Required	Possible Sources	Deadline
	3		

g)	Promotion and publicity				
	Information Required	Possible Sources	Deadline		
h)	Organization and adminis	tration sales			
	Information Required	Possible Sources	Deadline		
i)	Prices				
	Information Required	Possible Sources	Deadline		
j)	Practice of marketing in the	ne industry			
3,	Information Required	Possible Sources	Deadline		
k)	Marketing costs				
	Information Required	Possible Sources	Deadline		



Anexo 6.5. Model of marketing questionnaires

Name of Interviewee:	category:	
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Show a model of the product or service, or make a description of the product or service selected to the people who answer the survey and record the answers of the following questions:

1. Personal information	2. Commercial information	3. Product information	4. Competitors information
1.1 Age of respondent:	2.1 Have you seen this product	3.1 What color would you like to be the	4.1 How many competitors are
(a) 15 to 20	before?	product?	there?
(b) 21 to 30			(a) None
(c) 31 to 40	(a) Yes	(a) Lighten	(b) 1 to 2
(d) 41 to 50	(b) No	(b) Darken	(c) 3 to 4
(e) More than 50		(c) Specify:	(d) 5 to 6
1.2. Sex:	2.2. If yes where?		(e) More than 6
(a) Male			
(b) Female	(a) in a bazaar		4.2 Competitors and address
1.3. Marital Status:	(b) on TV	3.2 What size would you like to be the	
(a) Single	(c) at the home of friends	product?	
(b) Married	(d) other, specify:	(a) Larger	
(c) Divorced / Separated	2.3 has a similar product?	(b) Smaller	
(d) Widow / a	(a) Yes	c) Specify:	
1.4. Education Level	(b) No		
(highest)			
(a) Primary	2.4. If yes since when?		4.3. Describe the characteristics of
(b) Secondary	(a) Less than 1 year	3.3 What changes would be	competitors' products
(c) School Vocational /	(b) 1 to 2 years	incorporated in the design	
Technical	(c) more than 2 to 5 years		- Durability
(d) Higher	(d) more than 5 years		- Quality
(e) University (bachelor's			- Flavor
degree)	2.5. If it is available, would you		- Color
(f) Degree of Master	buy the product?		- Price
(g) PhD	(a) Yes		- Mark
1.5. Residence:	(b) No		- Design
(a) Residence (own)			- Service
(b) House (rented)	2.6. If yes, how much pay?		- Support
(c) Department	(a) \$ 0.50 to 1.00		- Etc.
(d) Pensions	(b) \$ 1.01 to 2.00		
	(c) \$ 2.01 to 3.00		
	(d) \$ 3.01 to 4.00		
	(e) \$ 4.01 to 5.00		
Name of intervieween	Doto		

Name of intervieweer_____

Date

Note: This is just a sample questionnaire. Participants are asked to design their own questionnaires that are tailored to the specific products and target markets.



Anexo 6.6. Dates of the sample marketing

	Resume	
Name:	_ Enterprise:	Product:
A. Market data		
1per cent of red y with an average 2Percent of the percent of wome	e price of \$ per unit. respondents was men and wan interviewed indicated that they we	as women. The percent of men and re interested in buying the product to years. The following data were
Age Range	Buy	Not buy
		ket for the product is (male or g price seems to be \$ per unit.
B. PRODUCT DATA		
changes: Percent sugger Percent sugger Percent sugger		
expressed a preference for	or	nould while Percent
Other answers include pr	references for,	<u>y</u> .

The study of the various competitors revealed that these products will compete with the product being offered:

Products	Where the sell	Prices and other comment



D. OTHER DATA

On the basis of other information collected in the survey, the following costs apply to the decision to make the product:

Selling price				\$	
Product cost:	Production	\$			
	Marketing Administrative Financial	Ψ			
	Total cost				
Earnings estimates				\$	
Note: This is just a sam tailored to the specific pro	ple questionnaire. Participants a ducts and target markets	re asked	to design their o	wn quest	ionnaires that are
	Wright, Activities book in "Exp Exploring Technology Series, U		anufacturing", C	Goodheart	t Wilcox,



Budget sheet in detail

Make a projection of necessary expenses and monthly expenses required for the production of the product / service

