

#### Interreg MEDITERRANEAN Programme

Priority axis-Investment Priority-Specific Objective 1-1-1

Priority Axis 1: Promoting Mediterranean innovation capacities to develop smart and sustainable growth

#### PI 1.b

1.1 To increase transnational activity of innovative clusters and networks of key sectors of the MED area

#### **iBLUE**

## Investing in sustainable blue growth and competitiveness through 3-Pillar Business Model (3-PBM)

Project No. 830

#### TRAINING COURSE FOR THE METHODOLOGY APPLICATION

WP/ACT related to the Deliverable: WP5/ACT5.4

Deliverable no.: L5.4.1

Author: LCCI

Contributors: UNIUD and KEDGE





#### iBlue 3PBM Methodology Training Workshop

# 'how to transform your yachting business into a sustainable one'

Thursday, 19<sup>th</sup> September 2019 Crown Plaza Hotel, Limassol

09.00	Registration & Welcome coffee			
09.15	Methodology training: theory session			
	<ul> <li>Introduction in 3-Pillar Business Model (3PBM) methodology (mentored by Katia Richomme Huet and Lucia Cicero)</li> <li>Strategic importance of balanced business model – financial, social and environmental</li> <li>Business Model Canvas – leading framework for business model innovation and management</li> <li>Strategic perspective of Resources-Processes-Values framework</li> <li>Key 3PBM tools</li> <li>From theory to practice: The case of Cypriot pilot actions (Michalis Maimaris, Philip Ammerman)</li> </ul>			
11.15	Coffee break			
11.30	3-PBM Methodology Training: practice and case studies session			
	Practical workshop for participating companies: hands-on implementation of 3-PBM methodology on real business case studies (mentored by Michalis Maimaris and Philip Ammerman)			
	✓ Initial business model analysis			
	✓ Business model impact analysis			
	✓ Identification of key trends and possibilities for company performance improvement based on 3-PBM sustainability methodology			
13.30	Light Lunch			





#### «3-Pillar Business Model Sustainability Methodology»

Thursday 19th September 2019 Crowne Plaza Hotel, Limassol

	Participant Name & Surname	Company / Organisation Name	Telephone & Email address	Signature
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3	Chatzakis george	Pylon development SA	+306932908362/gchatzakis@pylon.com.gr	Amba .
4	Douloufakis evangelos	Lasithi CCI	+306976629762/evangelos@epimlas.gr	A
5				
6				

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## Session 1 Theory session

Introduction in 3-Pillar Business Model (3PBM) methodology (mentored by Katia Richomme Huet and Lucia Cicero)

- Strategic importance of balanced business model financial, social and environmental
- Business Model Canvas leading framework for business model innovation and management
- Strategic perspective of Resources-Processes-Values framework
- Key 3PBM tools
- From theory to practice: The case of Cypriot pilot actions (Michalis Maimaris, Philip Ammerman)

#### Session 2 Practice and case studies session

Practical workshop for participating companies: hands-on implementation of 3-PBM methodology on real business case studies (mentored by Michalis Maimaris and Philip Ammerman)

- Initial business model analysis
- Business model impact analysis
- Identification of key trends and possibilities for company performance improvement based on 3-PBM sustainability methodology



# Why three pillars?



## Two concepts combined into 3-PBM

**Business Model Canvas** 



RPV (Resources-Processes-Values) framework





# **Alphabet**

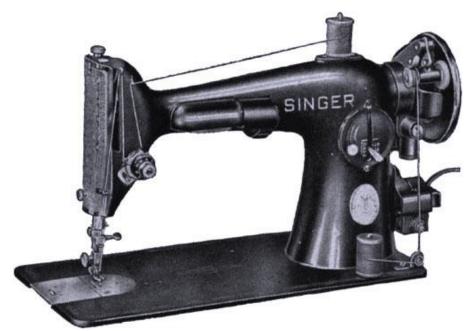
"...superior business model."



How do you make money?

Business model is the rationale of how an organization creates, delivers and captures value

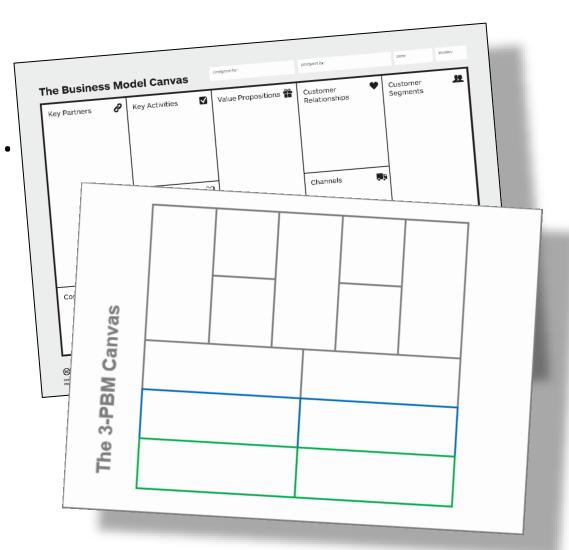
= hales money + impact social & environmental



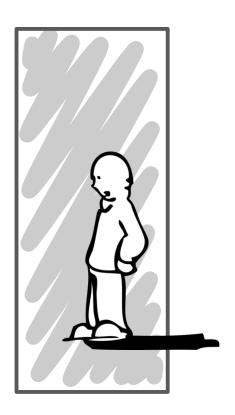
"Dollar down, dollar a week!"

# The Business Model Canvas.

It allows you to describe, design, challenge, invent, and pivot your business model.

