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IN THE MIDDLE

ECVET for transparency and recognition of learning outcomes and qualifications in "integrated health care logistics"

WP 7 – Quality management

Quality Report 1

On the activities and results of the work package 2

Table of Contents

- Introduction

1. Result and impact indicators for WP2

2. Physical quantitative monitoring of WP2

3. Financial Quantitative Monitoring

4. Technical-scientific Qualitative Monitoring

5. Casuistic Qualitative Monitoring

Introduction

The In The Middle approved project foresees a specific work package (WP 7 "Quality management") concerning the project quality. It aims at to ensuring the quality of activities and products to be developed during the project, to allow for a smooth project operation and to secure the achievement of the project aims. This purpose will be served through a system of process-oriented self-evaluation by means of standardised feedback surveys and written documentation of project activities, which will be subject to approval by the partners involved and thus allow for additional reflection and self-assessment. The progress of the project work is evaluated by a comparison with the work packages.

The work package activities are:

a) **Project Quality planning**: shared definition by all the partners of activities and tools to manage and develop project quality in each phase and in the project as a whole (performance indicators, to measure intermediate and final results achieved with respect to needs of the target groups; monitoring activities and control targets; survey and control times; survey instruments; reporting systems).

b) **Enforcement of project quality plan and quality control**: implementation of planned monitoring and surveys, with activities of physical monitoring (verification by means of performance indicators and result indicators), financial monitoring (survey and control of expenses in respect of the estimated cost for each partner and phase), technical-scientific monitoring (self-evaluation carried out by coordinators and experts), survey interventions to verify the level of satisfaction of the subjects involved in the various phases of the project and in particular of the addressees and final users.

c) **Corrective actions**: proposed by each Consortium partner, they are evaluated, discussed and approved by the whole Consortium.

This document presents the quality report on work package 2, that is to say, focuses on the activities and results of the WP2 "Analysis and preparatory researches on the professional figures in integrated health care logistics in the participating Countries".

1. Result and impact indicators for WP2

Identification and selection of the measurable and controlled sizes apt to measure the intermediate and final results concerning the needs of the target groups, the intervention sector and the potential users. Considering the aims, the timing of implementation, the human resources committed, the tasks to be carried out, the expected results, the work methods and techniques and the quality management tools which characterize the different working phases of the project, in the table below is defined the specific set of key performance indicators as found in the Quality Operative Plan defined for the Project:

Key Performance Indicators	Definition/Measurement
KPI 5 (WP 2 – physical indicator)	Report on preparatory analysis and researches on the field of professional figures in integrated health care logistics in Europe / Actual realisation of the report (Deliverable 8)
KPI 6 (WP 2 – financial indicator)	Compliance with the envisaged expenses of the project during WP2 / Budget by WP and by partner, percentage difference between the expenses carried out and planned for WP 2
KPI 7 (WP 2 – technical scientific indicator)	Compliance with the activities carried out during WP 2 concerning the foreseen methods, techniques and contents / Average value of the individual evaluation expressed by the management and research human resources involved in the project for each Consortium partner
KPI 8 (WP 2 – casuistry indicator)	Satisfaction level concerning activities of WP2 / Average level of the of the individual evaluation expressed by the management and research human resources involved in the project for each Consortium partner

The following pages present the results of the equality evaluation according to the key indicators:

1. **Physical** quantitative monitoring scheme (Scheme 1: to verify the physical progress of the intervention through the use of realisation and result indicators);

2. **Financial** quantitative monitoring scheme (Scheme 2: finalised to the survey and control of the certified expenses of the partnership and of the single partners in respect to what was defined and foreseen for each project phase);

3. **Technical-scientific** qualitative monitoring scheme (Scheme 3: finalised to the control of the whole process of the project realisation, in particular in respect for the use of the shared methodologies and techniques, and for compliance with the foreseen contents for each single activity); and,

4. **Casuistry** qualitative monitoring scheme (Scheme 4: finalised to check the satisfaction level of the involved actors in the different phases of the project: enterprises, social partners, VET providers, workers and trainees in the sector of integrated health care logistics across Europe, regional and national public institutions having competence on the sector and on VET issues).

2. Physical quantitative monitoring of WP2

The physical quantitative monitoring is carried out by in collective manner by the management and scientific structure of the project, with the support of specialised external expertise at the end of the Work Package as foreseen by the project, during Consortium Meetings.

Realisation of the "Report on preparatory analysis and researches on the field of professional figures integrated health care logistics in Europe" (KPI 5-Deliverable 8):

X Realised ☐ Partially Realised ☐ Not realised

Remarks:

The **Report** has been elaborated and is at the disposal of all partners and the general public in the project´s website http://www.inthemiddle-leonardo.com/.

The **Info pack 1** Synthesis for the dissemination of the "Report on preparatory analysis and researches on the field of professional figures in facility management within no core services related to health care sector with focus on logistic in Europe" is also available at the mentioned website.

3. Financial Quantitative Monitoring

The financial quantitative monitoring is carried out by the administrative offices of the single partners, under the general management of CONFESAL at the end of each Work Package, for all the project duration. The monitoring is done through the official reporting tool excel file foreseen by the project and sent to all partners by CONFESAL.

At the end of each Work Package, the administrative offices of each partner, use the file excel, inserting the data which concern them, and particularly the expenses sustained and reported, sending the complete file to CONFESAL.

4. Technical-scientific Qualitative Monitoring

The members of the management and scientific structure of the project, in individual manner, carry out these monitoring activities at the end of each Work Package foreseen by the project.

Work Package 2 (Analysis and preparatory researches on the field of professional figures integrated health care logistics)

Evaluation on compliance among activities carried out during WP 2 and foreseen methods, techniques, contents:

Compliance Evaluation Managers and Researchers	Absence of compliance (value : - 2)	Scarce compliance (value : - 1)	Sufficient compliance (value : 0)	Good compliance (value : 1)	Excellent compliance (value : 2)	Evaluated Compliance Average
Francesc Abad				x		1
José Luis Nuñez				x		1
Paz Ulloa Unanue				x		1
Julián Menédez				x		1
Vittorio Serafini				x		1
Enrico Libera				x		1
Tosho Kirov				x		1
Linda Hausmanis				x		1
Federico Camporesi				x		1
Lorena Corral				x		1
Luca Pastorelli				x		1
Maríantonieta Lisena				x		1
Dorotea Daniele				x		1
Total						13

5. Casuistic Qualitative Monitoring

The management and scientific structure of the project carry out the casuistry qualitative monitoring at the end of each Work Package foreseen by the project.

Work Package 2 (Analysis and preparatory researches on the field of professional figures integrated health care logistics)

Satisfaction level of management and scientific staff on activities carried out during WP 2

Satisfaction level Managers and Researchers	Not satisfied (value : - 2)	Not much satisfied (value : - 1)	Enough satisfied (value : 0)	Satisfied (value : 1)	Very much satisfied (value : 2)	Verified satisfaction average
Francesc Abad					X	2
José Luis Nuñez					X	2
Paz Ulloa Unanue					X	2
Julián Menédez					X	2
Vittorio Serafini					X	2
Enrico Libera					X	2
Tosho Kirov					X	2
Linda Hausmanis					X	2
Federico Camporesi					X	2
Lorena Corral					X	2
Luca Pastorelli					X	2
Maríantonieta Lisena					X	2
Dorotea Daniele					x	2
Total						26