

Quality Management Plan

Work package 7

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Work package 7: Quality management

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Consortium



Quality Management Plan

1. Purpose of the Quality Management Plan

The basic purpose of the Quality Management Plan (QMP) is to strengthen the project quality including products, project management (processes), exploitation, dissemination and ensuring the sustainability of the project (quality) after the eligible runtime. The QMP contains the criteria that are examined in order to enable a continuous maintenance of high quality procedures during the project. This section needs to stress that the project has itself put in place structures and methodologies for evaluation. Evaluative data and material generated by others will be taken into account in the report. The QMP will answer following questions: Was the output produced on time and to plan? How were any changes rationalized? Is there existing evaluative information?

The quality of a product or service can be influenced by external factors, for example applicable laws, skills and abilities of employees in production or materials, tools, documentation, management, etc. changes in external factors affect the quality of a product or service. The PDCA circle is a system to ensure the ongoing improvement of processes. It contains following elements:

- Plan: How should it be?
- Do: What should we do and how?
- Check: What has been achieved (by now)?
- Act: What else should we do?

The improvement of this standard starts with the “plan” element again.

2. Requirements of quality management

Criteria

This section shall clarify, which quality criteria are required and which are the project objectives. Also how can they be met or which components cover these terms mentioned. Therefore precise quality criteria need to be defined and their measurability by developing according quality indicators ensured. It is also necessary validating the quality criteria and indicators and to monitor the effectiveness of the project's management and delivery of objectives: The adherence to the aims and objectives of the project as well as the flexibility of finding creative solutions to problems. In this regard an extensive tablet with questions defining quality criteria is attached (Attachment 1).

Tools and methods

Varied tools and methods facilitate the fulfillment of the requirements for quality management, as follows:

- collaborations between the partners and the synergies arising
- evaluations by participating partners
- evaluations by external professionals
- assigning all partners certain responsibilities concerning the work plan and aligned outcomes
- developing management structures and communication to enable the implementation of quality management plan
- QMP is administered by each partner institution in cooperation with guidance from an external evaluator
- Specific tools to evaluate the variation of outputs: events, virtual outcomes, products

3. Explicit measures implemented for quality assurance

Project management: quality of financial and administrative aspects as well as process quality

- Contractual conditions (Partner agreements), defining the rights and obligations within the partnership in addition to the Mandate letter
- Feedback implementation during work meeting in Vienna (December 2013)
- Quarterly report for internal documentation, providing templates for documentation
- Status meetings: monthly 1on1 calls with every partner
- Weekly conference calls of consortium or NGOs regarding the work progress and coherent reporting about the project processes
- Monitoring: Script (To Do list) with tasks (updated weekly)
- Project management: 5pm management system where task and deadlines are administered
- Virtual platform Confluence for collaboration (transparency, traceability of work processes)
- Work groups: spread responsibilities according to expertise
- Head responsibilities for every work package (lead) and for complex tasks

Content development and implementation of the work program: product quality

- Feedback teams, developer teams, external chefs and trainers, students (focus groups) and other experts involved in the content development of the material
- EQF, ECVET orientation: learning-field and target group focus of material
- Train the Trainers: split up in Belgium, innovative program, workshop for internal and external chefs about vegetarian cooking (theory, practice, evaluation)
- Online surveys, feedback platform on the website
- Scientific counseling: ensuring the quality of contents
- Chapter heads for the handbooks: structure of working in groups, per chapter/module
- Meeting the target group and visiting schools (teachers and students), insights in their work material, didactics and methods

Exploitation and dissemination stage: sustainability measures

- Piloting in schools, focus group of student giving feedback, target group orientation
- feedback report on that stage
- Cooperation with institutions like chambers, social partners, schools, binding them and ensuring a long time collaboration
- Cooperation existing beyond the end of the project enabling further qualitative distribution and exploitation

For a further compilation of explicit measures, see Attachment 2.

4. Review and state of the art

In this section the results achieved so far for quality management will be presented. This report of the state of the art is considering the goals set beforehand and will be updated regularly. It is therefore a working area and will be continued after completing the first QMP. See Attachment 3 for all results regarding quality management that have been produced so far.

Attachment

Attachment 1: Quality criteria questions

	Intervention	Indicators of achievement	Sources and means of verification	External factors and conditions
Overall objectives	What are the overall broader objectives to which the action will contribute?	What are the key indicators related to the overall objectives?	What are the sources of information for these indicators?	Which risks should be taken into consideration?
Specific objectives	What specific objective is the action intended to achieve - contributing to the overall objectives?	Which indicators clearly show that the objective of the action has been achieved?	What are the sources of information that exist or can be collected? What are the methods required to get this information?	Which factors and conditions outside the Beneficiary's responsibility are necessary to achieve that objective?
Expected results	The results are the outputs envisaged to achieve the specific objective. What are the expected results?	What are the indicators to measure whether and to what extent the action achieves the expected results?	What are the sources of information for these indicators?	What external conditions must be met to obtain the expected results on schedule?
Activities	What are the key activities to be carried out and in what sequence in order to produce?	What are the means required to implement these activities, e. g. personnel, equipment, training, studies, supplies, operational facilities, etc.	What are the sources of information about action progress? What does the action cost? How are they classified?	What pre-conditions are required before the action starts? What conditions outside the Beneficiary's direct control have to be met for the implementation of the planned activities?

