Q-PLM

LdV/DOI

Project Nr° 538379-LLP-1-2013-AT-LEONARDO-LMP

WP 5: Research and analysis-planning
Research Report on partner level

Partner data

Name of partner organisation	Bfi Steiermark
Type of the partner organisation (Vocational training center, university, Chamber, …)	Vocational training institution
Partner number Q-PLM	PP1

Part 1 - Research on indicators determining quality assurance of VET products

1. **Who are the VET providers in your region/country?**

In Austria there is a wide range of educational services with more than 5000 training providers on the Austrian VET market. This sector is very heterogeneous with a lot of individual organizations and a certain lack of transparency due to the inequality of the different VET institutions.

The education sector is determined by numerous public and private education providers, commercially oriented organizations and associations of non-profit adult education.

The spectrum of VET providers ranges from schools, colleges and universities to university colleges, vocational training institutes, literature centers, associations, media organizations and independent freelance trainers as well as companies as secondary education providers.

The most important provider of adult education in Austria is the own employer who offers internal training programmes: 35.5% of the mainly professional motivated educational activities of the workforce is teached by the own company.

On the second position there are traditionall vocational training organizations as bfi Steiermark and many others with 18.1%, followed by secondary education providers who are not primarily focused on training topics, such as manufacturers or distributors and contractors of 15.2%. Another important pillar of the adult education structure in Austria is of course the regular education system with schools, colleges and universities, with a share of 7.5%.

The size of VET institutions also varies widely. There are freelancers, individual and small businesses, medium businesses and large enterprises.

The bfi Steiermark is a non-profit non-profit association and has an annual training program with 2600 courses, 37 214 participants in 402 616 training units per year, 420 employees and 1,140 freelance trainers.

2. **What VET providers contributed to the questionnaire?**

   Mainly the staff of bfi Steiermark, at this stage of the project

3. **What QA system do the VET providers that you interviewed apply?**

   Smaller VET providers don't have a systematic QA system. Larger vocational training institutes use international quality systems, e.g. ISO 9001:...as well as national ones (ÖCERT, TÜV,...))

   Feedback questionnaires are generally used to have a feedback about the offered training programmes.

   The bfi Steiermark has a well-thought-out mission statement and a high quality standard based on ISO 9001: ... with a lot of, standardized procedures and processes. Nevertheless, the lifecycle of educational products is so far unnoticed.

4. **Do they apply PLM methods? PLM software? What is their experience?**

   PLM is not known and used at all on the Austrian VET market, neither at the bfi Steiermark, nor amongst the Austrian VET providers in general.

5. **Why do people consider an indicator as valuable?**

   An indicator is a type of performance measurement.

   An Organisation may use indicators to control its success.

   Indicators can provide useful indication of the current performance of a VET programme.

   Indicators can give an indication of the quality of a VET system and VET provider.

An indicator is something for the monitoring of the quality; it also indicates the different cycles of a product's lifecycle. We need indicators for the definition of the different stages of the lifecycle of a product.

An indicator is valuable when it has a certain influence on the sale of a product.

Accordingly, choosing the right indicators relies upon a good understanding of what is important to the VET progamme. 'What is important' often depends on the measuring of the performance - e.g.:

The number of participants is a very important indicator: We need a certain number of participants for the economical success of a seminar.

Appropropriate training staff: if we don't have teachers and trainers we can't start a training programme.

The influences on educational products are numerous. It is not only the requirements of the labor market to observe operating conditions or the conditions of the social partners. Above all, should be addressed to the needs and needs of learners, regulatory environment, respected, suitably adapted learning content and the learning curve to be adapted to the learning outputs. Furthermore, educational products are of course influenced by the teachers and their methodology and didactics.

What are the indicatores of the whereabouts of an educational product on the education market now depends on exactly and what are reliable and suitable indicators for life cycle based recommendations for educational products reflect them?

Indicators can be divided in qualitative and quantitative indicators for the launch of the expansion, the whereabouts of a training program and the elimination of these are represented by the education market.