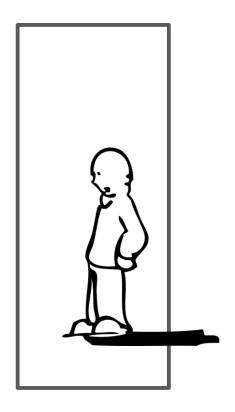


## **Customer Segments**

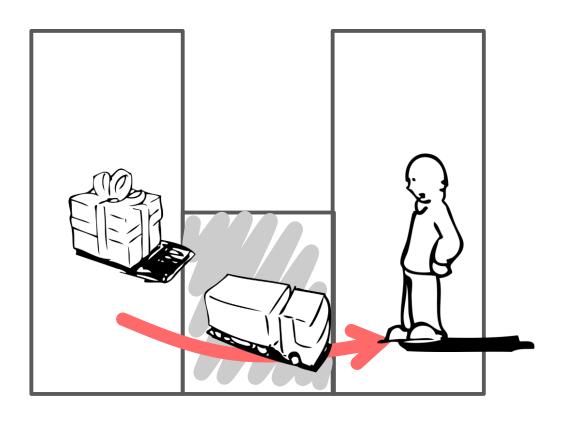


## **Value Proposition**

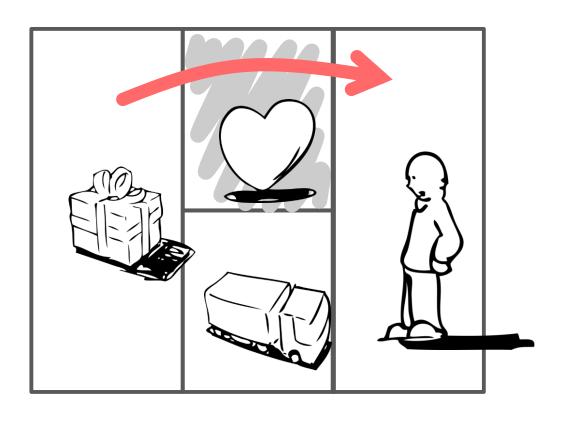




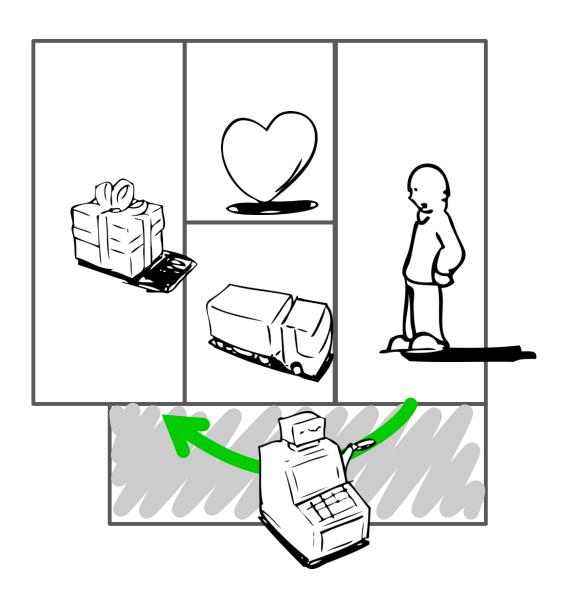
#### Channels



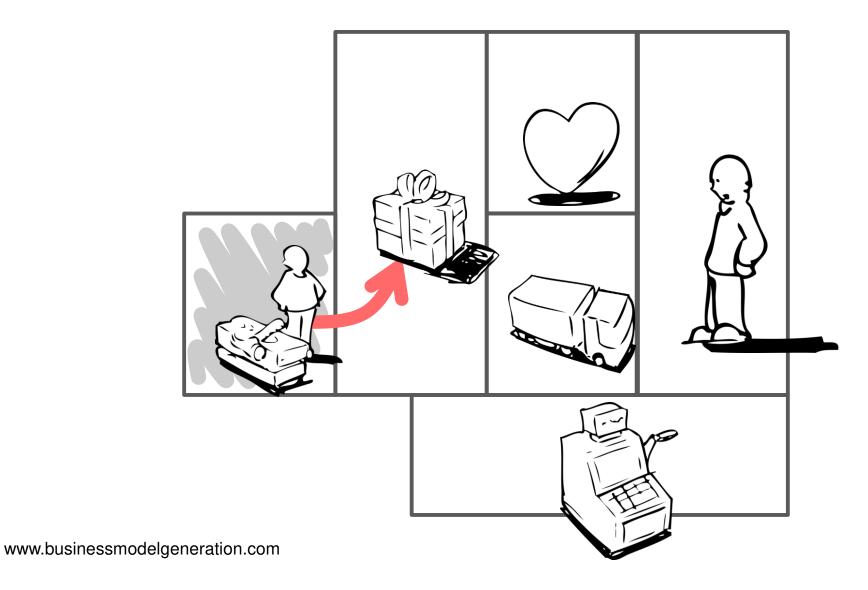
## **Customer Relationships**



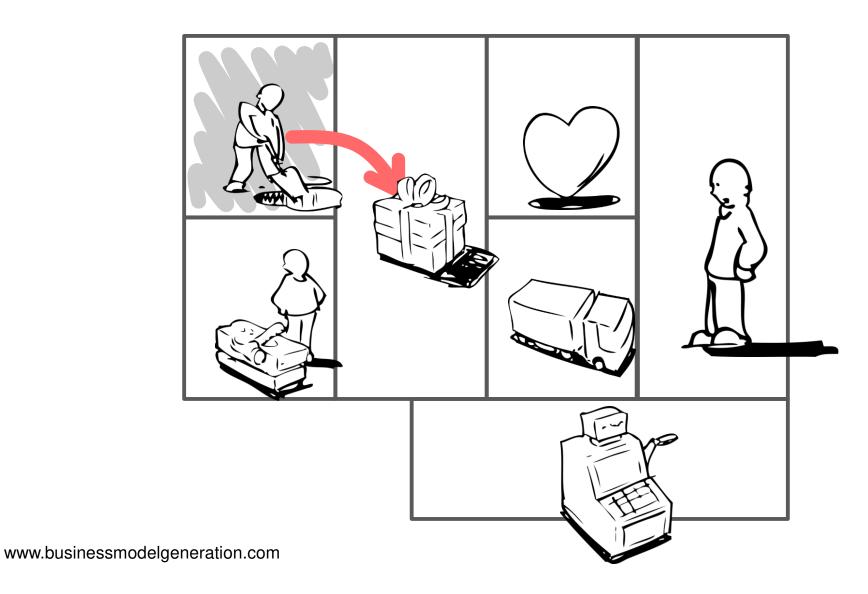
#### **Revenue Streams**



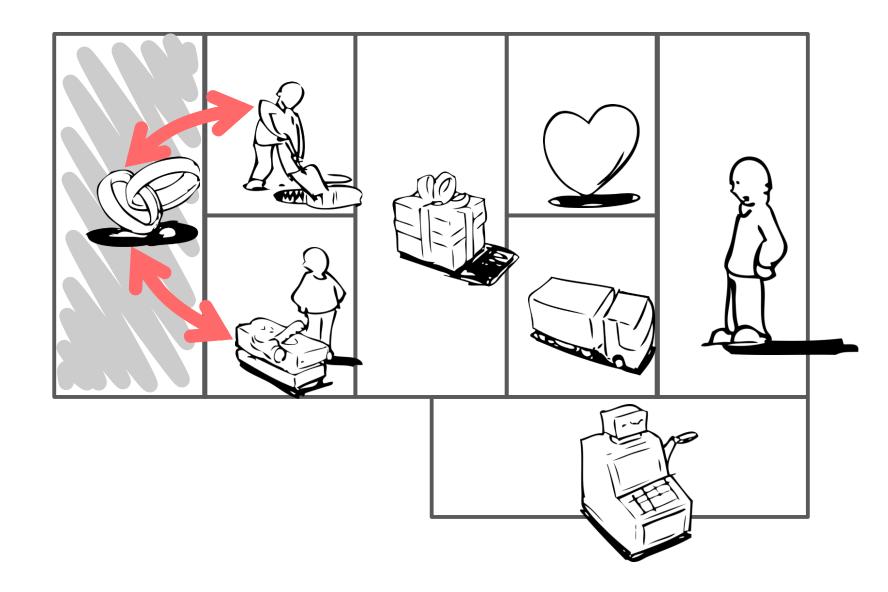
### **Key Resources**



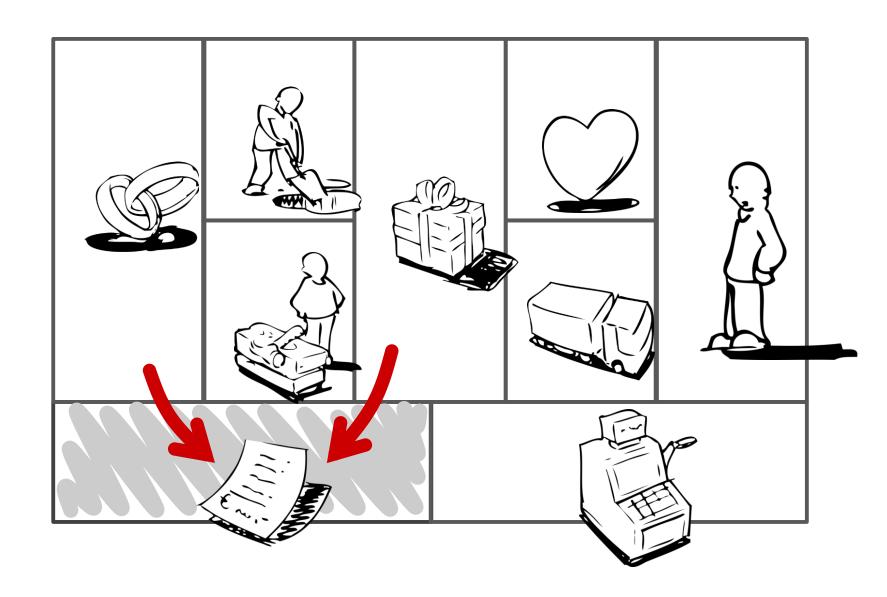
## **Key Activities**



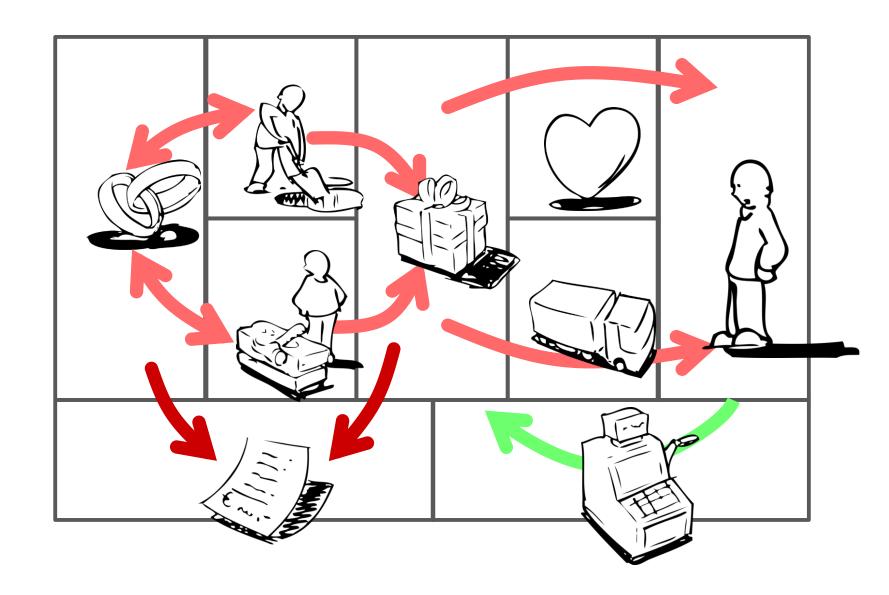
## **Key Partners**



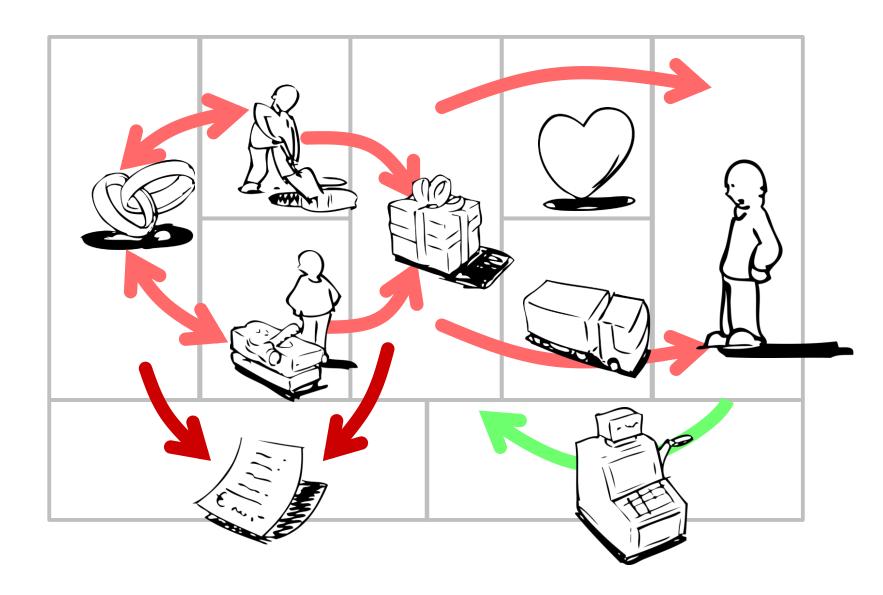
#### **Cost Structure**



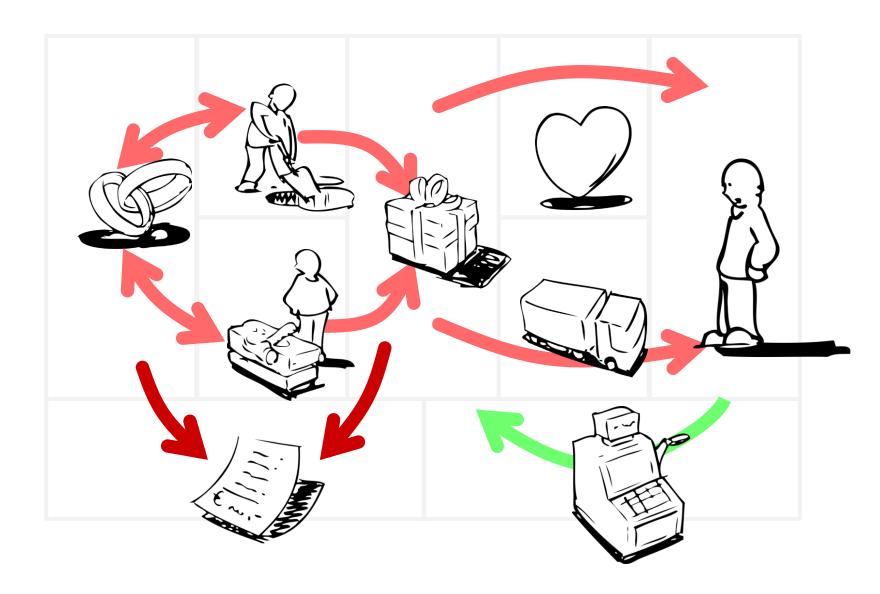
#### **Business Model Canvas**



#### **Business Model Canvas**



## **Business Model Story**

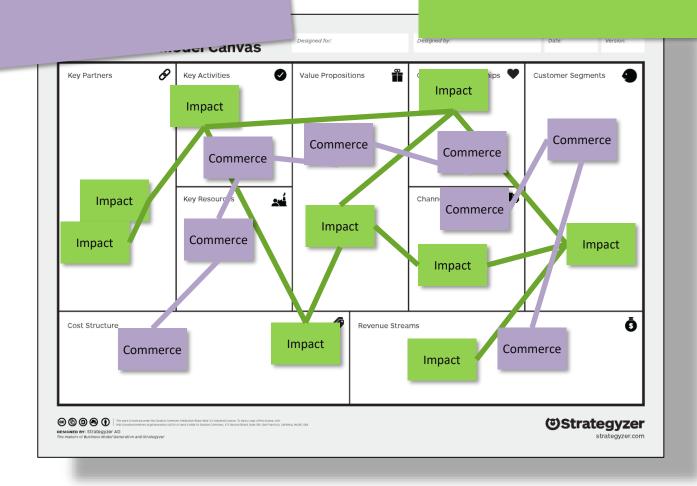


Business model is
the rationale of how an