Necessary initial expenses	\$ Necessary monthly	\$
	expenses	
Security for real estate and	Rent for real estate and room	
room		
Rent for real estate and room	Water rates and lighting and	
one month ahead	heating expenses	
Payment for parking	Travel expenses	
Interior construction	Employee salaries	
Exterior construction	Employees insurance	
Telephone line installation	Payment for parking	
Lighting installation	Prime cost	
Personal computers	Equipment	
Maintenance fee	Logistic expense	
Telephone and facsimile	Communication expense	
Gas supply installation	Staff education	
Air conditioning and central	Material cost	
heating		
Name cards	Publicity expenses	
Homepage and e-mail	Bank repayment	
address		
Pamphlets		
Prime cost		
Total	Total	



Annex 7.1

Calculation of the utility or loss

Gain or loss = (1) - (2) - (3)

First we need to calculate the revenue, cost and operating expenses.

(1) Sales of the Month

calculate the product or service they sell and the timing (day, week, fortnight, etc.).

(2) Cost of the product or service

Calculate the cost of the components of the product or service. (Variable Cost)

(3) Operating expenses. (Fixed costs)

List the monthly expenses involved in the business

Expenses

Calculation of the utility and / or loss

Personnel \$

Rent

Per diem

Shipping

Electricity

Parking

Communication

Stationery

Advertising

Promotion

other

Initial Investment: (4) + (5)

(4) Investment in infrastructure \$

- Refurbishment
- Fax
- Telephone
- Computer
- Printer
- Furniture
- Other

(5) Running costs of the Month \$



Anexo 7.2

Basic financial indicators

Fixed Cost

All the compromises we should pay monthly, no matter if we sell during the month, or not selling anything. (Wages, rents, services, etc.).

• Variable Cost

It is the cost of raw materials and inputs used to produce goods or services.

• Net contribution:

It is called the difference between the total monthly sales and the cost variable. This difference helps to cover fixed costs.

Monthly Sales (-) variable cost / monthly sales * 100

• Point of Balance

It is called when you do not gain or lose in business. The income generated during the month reached to pay all business expenses.

Fixed costs / contribution margin * 100

Profit

Surplus remaining after covering variable costs and fixed costs

Fixed cost + variable cost = Sales of the month (-) the previous result

Profitability

Benefits for every \$ is spent.

Monthly utility / Monthly sales

• Rotation of capital

It is necessary to know how many times the invested capital rotates during the year

Monthly Sales * 12 months = annual sales / investment amount

· Recovery of capital

How long will it takes to recover the capital invested

Profit * 12 months = annual profit Capital invested /annual utility =* 12 months



Annex 8. Examples Business Plan

Basic concepts Field of business: Sales of clothe Start of business: app. Apr /2007 Motivation for starting business: Self-fulfillment	Vision Products and services(image and detail) Simple, natural and chic clothes For children from three to twelve T-shirts\$30, Pants \$60, Shirts \$80, Sweater\$120, Skirt \$250	Image of the store, company Simple child clothes and nice goods for gift Bright, simple and natural Full of plants in the store
Economical independent The purpose of the business: Serve safe clothe for children	Targeted customers Fashionable mothers and grand mothers Rich and spend on children Interested in safety of foods and wearing	Business type and number of workers Limited company President (myself) \$1,800 Full time \$1,800 Part time person \$600

	Marketing				
Market place	Location and building	The number and type of	Other shops in the area		
Young and	First floor of an apartment	customers in that area	There are small restaurant		
relatively rich	along	There are some pedestrians	and		
couples	the road side in a big	Daytime: Housewives going for	flower store in the next door.		
and family live near	commercial	shopping.	There are not any stores of		
the store.	town, should be in front of	Evening: Working men going	child		
From three stops of	the	home	clothes near the store		
the bus is a big	station and residential.	from the station to the			
commercial town in	A rent US\$1,950, Parking	residential			
front of the station.	US\$300,	area.			
	Deposit US\$22,500,				
	Commodity				
1	US\$150				