6. Any important information you may want to share on your research phase?

Active Product Lifecycle Management including the use of a suitable PLM software is a tool to monitor and to control the product portfolio of an educational institution. It can be recommended not only for reasons of quality assurance, but also for the facilitating of the product development, for more transparency in the strategic business areas and last but not least for the maintenance of the competitiveness of VET providers

Please list the internal (within your organisation) providers of indicator suggestions	
Name	Function in your organisation
Karin Wiedner	European project manager
Carina Bachner	European project manager
Christine Bauer-Langthaler	Product manager at the bfi Steiermark
Edwin Strohmaier	Product manager at the bfi Steiermark
Birgit Schlosser	Trainer at the bfi Steiermark
Nadja Kolb	Quality manager at the bfi Steiermark
Susanne Plank	Controller at the bfi Steiermark
Sonja Wuscher	Controller at the bfi Steiermark
Nina Schuh	Marketing manager at the bfi Steiermark

Please list the names of the external providers of indicator suggestions		
Name organisation	Name of the provider	Function in the organisation
Enter	Petra Kampf	Project Manager
Auxilium	Georg Mülnner	Managing Director
QUA	Dietmar Fuchs	Managing Director

Part 2 – Research on variables of indicators determining quality assurance of VET products

To be completed in a later stage of the project

Part 3 – Research on good PLM methods

To be completed in a later stage of the project

Part 4 – Research on good PLM software

PLM - Software systems help companies to facilitate the control of product life cycles and to manage the wide range of product data in an efficient way to coordinate all actors involved and logistical chains and reconcile the requirements of the product range with the budget. Optimally coordinated processes across multiple locations allow for quick response to

changes in demand in the market. Thus, the right product, at the right time, be brought to market with the right price.

A PLM software be used for the coordination of training programmes in the VET market and for the control of the processes and product portfolios of the training providers. The business processes and the product portfolio can be visualized in a better way and monitored more easily.
The software industry offers PLM- products that companies should enable to integrate the diverse information needs and to satisfy. The largest providers are the following:

- Dassault Systèmes
- Parametric Technology Corporation SAP
- Siemens PLM Software

Some examples for PLM software solutions are

- Contact Software (Product: CIM Database)
- keytech Software GmbH (Product: keytech & PLM DMS)
- Oracle (Product: Oracle Agile PLM)
- Procad (Product: Pro.File)

Lifelong Learning Programme

Q-PLM

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Project Nr° 538379-LLP-1-2013-AT-LEONARDO-LMP

WP 5: Research and analysis-planning
Research Report on partner level

Partner data

Name of partner organisation	Syntra West
Type of the partner organisation (Vocational training center, university, Chamber, …)	VET provider
Partner number Q-PLM	PP3

Part 1 - Research on indicators determining quality assurance of VET products

1. **Who are the VET providers in your region/country?**

Important to know, is that Belgium is a federalised state. It has three communities:
- The Flemish Community: the Flemish Region and the Dutch-language institutions within the
territory of the Brussels-Capital Region;
- The French Community: the Walloon Region, excluding the German-language region, but
including the French-language institutions within the territory of the Brussels-Capital Region;
- The German-speaking Community: the German-language region.
Belgium also has three regions: the Flemish region, the Walloon region and the Brussels-Capital region. For Flanders, there is one combined government for the Flemish Community and the Flemish Region. Since 1989, the Flemish Community has been in charge of matters of education.

Vocational programmes in Flanders are provided by
- educational institutions;
- the two public institutions providing vocational training primarily oriented towards a specific
group:
o SYNTRA Vlaanderen, the Flemish Agency for Entrepreneurial Training in cooperation with its training centres, whereof Syntra West is one of five.
o VDAB, the Flemish Employment and Vocational Training Service

Vocational programmes within the Flemish educational system are provided by schools for secondary education, centres for adult education and university colleges. They are supervised by the Flemish Ministry for Education and Training, with the exception of a few vocational programmes that are the responsibility of other

Ministries of the Flemish Community, e.g. vocational programmes in agriculture or shipping, which fall under the supervision of the Ministry for Agriculture and Fisheries. SYNTRA Vlaanderen and VDAB fall under the supervision of the Flemish Ministry for Work and Social Economy, with the exception of one specific vocational programme, the apprenticeship programme within the dual system for vocational education. This is also offered by SYNTRA Vlaanderen but falls under the supervision of the Ministry of Education and Training.

2. **What VET providers contributed to the questionnaire?**

Different staff members from the SYNTRA West group.

3. **What QA system do the VET providers that you interviewed apply?**

ISO9001-2008 standard and the Q*for label.
The ISO system relates to all core processes of the entire organisation i.e. the development of training courses, the commercialization, the preparatory organization and the training and coaching processes.
It is built on the ISO quality circle in which the management is responsible for defining the strategy and the targets and providing the necessary tools i.e. HR, financial means and equipment. Taking into consideration the needs of the market, a training product is then developed, sold and realized. Finally it is evaluated on customer satisfaction and a number of KPI's after which the circle starts anew. The different processes are described and supported by a number of procedures. The Q*for certification is based on a external process scan.