organization creates, delivers and
captures value

= makes money + impact social & environmental

# Commerce

# **Impact**





Key partners	Key Activities	Value propositions		Customer Relationships	Customer Segments
	Key Resources			Channels	
Cost structure			Revenue streams		
Societal Costs			Societal Benefits		
Environmental Cost	S		Environm	nental Benefits	

## **Ground Rules**

#### **RULE #1**

Avoid writing directly on a canvas



#### **RULE #2**

Don't get stuck with Blah Blah Blah



#### **RULE #3**

Start with any building block



#### **RULE #4**

Never use bullet points





#### **RULE #5**

Avoid too much detail





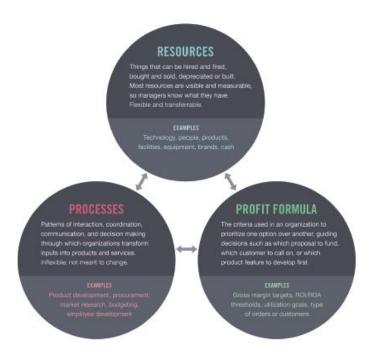
#### **RULE #6**

Be precise for every building block



#### The RPV framework

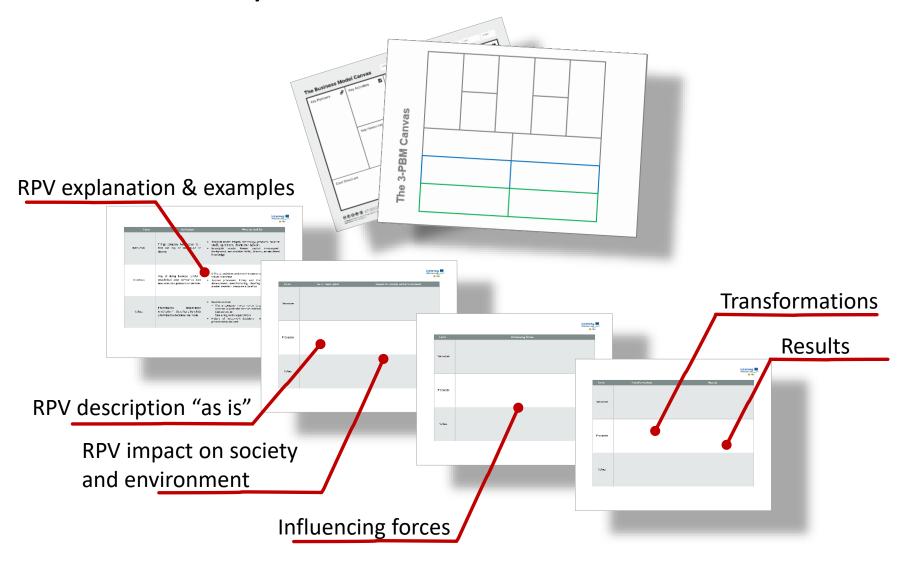
Three classes or sets of factors that define what an organization can and cannot accomplish.