Attachment 2: Evaluation plan of Vegucation

Element	Transnational elements and added value	Status meetings, 1on1 calls	Management team meetings	Development of contents	Dissemination, outputs and deliverables and Exploitation	Communications Platform	Project Management	Development and Production
Date	During the project period	Varies, monthly	Dec 13 and conference calls regularly	Mar 13 on	Throughout project	Throughout project	Throughout project	Throughout project
Summary	The quality of the partnership	Progress towards main deliverables Monitoring of project progress	Evaluation of progress and major project activities	Production of the main deliverables	Dissemination and exploitation measures Adequacy of dissemination tools	Usability of Communications Platform	Co-ordination and leadership in the partnership	Development work and on the main deliverable and production
Quality Indicator	Partners commit time and resources Partners consistently attend meetings and other events Partners takes part in the agreed dissemination Partners show a willingness to solve problems Clear evidence of sharing of roles & responsibilities Development of trust and positive attitudes	Attendance and participation of consortium members Clear objectives understood by all Informal evaluation of the meeting using 'events' indicators Follow up report/minute produced and distributed	Quality of information and communication prior to and during the meeting participation and contribution Respecting the agenda & meeting the goals of the meeting Members understand the next steps Informal evaluation of the meeting using 'events' indicators and minutes for recording	Agreement on objectives, sub-goals and performance indicators Analysis and understanding of background data Adherence to agreed timetable and work plan Involvement and contribution of all members Links and contacts with the target group and with external experts	Outputs and deliverables are produced in line with the project proposal They are disseminated effectively Tools produced to specification and on time Dissemination Plan agreed and followed Updating takes place through the lifetime of project Copyright agreement between partners agreed and signed	The platform functions effectively during the lifetime of the project It is used by individual project participants and by networks. It acts as an effective agent of dissemination for the project and for collaboration	Clear division of tasks between the partners Clear work plan and timetable is available Distribution of responsibilities among the partners Agreed decision-making procedures Methods of communication between partners are agreed and regular Contributions made by the partners are valued	Adequate analysis of research data Development work follows timetable and work plan Partner participation and contributions Contents produced to specification and on time Contents produced in agreed formats Guidance publication produced in agreed language versions
Mode	Internal and external	Internal	Internal	Internal and external	Internal	Internal and external	Internal and external	Internal and external
Instrument	Evaluation completed at end of conference Mar 2015	Verified by external evaluator	Verified by external evaluator	Matrix of questions produced by project co-ordinator	Monitored by internal evaluator Evaluation sheet attached to publication and as a website download + Focus Group asked	Survey page on platform Monitored by internal evaluator	Interviews with project partners (1on1) Information collected at meetings	Evaluation checklist Evaluation sheet completed by partners periodically

Attachment : Quality management: activities and results (July 2013)

Workpackage 1: Project management

- Self evaluation sheets about coordination and project progress: <http://www.evavzw.be:8180/confluence/display/leo/Check+up+-+Evaluation+form>
- External evaluation professionalizing the project process and monitoring: <http://www.eu-project.biz/> Ms. Renate Eras
- Evaluation of kickoff meeting: <http://www.evavzw.be:8180/confluence/display/leo/Practical+information>
- Partner agreements: <http://www.evavzw.be:8180/confluence/display/leo/Partner+agreements>
- Minutes of regular meetings: <http://www.evavzw.be:8180/confluence/display/leo/Conference+Calls+and+Minutes+WP4>
- Status meetings, 1on1 calls: <http://www.evavzw.be:8180/confluence/display/leo/Status+Meetings>
- Quarterly reports, templates: <http://www.evavzw.be:8180/confluence/display/leo/Quarterly+Reports>,
<http://www.evavzw.be:8180/confluence/display/leo/Templates+and+Checklists>

Workpackage 3/4: Content development

- Feedback and developer team gathered for the evaluation of working material: <https://docs.google.com/a/vebu.de/spreadsheet/ccc?key=0Aq6FCkPsmTjRdDNmc1VjVTBwM3VaS2lzZC1WVIRTbEE#gid=0>
- Start of evaluation guide and feedback management (draft): <https://docs.google.com/a/vebu.de/document/d/1v1zC3LzshsuolsiwMDxRbkPGLXZkdQIcaMc-VfvncvU/edit>
- Feedback area on website: <http://www.vegucation.eu/feedback/>
- First online survey for content development: <http://www.vegucation.eu/survey/index.php/survey/index/sid/331131/lang/d>
- Handbook table of content with chapter heads: <https://docs.google.com/a/vebu.de/spreadsheet/ccc?key=0Aq6FCkPsmTjRdDZsU21PMjINT0lvZ0VMTVV0Ti1GV0E#gid=0>

Workpackage 8/9: Dissemination and Exploitation

- Dissemination activities: documented in every Quarterly Report
- Feedback within work processes: leaflet, website
https://docs.google.com/a/vebu.de/document/d/1Q2c1yatB7tA_y_48yGGGLsjO3hcSowiXCcPniUiP3GI/edit
<http://www.evavzw.be:8180/confluence/display/leo/Leaflet>