



## **Quality Charter for UCD Nova DAC - Incubation Centres for Start-Up Companies**

### **Introduction**

UCD Nova DAC's overarching objective is to support University College Dublin, National University of Ireland, Dublin (the "University") in its function as a university to promote the furtherance of education for the public benefit. Its core areas of focus and specialisation in providing such support are research and entrepreneurship, and its approach to advancing this important area of education are summarised in this Quality Charter. UCD Nova DAC -

- supports University College Dublin, National University of Ireland, Dublin (the "University") in its provision of education and training and in its research activities, for the economic, technological, scientific, commercial, industrial, social and cultural development of the State.
- facilitates the commercialisation and further enhancement of research undertaken at University College Dublin, for the benefit of society through the provision of supports, services and accommodation to 'spin out' companies, i.e. companies established to commercialise UCD research and knowledge.
- facilitates the collaboration of University researchers with 'spin in' companies (i.e. companies formed by parties external to the University) so as to both enhance and encourage the commercialisation of research for the benefit of society through the provision of supports, services and accommodation to such companies.
- operates various incubation spaces so as to create an environment of inter-and intra-disciplinary collaboration between various researchers and companies for the enhancement of research for the benefit of wider society.
- facilitates the organisation and delivery of programmes, lectures, talks, conferences, meetings and seminars to provide and enhance educational opportunities for researchers and entrepreneurs.

### **1. Vision**

To foster a thriving entrepreneurial ecosystem by providing start-ups with the resources, mentorship, and guidance necessary for sustainable growth, innovation, and success.

## 2. Mission

Our mission is to accelerate the development of high-potential start-ups through a comprehensive support system that includes workspace, access to funding, expert mentorship, networking opportunities, and a conducive environment for growth and collaboration with UCD researchers.

## 3. Core Values

- **Innovation:** Encouraging creative thinking and out-of-the-box solutions.
- **Collaboration:** Building a community where shared knowledge and networks fuel mutual success.
- **Integrity:** Committing to transparency, ethical business practices, and accountability.
- **Excellence:** Providing the highest standard of support and facilities to all entrepreneurs.
- **Sustainability:** Promoting responsible, long-term growth for both businesses and the ecosystem.

## 4. Key Objectives

- To offer a world-class incubation environment that supports the diverse needs of start-ups.
- To create opportunities for networking, learning, and collaboration within the start-up community.
- To facilitate access to mentorship and industry experts to guide entrepreneurs.
- To foster a culture of continuous improvement, feedback, and innovation.
- To ensure start-ups are provided with the necessary tools, facilities, resources, and support to achieve operational excellence and sustainable growth.

## 5. Quality Commitments

- **Tailored Support:** We provide individualized support to each start-up, recognizing their unique needs and goals.
- **Resource Accessibility:** Access to state-of-the-art facilities, equipment, and digital tools for seamless business operations.
- **Mentorship & Guidance:** A team of experienced mentors offering business advice, operational guidance, and strategic planning.

- **Networking Opportunities:** Organising regular events, pitch sessions, and networking opportunities with investors, peers, researchers and industry leaders.
- **Training & Development:** Providing workshops, training programs, and seminars to develop key entrepreneurial skills in business management, marketing, finance, and technology.
- **Transparency & Communication:** Establishing open and consistent communication channels to track progress and discuss challenges and opportunities.
- **Outcome Tracking & Feedback:** Monitoring the performance of start-ups within the incubation centre and providing constructive feedback to drive continuous growth.
- **Community Building:** Encouraging collaboration and knowledge-sharing among start-ups to build a supportive, engaged, and mutually beneficial ecosystem.

## 6. Expectations from Start-Ups

- **Commitment to Growth:** Start-ups are expected to be proactive in seeking opportunities for growth and improvement.
- **Active Participation:** Engaging in mentorship sessions, networking events, and workshops.
- **Adherence to Standards:** Following best practices, ethical guidelines, and professional conduct.
- **Open Feedback:** Providing honest feedback to help us improve our incubation processes and services.

## 7. Continuous Improvement

UCD Nova DAC is committed to continually enhancing the quality of its services. We regularly assess the effectiveness of our programs in conjunction with the University, seek feedback from stakeholders, and implement improvements to ensure that we remain responsive to the evolving needs of our start-up community.

## 8. Success Measurement

The success of our incubation centre will be measured by:

- The number of successful start-ups that graduate from the program.
- The growth trajectory of incubated businesses, including job creation, revenue generation, and investment raised.
- Positive feedback from entrepreneurs, mentors, and partners.
- The long-term sustainability and impact of the businesses within the local and global economy.

## **9. Conclusion**

UCD Nova DAC is dedicated to providing a high-quality, supportive environment for start-ups to grow, innovate, and succeed. Our focus is on building a collaborative ecosystem within the University's campus where entrepreneurs are empowered with the tools, mentorship, and resources they need to build scalable, impactful businesses. Together, we will create the future of entrepreneurship.