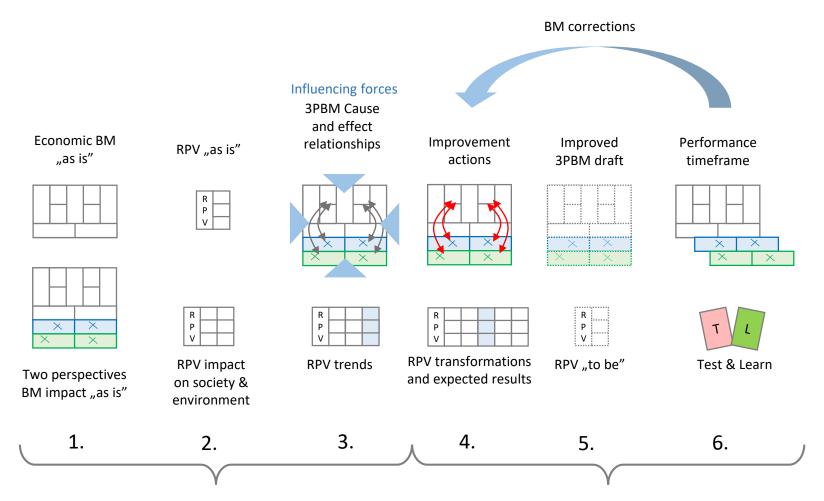
## The RPV framework

Term	Definition	What to Look For
Resources	Things company has or has access to	<ul> <li>Tangible assets: Technology, products, balance sheet, equipment, distribution network</li> <li>Intangible assets: Human capital (employees' backgrounds, accumulated skills), brands, accumulated knowledge</li> </ul>
Processes	Ways of doing business (skills)	<ul> <li>Difficult problems we know the company has repeatedly solved over time</li> <li>Typical processes: Hiring and training, product development, manufacturing, planning and budgeting, market research, resource allocation</li> </ul>
Value	Prioritization determinant (motivation)	<ul> <li>Business model:</li> <li>Way a company makes money (e.g., mix of sales revenue to postsales service revenue)</li> <li>Cost structure/income statement</li> <li>Size and growth expectations</li> <li>History of investment decisions – what has been prioritized in the past</li> </ul>

# 3-PBM key forms



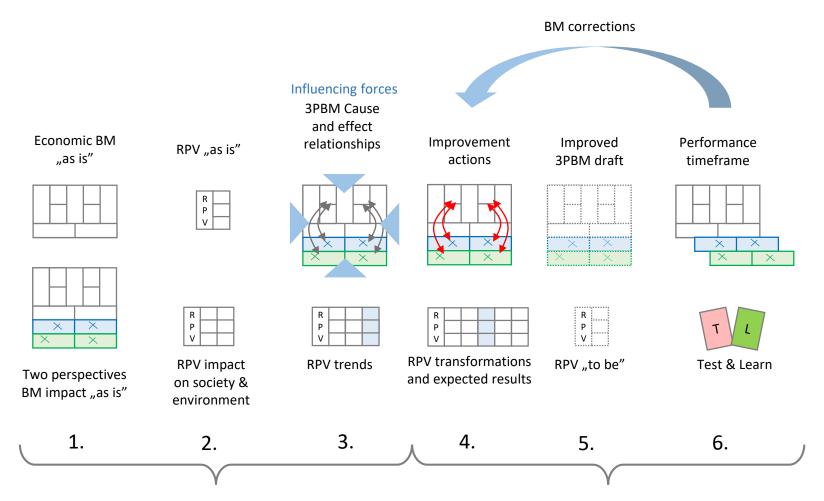




Phase 1 Analysis

Phase 2 Improvement



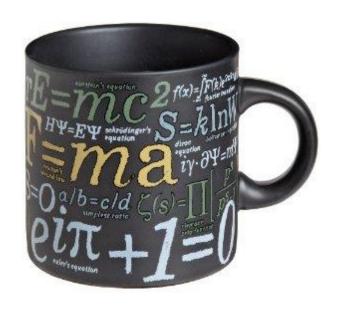


Phase 1 Analysis

Phase 2 Improvement

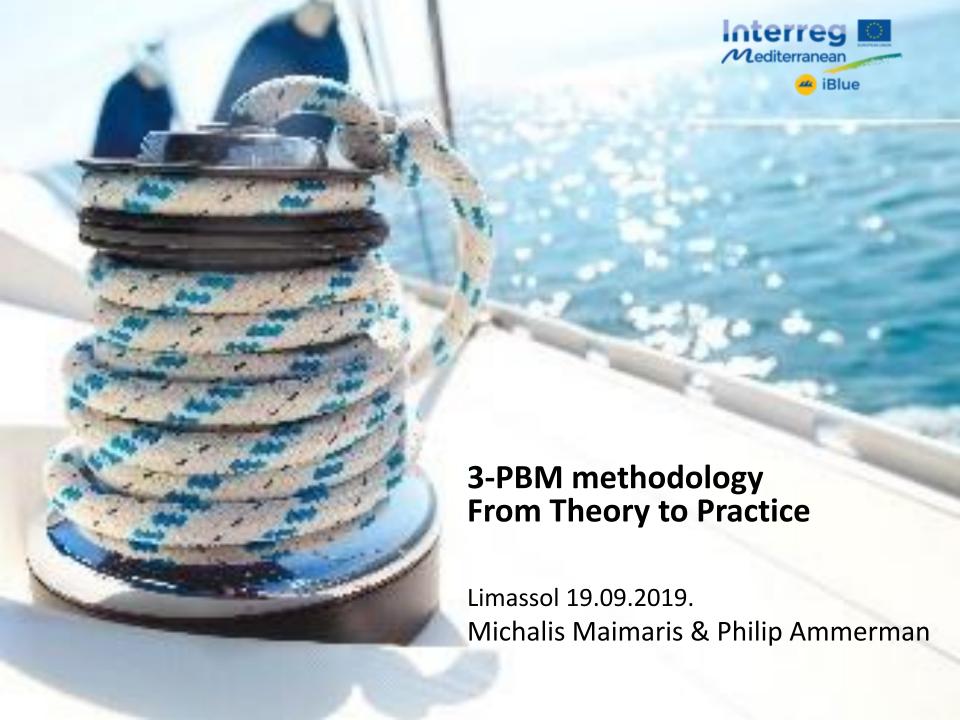


Discussion



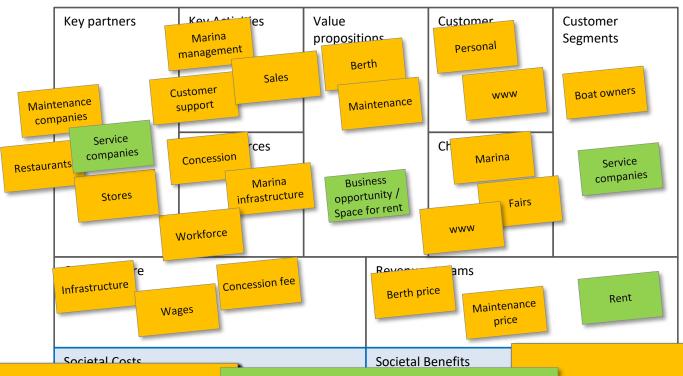
# Thank you.

