



Monitoring and Quality Assurance Plan

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Executive Summary

The CLIMASP Monitoring and Quality Assurance Plan defines the procedures and the methodology that consortium partners will use during the project to support quality assurance and risk management. We approach Project Monitoring and Quality Assurance with a view to smoothing the path to the success of the project's aims and objectives. This often means identification and removal of barriers by using quality management and risk management techniques. This often involves asking the hard questions and bringing to the surface the real issues to ensure the successful outcomes. Monitoring and Quality Assurance was addressed at three levels: 1) at the level of planning, monitoring the progress of the project works, 2) at the level of implementation (designing and developing effective online programs) and 3) at the

evaluation level. It necessitated the coordinated efforts of many individuals, such as those who will generate information and those who will use the information or make decisions based on that information. These individuals include: project members, project coordinators, work package leaders, stakeholders, project staff etc. In addition, peer reviewers and individuals with varied expertise ensured that critical issues for the success of the project are sufficiently addressed, thus helping to minimize problems during planning, implementation and evaluation. As such the Monitoring and Quality Assurance cut across all the works and will also be dealt in other Work Packages, especially those of course design, development and evaluation.

1. Introduction

1.1 Purpose of the Monitoring and Quality Assurance Plan

The purpose of deliverable is to identify processes that will be applied to assure quality, define roles and responsibilities to ensure a successful project and deliverables, provide CLIMASP management with indicators to allow them to take appropriate decisions, and to track and report on project progress.

The objective of the MQA procedure is to ensure that:

The best possible "product" was produced

The objectives were met

The outcome meets scientific standards

The product incorporates the current "state of the art"

The product is appreciated by potential users of knowledge and tools

1.2 Guidelines for quality control

- At the start of the work, each work package leader sets quality standards for each public deliverables, and describes the process by which he will ensure the quality of the product.
- Aside of quality standards, each activity entails an internal review of the quality of the product and an external review. The Internal review is a review conducted by members of the consortium, which are not involved in the work package that has produced the deliverable. The external review is conducted by experts outside the consortium.
- Before submission of the deliverable the work package leader organizes the internal and external review and ensures that suggestions for improvements are dealt with.
- The work package leader ensures that the document meets the quality standards set. The draft deliverable and the quality report are submitted to the PC.

2. Internal and External Risks

Internal and external risks as well as other issues that might affect the progress of the project are also critical to be addressed. Risk is a measure of the inability to achieve overall project objectives within defined cost, schedule, and technical (performance and quality) constraints and has two components:

- Probability of failing to achieve a particular outcome
- Consequences of failing to achieve that outcome

Risks can arise from:

- Unexpected technical difficulties
- Poor communication or co-operation between the partners
- Not achievable goals in terms of budget or feasibility
- Human operational errors: planning errors, poor quality, incomplete tasks, etc.

Each WP leader will report to the Project Coordinator any risk situation that may affect the accomplishment of the objectives properly and in time. In these cases, the Project Management Board (PMB) will be consulted. The PMB will establish plans to reduce the impact of risk occurring.

Responses may include:

- Strengthened supervision
- Adjustments to project strategy
- Changes to implementation arrangements

2.1 Risk Ratings

Based on the analysis of the likelihood/probability and consequences of a risk event, risk ratings can be assigned as of: *Low*, *Moderate*, or *High*. **Low risk** has little or no potential to obstacle the project's planning and implementation. **Moderate risk** may cause some problems such as, disruption of schedule, or degradation of performance and/or quality, and thus special action and management attention may be required to control acceptable risk. Finally, **high risk** is likely to cause significant disruption of schedule, or degradation of performance and/or quality. To avoid such an event, significant additional interventions are required to control acceptable risk. This type of risk should be addressed to the Commission for joint action.

2.2 Risk Indicators

Following indicators are helpful for identifying risks (non-exhaustive list):

- Lack of stability, clarity, or understanding of requirements: Requirements drive the research and the design of the prototypes. Changing or poorly stated

requirements guarantees the introduction of performance, cost, and schedule problems.

- Insufficient or inadequate resources: People, funds, schedule, and tools are necessary ingredients for successfully implementing a process. If any are inadequate, to include the qualifications of the people, there is risk.
- Lack of communication: Failure to provide (push) available information actively as well as to demand (pull) required information actively will both introduce considerable risk.

2.3 Risk Handling and Monitoring

After the project's risks have been identified and assessed, the approach to handle each significant risk must be developed, using appropriate monitoring and techniques for handling the emergent risks. The person responsible for implementing and tracking risk handling is the PC and the WP leaders. Risk monitoring systematically tracks and evaluates the performance of risk-handling actions. It is part of the Project Coordinator's task and the Work Package Leaders' function and responsibility. Essentially, it compares predicted results of planned actions with the results actually achieved to determine the status and the need for any change in risk-handling actions.

3. Internal and External evaluation

External monitoring process, involving external experts will be applied to the most important project deliverables. The external evaluators will be suggested by the PC and the respective WP leaders.

Two external evaluators will evaluate the documents that need such a kind of action. Before going to the external evaluation, the deliverables will be internally reviewed. After successful internal review the documents will be sent to external evaluators.