2.3.5 Comparison of the UPV/EHU with Other Suppliers

In the table 3 are showed the average scores μ and standard deviations σ of the assessments for services provided by the UPV/EHU and technological centres. In this comparison, the findings show that the UPV/EHU is in a favourable position regarding the key aspects of the transference process: human and physical resources, and the quality of the result related to its price. However, its position is weaker in variables defining the relationship during the research and transference process: communication language, information and deadlines. Lastly, its position is deficient with respect to the variables defining the initiation of the process: accessibility, speed of response and simplicity of the process. Another significant drawback over the capacity of the UPV/EHU is the greater standard deviation in the assessments for all the UPV/EHU's variables (with exception of the quality of its human resources). This reveals a lower institutional capacity to control the process *per se* and this is therefore an added difficulty in its improvement.

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