Elements created by Boris Golob bgolob@uniri.hr



## Marina



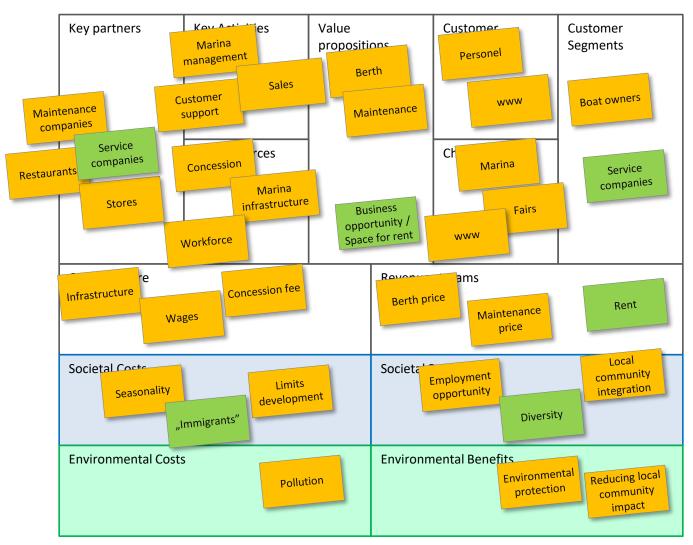


Service opportunit companie: Space for re

Rent

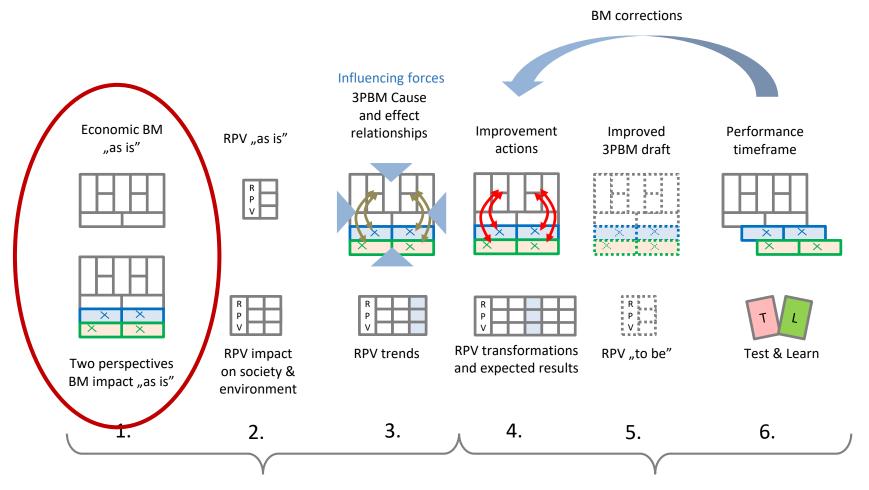
## Marina









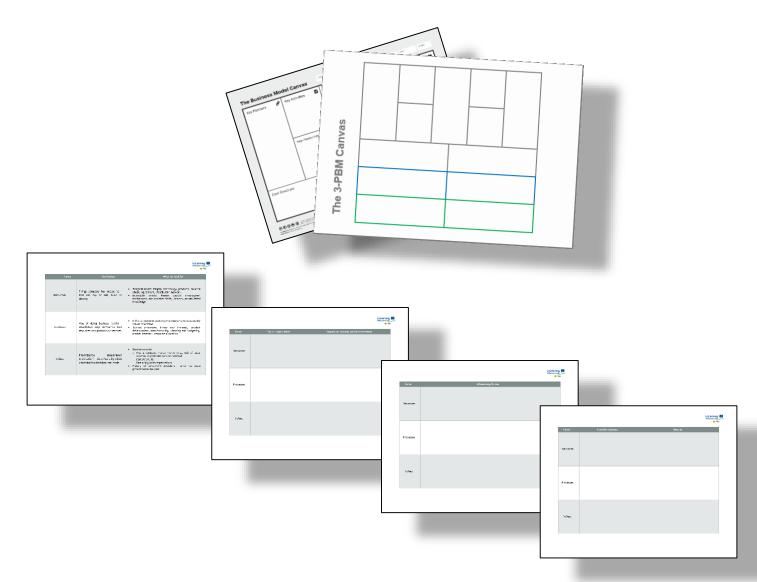


Phase 1 Analysis

Phase 2 Improvement



Key partners	Key Activities	Value propositions		Customer Relationships	Customer Segments
	Key Resources			Channels	
Cost structure			Revenue	streams	
Societal Costs			Societal Benefits		
Environmental Costs	;		Environm	nental Benefits	



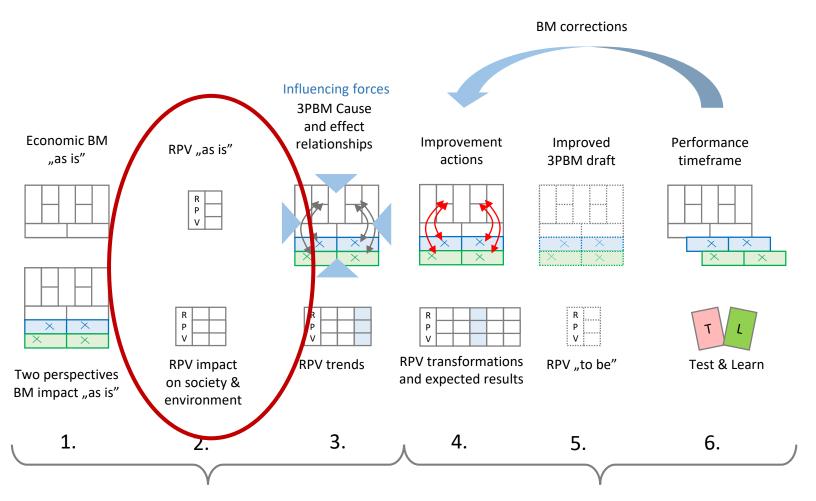
## 3-PBM initial steps

Which BM elements impact society perspective?

Which BM elements impact environment perspective?

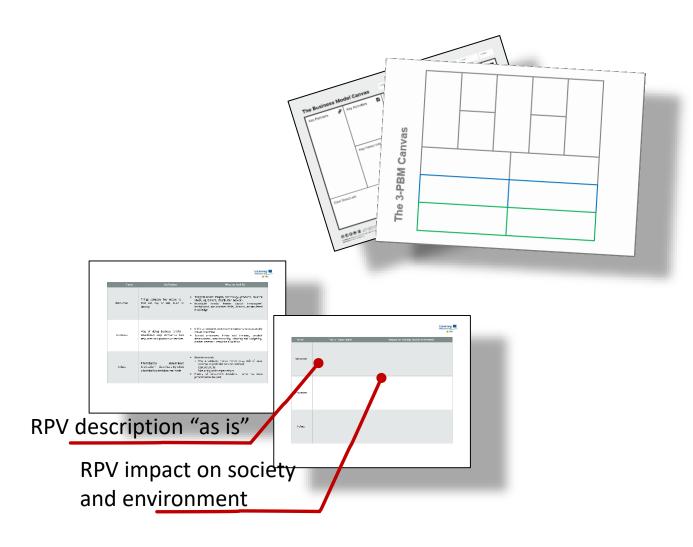
How? Why? – Speculate.





Phase 1 Analysis

Phase 2 Improvement



# What to ask to identify values?

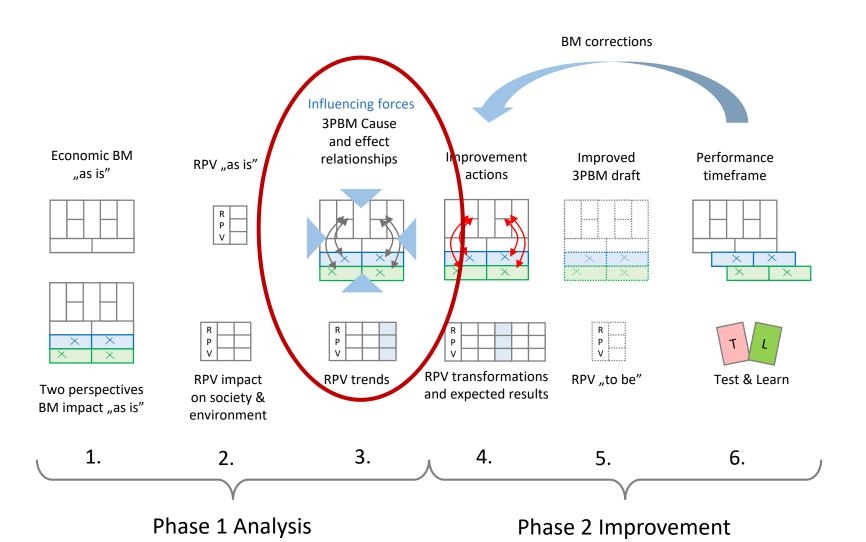
### Without getting politically correct answers?