4. **Do they apply PLM methods? PLM software? What is their experience?**

PLM was not used nor known by Syntra West, nor by its sister Syntra organisations in Flanders.
The whole concept, though much applicable to VET, is mainly used in industrial processes.

5. **Why do people consider an indicator as valuable?**

It helps to predict logical next steps regarding the VET product. In an ever faster changing labour market, training offers need to be state of the art and fully adapted

to customer needs. In order to enable this, VET providers need to continuously evaluate and finetune their offer. The right indicators help in this process.

6. **Any important information you may want to share on your research phase?**

Please list the internal (within your organisation) providers of indicator suggestions	
Name	Function in your organisation
Lieselotte Verplancke	Project Coordinator
Patrick Huyghe	Director Production & Projects, responsible for Quality and ISO 9001 standards
Add lines if necessary	

Please list the names of the external providers of indicator suggestions		
Name organisation	Name of the provider	Function in the organisation
Add lines if necessary		

Part 2 – Research on variables of indicators determining quality assurance of VET products

To be completed in a later stage of the project

Part 3 – Research on good PLM methods

To be completed in a later stage of the project

Part 4 – Research on good PLM software

To be completed in a later stage of the project

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WP 5: Research and analysis-planning
Research Report on partner level

Partner data

Name of partner organisation	FONDO FORMACIÓN EUSKADI
Type of the partner organisation (Vocational training center, university, Chamber, …)	VET PROVIDER
Partner number Q-PLM	PP4

Part 1 - Research on indicators determining quality assurance of VET products

7. **Who are the VET providers in your region/country?**
   The VET providers can be organisations from different nature:
   - Bussiness Organisations, Trade Unions, Chambers of Commerces, Sectorial Organisations,.. and other organisations receiving Training Plans.
   - Vocational and Educational Training Centres from de Educational System, that develops formal training actions.
   - Vocational and Educational Training Integrated Centres, that develops formal training actions and continuous training.
   - Training Organisations (SME, non governamental organisations, ...) registered in the competent administrations as training provider.
   - Competent administrative authorities in training.

8. **What VET providers contributed to the questionnaire?**
   - Cámara de Comercio e Industria de Álava: Chamber of Commerce. It provides Continuos Vocational Training
   - Politeknika Ikastegia Txorierri, S. Coop.: Integrated Vocational Training Organisations. They provide Initial and Continuos Vocational Training

9. **What QA system do the VET providers that you interviewed apply?**
   They QA system used by the Cámara de Comercio e Industria de Álava is based on ISO standards.
   The QA system used by Politeknika Ikastegia Txorierri is based on EFQM model.

10. **Do they apply PLM methods? PLM software? What is their experience?**
    They use only Quality Asurance Systems not PLM methods.
    Politeknika Ikastegia Txorierri uses an internet tool to monitor the process.

11. **Why do people consider an indicator as valuable?**

An indicator provides measurable and verifiable information about different and previous established items. So it is the way to quantify something and determine the position according to a scale/range.

12. Any important information you may want to share on your research phase?

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Please list the internal (within your organisation) providers of indicator suggestions	
Name	Function in your organisation
Purificación Rojo	Project and Consultancy Department Director – 6 years in Quality Management Direction from 2005 to 2011
Alberto Cortes	3 years in Quality Management Direction from 2011 to 2013
Add lines if necessary	

Please list the names of the external providers of indicator suggestions		
Name organisation	Name of the provider	Function in the organisation
Cámara de Comercio e Industria de Álava	Pablo Almaráz	Training Department Responsible
Politeknika Ikastegia Txorierri, S. Coop	Juan Ángel San Vicente	Director
Add lines if necessary		

Part 2 – Research on variables of indicators determining quality assurance of VET products

To be completed in a later stage of the project

Part 3 – Research on good PLM methods

To be completed in a later stage of the project

Part 4 – Research on good PLM software

To be completed in a later stage of the project

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WP 5: Research and analysis-planning
Research Report on partner level

Partner data

Name of partner organisation	WinNova
Type of the partner organisation (Vocational training center, university, Chamber, …)	Vocational tarining center
Partner number Q-PLM	PP1/PP2/PP3/PP4/PP5/PP6/PP7/PP8

