



WP2

PROJECT QUALITY MANAGEMENT DEVIATIONS AND CORRECTING ACTIONS

R22 Deviations and Correcting Actions

Year 1



Year 1 (deviation and correcting actions)

Sequence of operations

The fact that the National reports would not be ready before the training sessions in Finland was perceived in the early days of the project as a potential problem, hence the launch of a minisurvey in both countries, addressed to a sample of SME's, in order to have a preliminary feeling of the country priorities. The results were collected in due time and helped the teams to have a preliminary information about the priorities. The team experience, the transfer of expertise from Luas, the National reports, the case studies and the survey are converging so that the focus chosen are: strategic competence, process and project management, workplace human innovation and development.

Partnership

The partners Ch.of Commerce and Prof.associations play a major at various moment in the project, but there was an ambiguity because the exact tasks were not spelled out precisely from the inception of the project. This was settled positively in both countries: the ambiguity on the exact tasks was dissipated in written documents, a document describing the detailed tasks was produced , overall, countries managed to collect interesting case studies, and seem to be in a position to collect enough pilots.

Visibility of progress made between milestones

A critical success factor was added, about the information of all partners , from each WP, of progress made between milestones. It is proposed to implement this during Y2.