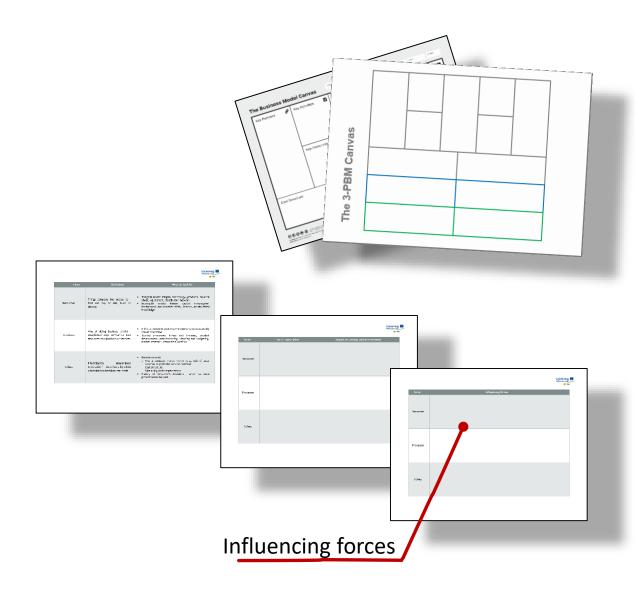
Decision making criteria? ...procedures?

Attitudes toward customers, employees, environment?

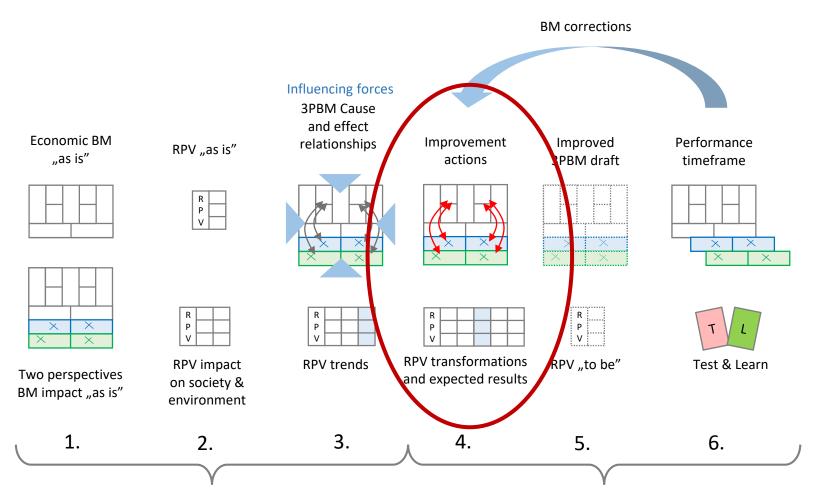
Resource allocation criteria? Where do they invest, which areas?





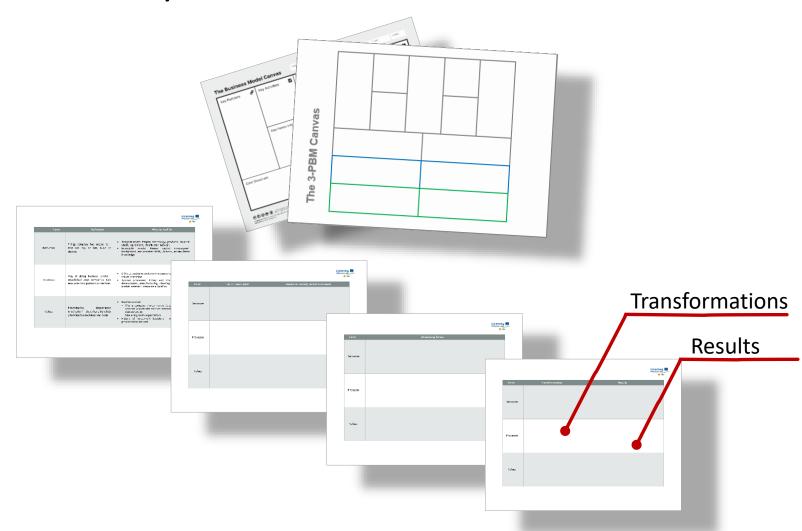






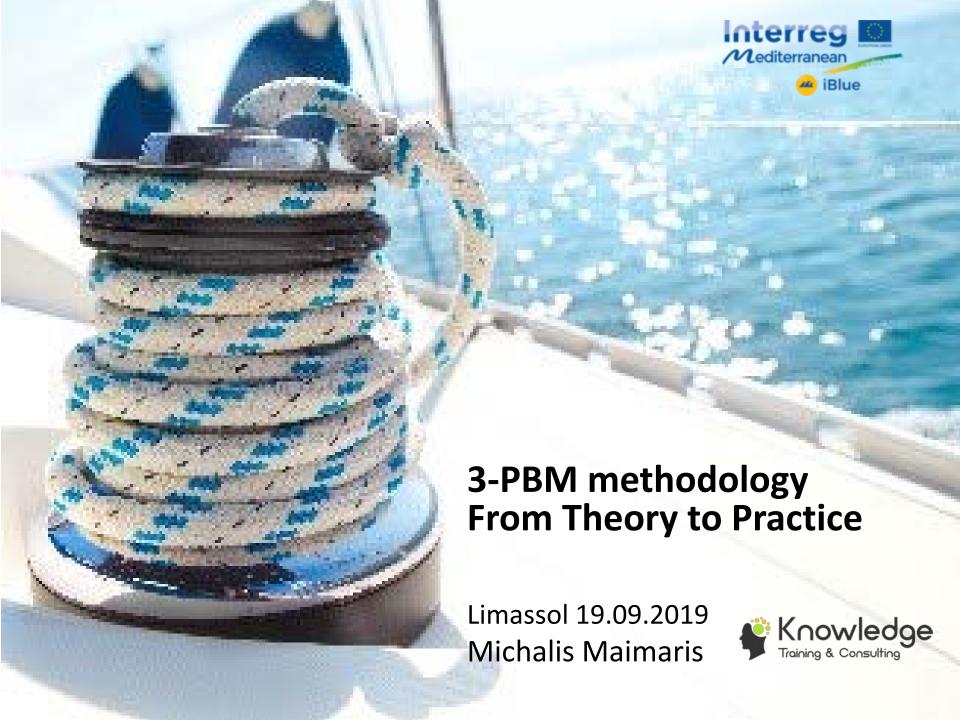
Phase 1 Analysis

Phase 2 Improvement





Questions & Answers





iBlue Experience as a Consultant



# Biggest Challenge

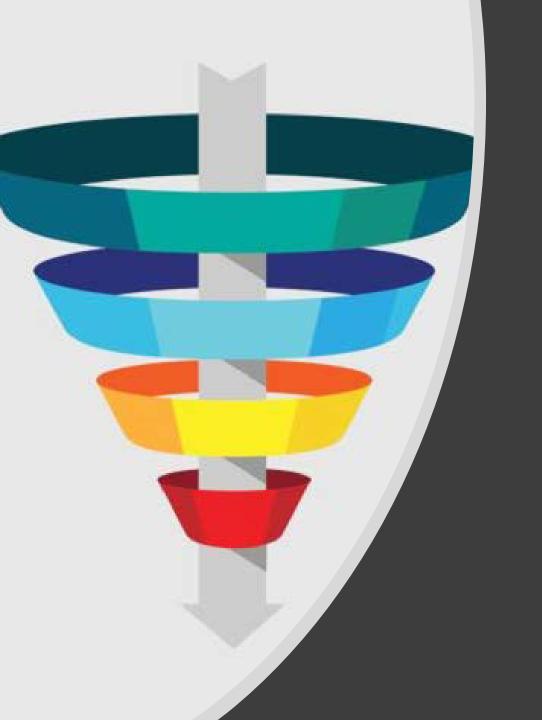
To find an available business man, due to seasonality



People who love what they do!