Part 1 - Research on indicators determining quality assurance of VET products

1. **Who are the VET providers in your region/country?**
   region: Sataedu, Kankaanpään opisto,
   national:
   similar to WinNova and also other adult education centers
   ……

2. **What VET providers contributed to the questionnaire?**
   Sataedu, Kankaanpään opisto, Takk
   ……
   ……
   ……

3. **What QA system do the VET providers that you interviewed apply?**
   VET providers like Sataedu are usually resently established by fusions and so also QA systems are developed quite reasently and are based on ISO 9001 and ISO 14001

4. **Do they apply PLM methods? PLM software? What is their experience?**
   Not clearly

5. **Why do people consider an indicator as valuable?**
   Attendance of the students is important because the finance
   of the organisations is mostly based on number of students
   ……
   ……
   ……

6. **Any important information you may want to share on your research phase?**
   ……

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Please list the internal (within your organisation) providers of indicator suggestions	
Name	Function in your organisation
Liisa Sarasoja	project manager
Anne Vaahtio	project coordinator
Teijo Wahlman	custormer service staff ,entrepreneur contact
Juha Harikkala	adult educator, economical training responsible
Add lines if necessary	

Please list the names of the external providers of indicator suggestions		
Name organisation	Name of the provider	Function in the organisation
Sataedu	Marko Kemppinen	International coordinator , course responsible
Takk	Päivi Puutio	Project manager
Kankaanpään opisto	Kirsi-Marja Tattari	Developing manager
Kankaanpään opisto	Tapio Järvinen	Management and business teacher
Add lines if necessary		

Part 2 – Research on variables of indicators determining quality assurance of VET products

To be completed in a later stage of the project

Part 3 – Research on good PLM methods

To be completed in a later stage of the project

Part 4 – Research on good PLM software

To be completed in a later stage of the project

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WP 5: Research and analysis-planning
Research Report on partner level

Partner data

Name of partner organisation	Cork Education and Training Board
Type of the partner organisation (Vocational training center, university, Chamber, …)	Vocational Training Organisation
Partner number Q-PLM	PP6

Part 1 - Research on indicators determining quality assurance of VET products

1. **Who are the VET providers in your region/country?**
   The State through the Education and Training board and various private providers.

2. **What VET providers contributed to the questionnaire?**
   Cork Education and Training Board

3. **What QA system do the VET providers that you interviewed apply?**
   Quality Assurance system is nationally based through the Further Edication and Training Awards Council (FETAC) which will shortly be incorporated into Quality and Qualifications Ireland (QQI).

4. **Do they apply PLM methods? PLM software? What is their experience?**
   No

5. **Why do people consider an indicator as valuable?**
   It provides a mechanism for judging the success of a course, provides justification for finance, provides a mechanism for monitoring and ensuring quality, and gives an indication as to the needs of learners in a changing social and economic environmen

6. **Any important information you may want to share on your research phase?**
   ……
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Please list the internal (within your organisation) providers of indicator suggestions	
Name	Function in your organisation
Mr Bertie Murphy	Principal
Mr Redmond Jennings	Deputy Principal
Mr Gerald Brennan	Assistant Principal
Add lines if necessary	

Please list the names of the external providers of indicator suggestions		
Name organisation	Name of the provider	Function in the organisation
Mr Sean Murphy	Activation Employer Liaison	Area Manager
Mr Tim Meaher	Local Employment Scheme	Coordinator
Add lines if necessary		

Part 2 – Research on variables of indicators determining quality assurance of VET products

To be completed in a later stage of the project

Part 3 – Research on good PLM methods

To be completed in a later stage of the project

Part 4 – Research on good PLM software

To be completed in a later stage of the project

Q-PLM

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WP 5: Research and analysis-planning
Research Report on partner level

Partner data

Name of partner organisation	Chamber of Commerce and Industry of Slovenia
Type of the partner organisation (Vocational training center, university, Chamber, …)	Chamber
Partner number Q-PLM	PP7

Part 1 - Research on indicators determining quality assurance of VET products

7. **Who are the VET providers in your region/country?**
   1.a Public instititions (schools) and
   1.b Education for adults:
   - public and private instititions and
   - companies

8. **What VET providers contributed to the questionnaire?**
   Center for business education (CBE),
   Institute of the Republic of Slovenia for Vocational Education and Training

9. **What QA system do the VET providers that you interviewed apply?**
   Internal (self-evaluation) and external evaluation
   ……
   ……

