

II/ D1.3 Quality Control Manual

IEE/12/708/S12.661214 – PRIMES

Introduction

As described in Annex I this deliverable will include information on the following points:

- Control procedures
- Strategies for the project's internal communication
- Control of quality records
- Monitoring of the project activities
- Annexes

Control procedures

Throughout the project, all partners are requested to report on task force activities using the template: "Task Force Report". See *Annex 1: Task Force Report*. The template serves as an important control procedure securing an overview of ongoing activities in all work packages especially for the use of WP leaders, who will use the input to execute coming deliverables. The six delivery dates are also set in order to reach milestones such as reporting for EASME. See *Annex 2: Reporting Structure*. Furthermore partners are able to withdraw information from this template ensuring newly updated information for deliverables and an efficient workflow.

HOL will set up a quality control monitoring unit which is responsible for taking action if quality is insufficient. The unit will consist of specialists with an in depth knowledge, who will look into deliverables and act if the quality is insufficient.

Management is responsible of securing a joint and clear understanding of approval criteria for incoming deliverables from WP leaders:

- The deliverable provides answers to connected tasks in Annex I
- The deliverable provides content that complies with the quality criteria (below)
- The deliverable is compiled from relevant input from partners.
- The deliverable complies with the visual identity of the project and rules of EASME

In the collection of input from partners, WP Leaders are responsible of securing that quality criteria are being met and that there is a joint and clear understanding of:

- Level of details
- Documentation requirements
- When estimates must be based on documented consultation
- How the deliverable connects to performance indicators

Status on progress is scheduled for at least one webinar every 6 month.

Quality control of case studies

HOL, ICLEI and ECNET have divided the task of quality assurance of case studies.

Quality assurance for case studies

- **Finalized case studies to ECNet**
for language check
- **Quality check (ICLEI)**
Checking procurment quality and giving CS a serial number
- **News item connected to CS (all)**
Partner writes news item for each of their case studies and send to HOL.
- **Online publishing (HOL)**
HOL publishes english version and partner language version on PRIMES webb, news item linked to each case study.
HOL notifies partner when CS is published.
- **Dissemination**
All partners publish/link to the CS on PRIMES web on their own web.
All partners disseminate as described in Annex I.



Strategies for the project's internal communication

All partners are requested to use Procurement Forum as the project intranet. Partners can access this directly from the Primes website securing efficient workflows and easier knowledge sharing.

Monthly webinars through AdobeConnect serves as knowledge sharing between partners. All meetings are recorded and links are distributed to all partners and can at all times be provided by

EASME on request. Meetings with WP Leaders are held regularly through AdobeConnect or Skype.

Control of quality records

All documentation of the activities and the results of PRIMES are registered on templates developed specifically by the partners in the project for their specific purposes. The defined templates ensure that all important information is collected and as all partners are using the same template for the same type of registrations it secures at the same time, that the information is homogenous and comparable. The quality control is made by the relevant responsible WP-leaders. In order to secure a more effective baseline for control of quality records, HOL will monitor that no deliverables from the project will be made without having passed the quality control. One basic criterion for passing is that the deliverable is directly connected to the description of the deliverable list in Annex I. Management and WP leaders are responsible for this. WP Leaders are furthermore responsible of a thorough review of input from all partners in the making. In case of doubts they will consult management.

Monitoring of the project activities

To secure timely deliverables and in order to anticipate possible delays and their consequences a project plan has been taking in to use from the beginning of the project. Management has monthly status on the basis of the plan securing timely progress and coordinated efforts towards milestones. Microsoft project serves as the main tool for monitoring the project activities.

Annexes providing templates

Following templates have been developed by PRIMES partners:

- Task force report (reference made above)
- Letter of Intent
- Agreements with other participants
- Case study template
- Risk Contingency Plan
- Assessment Table
- Working hours: Quality is secured by using the scheme included in all reporting templates from EASME.

Furthermore partners have received templates with PRIMES visual identity, eg. Letter, power point template and brochure. All partners have been informed at the first Steering Committee meeting about how to use PRIMES logo, IEE Logo and disclaimer.