A Captain-Entrepreneur



From
General to
Specific



A knowledgeable business man



No written plan

## Conclusions



Loyal staff



**Outsourcing Services** 



Big and reliable network





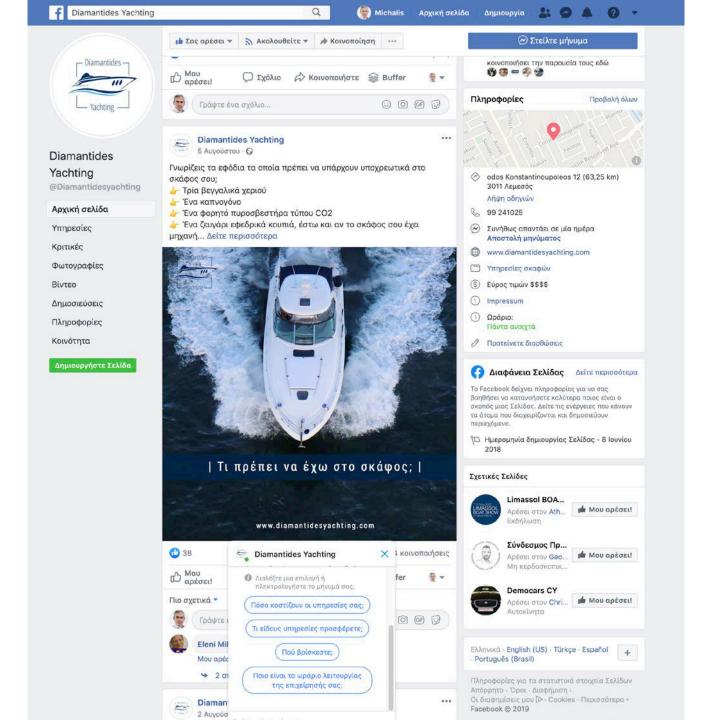




#### Welcome to our site

Welcome to Diamantides Yachting one of the leading yacht and boat service provider in Cyprus. We are pleased to present our new website and are dedicated to provide you with excellent and professional vessel management services.





PROBLEM List your top 1-3 problems.	SOLUTION  Outline a possible solution for each problem.	UNIQUE VALUE PROPOSITION  Single, clear, compelling message that states why you are different and worth paying attention.	UNFAIR ADVANTAGE  Something that cannot easily be bought or copied.	CUSTOMER SEGMENTS  List your target customers and users.
<b>EXISTING ALTERNATIVES</b> List how these problems are solved today.	KEY METRICS List the key numbers that tell you how your business is doing.	HIGH-LEVEL CONCEPT  List your X for Y analogy e.g. YouTube = Flickr for videos.	CHANNELS List your path to customers (inbound or outbound).	EARLY ADOPTERS List the characteristics of your ideal customers.
COST STRUCTURE List your fixed and variable costs.		REVENUE STI List your sources of reve		

Key partners	Key Activities	Value Prop	oositions	Customer Relationships	Customer Segments
	Key resources			Channels	
Cost Structure			Revenue S	  treams	
Societal Costs			Societal Be	enefits	
Environmental Costs			Environme	ental Benefits	

#### Page 1

Term	"As is" description	Impact on society and environment
Resources		
Processes		
Values		





Opportunities for expansion!





## **iBLUE OBJECTIVES & OUTCOMES**

#### **OBJECTIVES**

Project participation as a subcontractor to the Cyprus Chamber of Commerce and Industry.

- To identify a small enterprise in the Cyprus marine sector.
- To implement the iBlue
   3-PBM Methodology
- To assess the overall impact on the company and assess results.

#### **ACTIVITIES**



Yiotis Boats agrees to participate. Yiotis is one of 2 rigid hull power boat producers still operating in Cyprus.

Over a 3-month period, we implement joint activities to assess and analyse the company.

We find evidence of significant business model innovation designed to leverage company strengths while managing a difficult domestic economic environment.

#### **OUTCOMES**



Project participation has improved overall strategic awareness and positioning.

The links between sustainability and the overall project methodology would benefit from further work.

Small companies in this sector confront survival-level challenges: sustainability investments must prove their economic benefits if they are to be adapted in practice.

### **KEY DIMENSIONS**

# INTEGRATED MANUFACTURING MODEL

Company produced fiberglass hull powerboats using own molds and designs

High reliance on specialized network of subcontractors

Addition of powerboat engine from a related company

Seasonal manufacturing schedule to avoid high fixed costs

Capacity approximately 40 boats per year; current sales between 15-25

#### **KEY CHALLENGES**

Domestic market hit by 2013 economic crisis, euro-related hidden inflation and lower consumer disposable income: boats are now considered luxury items

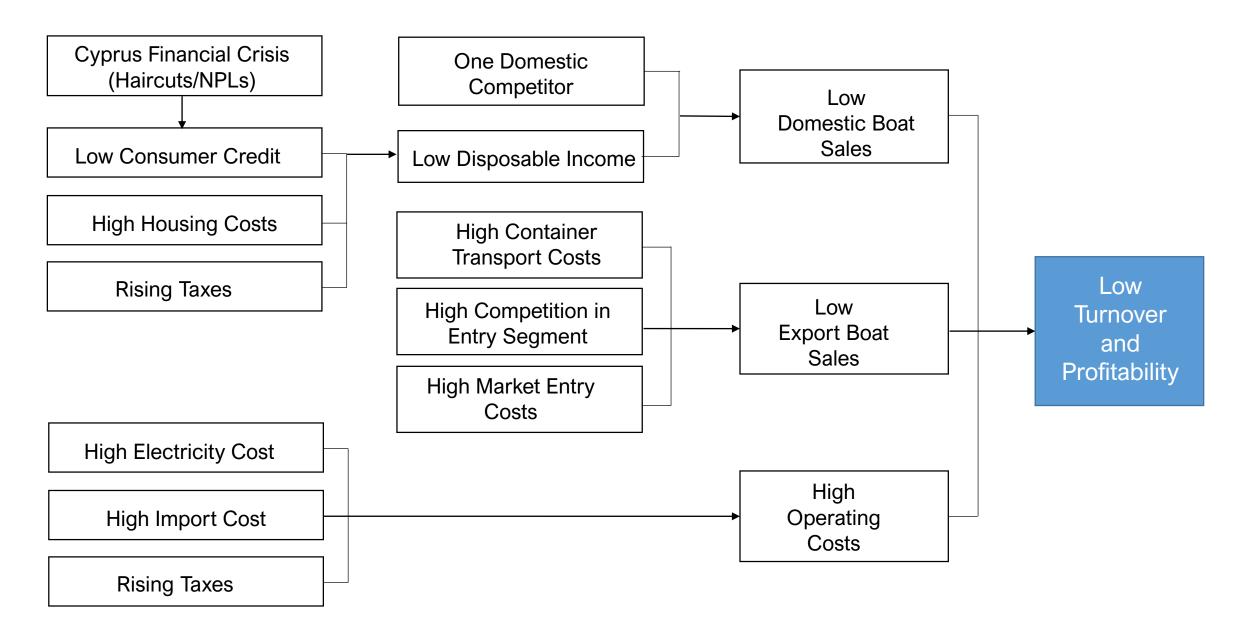
Export costs high: cost and dimensions of container exports are prohibitive due to structural issues on shipping in Cyprus