10. **Do they apply PLM methods? PLM software? What is their experience?**
    They have no experiences with PLM methods.
    ……
    ……

11. **Why do people consider an indicator as valuable?**
    ……
    ……
    ……

12. Any important information you may want to share on your research phase?

……

……

……

Please list the internal (within your organisation) providers of indicator suggestions	
Name	Function in your organisation
Janez Renko Dr. Marjan Rihar	Director and advisor of Electronics and Electrical Industry Association
Darja Boštjančič Žiga Lampe	Director and advisor of Chemical Industries Association
Jože Renar Valentina Kuzma	Director and advisor of Chamber of Construction and Building Materials Industry of Slovenia
Robert Sever Igor Sep	Director and advisor of Transport and Communications Association
Igor Milavec Bernard Likar	Director and advisor of Furniture and Wood Processing Associationn,
dr. Tatjana Zagorc Petja Šegatin	Director and advisor of Chamber of Agricultural and Food Enterprises

Please list the names of the external providers of indicator suggestions		
Name organisation	Name of the provider	Function in the organisation
Center for business education (CBE)	Barbara Krajnc	Director
Institute of the Republic of Slovenia for Vocational Education and Training	Helena Žnidarič	Head of curriculum

Part 2 – Research on variables of indicators determining quality assurance of VET products

To be completed in a later stage of the project

Part 3 – Research on good PLM methods

To be completed in a later stage of the project

Part 4 – Research on good PLM software

To be completed in a later stage of the project

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WP 5: Research and analysis-planning
Research Report on partner level

Partner data

Name of partner organisation	
Type of the partner organisation (Vocational training center, university, Chamber, …)	
Partner number Q-PLM	PP8

Part 1 - Research on indicators determining quality assurance of VET products

1. **Who are the VET providers in your region/country?**

In Romania, VET providers could be: NGOs, Private companies, Chambers of Commerce and Public Administration, Offices for Employment. In Suceava region, we have identified as VET providers the following organisations:

1. Consulting Group Suceava, www.consulting-group.ro
2. Marketing&Management Development Consulting SRL,Suceava http://www.mmdc.ro
3. Solo Marketing SRL,Suceava
4. Training & Consulting Group Suceava,Training, Lisaura
5. SC NEWS TRAINING SRL,Suceava
6. Regional Agency for Employment, Suceava
7. SC MEDISAN SRL,Iasi - Suceava, http://www.medisan.biz/index.php?page=contact
8. REGIONAL CONSULTING
9. VIMARO
10. ITM SUCEAVA
11. EURO PERSONAL SRL
12. Chamber of Commerce and Industry, Suceava, CCI SUCEAVA, www.ccisv.ro
13. ADER Association (NGO)
14. Vera Studia Association (NGO)

2. **What VET providers contributed to the questionnaire?**

Consulting Group Suceava
ADER Association
Chamber of Commerce Suceava
Regional Consulting

3. **What QA system do the VET providers that you interviewed apply?**

Initial evaluation of trainees and final evaluation
Final evaluation of training quality, as simple questionnaire
Questionnaire for training quality with Likert scale

4. **Do they apply PLM methods? PLM software? What is their experience?**

The method PLM is not known by the training companies.

5. **Why do people consider an indicator as valuable?**

-Most of the respondents agreed on the opinion that is very important to measure the quality of the training, in order to improve the process. For this purpose the indicators are important.
-For dedicated trainings (to one company) the contractor is asking for indicators that could prove the return of investment with the training.

6. **Any important information you may want to share on your research phase?**

The companies have declared that a system of indicators could improve the quality of training and that they will gladly use such indicators.

Please list the internal (within your organisation) providers of indicator suggestions	
Name	Function in your organisation
Carmen Chasovschi	Associate professor
Carmen Nastase	Dean of Faculty of Economics
Otilia Clipa	Dean of Faculty of Educations
Add lines if necessary	

Please list the names of the external providers of indicator suggestions		
Name organisation	Name of the provider	Function in the organisation
ADER Association	Doru BILIUTA	Director of association
Consulting Group	Lucia DANILA MOROSAN	Director of the company
Chamber of Commerce	Carmen FEDIUC	General Secretary
Regional Consulting	Alexandru IACOBAN	Senior consultant
Add lines if necessary		

Part 2 – Research on variables of indicators determining quality assurance of VET products

To be completed in a later stage of the project

Part 3 – Research on good PLM methods

To be completed in a later stage of the project

Part 4 – Research on good PLM software

To be completed in a later stage of the project