Profit and loss					
Estimation of profit and	Sales	The cost price	Expenses		
loss (per a month)		_	\$10,600(3)		
_	\$24,000(1)	\$14,400(2)	Rent, commodity fees, and		
(1) Sales \$24,000	(24 working days)	Ratio of the cost 60%	parking \$2,400, social		
(2) The cost price	The amount of sales per	\$24,000*0.6=\$14,400	expenses \$300, travel		
\$14,400	day	The ratio of gross profit	expenses \$400, personnel		
(3) Expenses \$10,600	\$1,000	margin 40%	expenses \$4,200, welfare		
Profit \$(1000)	T-shirts \$30*5=\$150		costs \$600, lighting and		
((1)-(2)-(3))	Pants \$60*4=\$240		heating expenses \$600,		
	Shirts \$80*3=\$240		articles of consumption		
	Sweater \$120*1=\$120		expenses \$500, lease \$300,		
	Skirt\$250*1=\$250		publicity expenses \$500,		
			miscellaneous expenses \$500		

	miscellaneous ex	penses \$500
Investment plan Total of initial investment((4)+(5)) \$74,000 Investment for infrastructures \$49,000(4) • Security deposit \$22,500, • Rent and commodity fees \$2,400 • Right to the use of telephone line \$750 • A telephone with facsimilie \$350 • A personal computer \$2,000 Running cost \$25,000 per month(5)	Fund raising plan Source of money Savings \$30,000, bond issue of \$25,000, \$20,000 borrowed from a bank Total \$75,000 Repayment plan Repay \$20,000 over five years By principal equal monthly payment, interest rate 3.2%	Now carry your plan out

Critical Skills and Knowledge for Entrepreneurs. ww.Banking/Japan. Seminar on Women's Entrepreneurship Development Training for Leaders. JICA. Japan 2007.



Annex 8.1 Executive resume - Business Plan

A business plan is synthesized, which includes the key aspects of it. Allows anyone capture the business logic, its magnitude and in general the structure necessary to carry it out.

The executive summary is part of the business plan but also has its own life. Can and should be a separate document. This is a strategic tool to be submitted to the institution, or an investor, who in a regular first meeting will not invest much time in reading.

Preparation of Executive Summary - During the workshop

In the format that has been handed a double-size letter, you will integrate the information you have been preparing over the previous modules, such as:

- Reaffirming my motivation for the new business
- Vision
- · Components of the business plan
- Niche markets
- Market Analysis
- Financial indicators
- Setting goals

So that, as much information and ideas that are required for the business plan, you already have in the "post it" written during the dynamics. So, it will be much easier to move those "post it" to the matrix of the business plan. Some aspects that are required in the format may be you will not have very clear, or still have not worked, so it is necessary to supplement the information.

Document Description

This document develops in detail each component of the business plan. When an institution is interested in the executive summary, it is sure that will continue to be interested in knowing the details of the business plan.

As a result, it is necessary to prepare and produce a descriptive document that allows more information to answer questions, and generally to know the basis of the business plan.



Development of the descriptive document - Future action of short term

This document may add information as described below, or find another model that suits the tastes or interests of the company / institution.

Background . How the project was created • who will participate • the legal framework under which to operate • what are the motivations to create the project • what is to be achieved	Sales • Will be the end consumer • Retail • Wholesaler • Transport / shipment of the product or service • time it takes delivery of the product
Product Description	Market Market size
What consumer needs are being metCompetitive advantage	SegmentCompetition
• Features	· Rivalry between competition
 Price and price strategy 	• Sales Strategy (price, quality,
· Costs of product and distribution	service, packaging, etc)
	Threat of new substitutesPower of Consumers
	Power of suppliers
Production	Human Resources
 Process description 	·Organizational Structure
 Production Cycles 	· who will lead the business
· Labor available	a .: DI
Financial Projection	Contingency Plan
· cash inflows and outflows during a	Describe some actions as an
given period • Income	alternative in case of any trouble • What happens if I receive an order
• Requirement of funds for business	that is beyond their ability perform
• Sources of capital	· More What if working capital, ask
·	who
	· What partnerships could be made if
	necessary
	Others who may consider necessary



Name:	Country:
Institution:	

Annex.9 Narrative Summary

Target group:

Overall Goal	
Project Purpose	
Outputs	
Activities	 2. 3. 4. 5.



Date		

Annex.9.1 <Action Plan>"

	ly basic action			
Sub-activities (from the activity No. 1)			Responsible	Dates
(1)				
(2)				
(3)				
(4)				
(5)				
(6)				