BUSINESS MODEL & PRODUCT INNOVATION

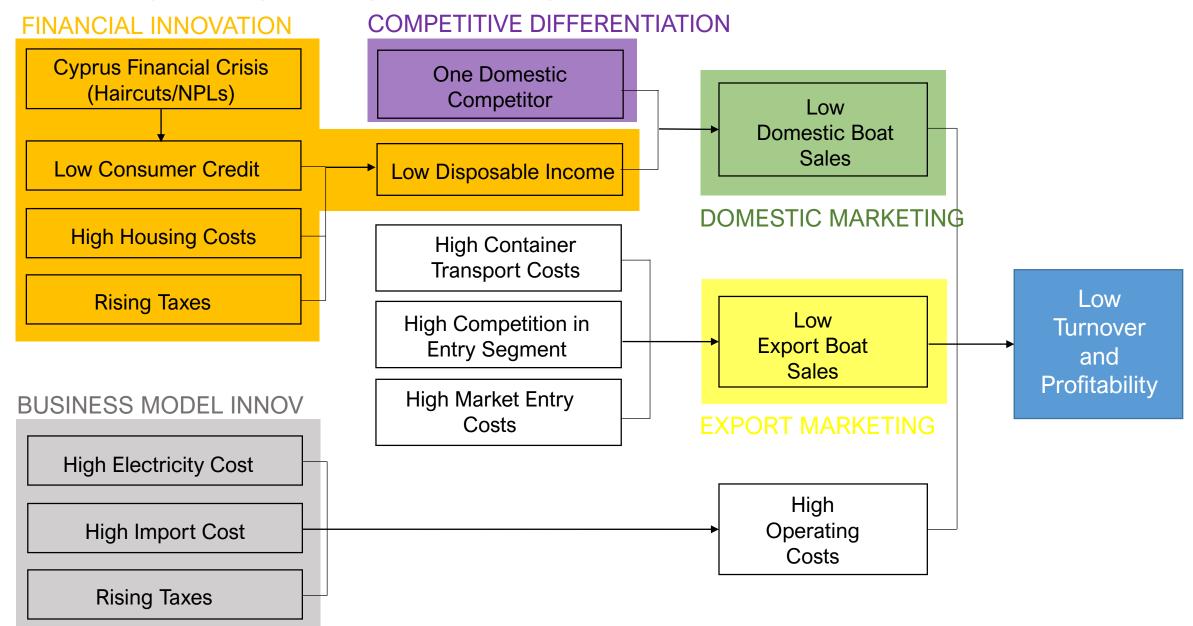
The business model was changed to emphasize seasonal production and reliance on specialized subcontractors

Total revenue was increased by adding powerboat engine sales and maintenance Business focus was changed to increase and enhance level of customization for professional customers (versus lifestyle family customers)

## **KEY BARRIERS: ROOT CAUSE ANALYSIS**



# **KEY OPPORTUNITIES**



# **KEY OPPORTUNITIES: HYPOTHESES**

With better marketing, Cyprus Customers will remember YB



With better finance, Cyprus Customers can afford to purchase YB



More Cyprus Customers will purchase YB

#### **Key Segments:**

Families/Recreational / Yacht Tenders Key USP: Customisation / Flexible Delivery Schedule / 2 Years Free Maintenance

#### Key Value Offer:

- 50% down payment
- 50% on credit card w/4-6 instals
- Priority given to customers w/motor purchase

#### **Key Indicators**

- 15 Boats in 2019/20
- 18 Boats in 2020/21
- 22 Boats in 2021/2022

With better marketing, International Customers will learn about YB



With better value, International Customers will prefer YB



More International Customers will purchase YB

#### **Key Segments:**

- · Israel Dealers & Specialists
- Yacht Tenders / Limassol Marina / Ayia Napa Marina

#### Key Value:

- High Customisation
- High Quality
- Safe Supplier / Low Tax Supplier

#### **Key Indicators**

- 5 Boats in 2019/20
- 7 Boats in 2020/21
- 8 Boats in 2021/2022

Hypotheses link to the RPV Model

# **BUSINESS SUSTAINABILITY INDICATORS**

Units Sold	2018/19	2019/20	2020/21	2021/22
Personal Boats		15	15	20
Recreational Boats		5	10	10
Total Units		20	25	30
Sales Area	2018/19	2019/20	2020/21	2021/22
Cyprus		15	18	22
Export		5	7	8
Export Share		25%	28%	27%
Units Sold w/Finance	2018/19	2019/20	2020/21	2021/22
# Units		5	8	10
Share		25%	32%	33%
Units Sold by Online	2018/19	2019/20	2020/21	2021/22
# Units		2	4	6
Share		10%	16%	20%

# **BMC FOLLOWING TRANSFORMATION**

### **Key Partners**

Partner Co
To be determined

## **Key Activities**

Marketing & Sales
Design & Production
Sales & Delivery
Sales Financing
After-Sales Service
Managing Staff
Production Planning

## **Key Resources**

Limassol Factory
Technical Staff
Excellent Market Reputation

## Value Proposition

High quality, low-cost fiberglass hull boats with long durability

Design suited to the Mediterranean environment

Excellent outboard motors with low maintenance

Highly professional aftersales service and maintenance

Sales Financing

Best Warranty in Class

## Customer Relationships

Primary Sales
After-Sales Service: Boats
After-Sales Service: Motors

Refit & Repair Sales Finance

# Customer Channels

Direct Sales
Referrals
Limassol Boat Show
Internet
Other Promotion

# Customer Segments

Professional Marine Companies (Diving Schools, Paragliding, other)

Individual Boat Owners

Ship Captains (for tender repair)

Foreign Sales Agents and Sales Referrors

### **Cost Structure**

Fixed Costs

Seasonal Production Costs

Variable Costs (Per Boat)

Admin & Overhead Costs

Financing Cost

#### Revenue Streams

Initial Boat Sales w/Accessories

Yamaha Motor Sales After-Sales Service Boat Refit and Repair (3rd Party)

Financing Income

## **KEY ISSUES FOR 3-PBM MODEL**

- 1. The selection of companies informs their ability to implement this model. Most small companies work experientially, not strategically.
- 2. When confronted by a theoretical model promoting sustainability, enterprise managers need evidence of the tangible benefit offered by the model. There needs to be a clear link between environmental and social sustainability and profitability for a company.
- 3. Many companies are already paying a high price for mandated environmental or social services (e.g. Green Point, GESY) and do not see a quality or quantity benefit, or are confronted by the need to double-pay services.
- 4. The methodological links between the BCM, RPV and the 3-PBM Model need to be further established. BCM and RPV examine the status-quo in a superficial manner. The Manufacturing Sustainability Index provides for a very wide range of detailed indicators that are either input linked (not output-oriented) or often beyond the capacity of small manufacturing firms to realistically address.
- 5. The relevance of other strategic management and analysis models, such as the Balanced Scorecard, should be reviewed for relevance to small enterprises and the ease of implementation.
- 6. Evidence from other projects, sectors and economic cycles shows that in an economic downturn, or a period of high competitiveness, companies that have made sustainability a key to their business model often face higher volatility effects, as their customers seek cheaper solutions. What are the true costs and benefits of sustainability over multiple business cycles?

This could be a highly useful solution for governments seeking to understand the competitiveness of local manufacturing industry.

Additional work is needed to ensure there are practical and tangible benefits for small enterprises.

Additional methodological work would strengthen the quality of results.

## PHILIP AMMERMAN

Philip is a consultant, entrepreneur and investment advisor who has advised start-ups, investors and enterprises on digital disruption, internationalisation and investment-led growth since 1994. He is founder of <a href="Navigator Consulting">Navigator Consulting</a>, <a href="Numeror Capital">Numeror Capital</a> and the <a href="Centre for Innovation & Entrepreneurship">Centre for Innovation & Entrepreneurship</a>.

He has advised on over 120 investment transactions with a total investment value exceeding € 6 billion. He has multi-sectoral experience in due diligence, business planning and financial modelling, in sectors including digital/tech start-ups and scale-ups, agrifood, manufacturing and hospitality.

In 2010, he founded the <u>Navigator Entrepreneurship Charter</u>, an initiative to support growth in Europe by investing in 10 new start-ups and spin-offs between 2010 and 2020.

In 2019, he was appointed as Team Coordinator for Greece by the European Bank for Reconstruction and Development (EBRD), and is supporting innovative Greek companies in the field of competitiveness and internationalisation. Projects are underway for <u>Mastihashop</u>, an innovative food, cosmetics and parapharmaceuticals firm and <u>Milkplan</u>, an innovative dairy equipment manufacturer.

Philip acts as regional portfolio manager for <u>Brookstreet Equity Partners</u>, a London-based private equity firm active in tech and innovation investments. Brookstreet recently announced its first investment in Greece, in the nanotechnology firm <u>Nanophos</u>.

He is a non-executive director of Redfin Capital, an asset management firm, and is an evaluator for the <u>European Commission's Horizon 2020 SME Instrument</u>. In Spring 2019, Philip was appointed as <u>Entrepreneur in Residence</u> at the University of Cyprus, Centre for Entrepreneurship.

Philip studied at Princeton University and Cornell University's School of Industrial and Labour Relations. He is also a graduate of YCombinator's Startup School and the Oxford Fintech Programme.











