



LIFE LONG LEARNING PROGRAMME 2007-2013

IN-DIVERSITY

Managing cultural diversity in the workplace

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QUALITY COMMITTEE Midterm Report

October 2010 – December 2011

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Contents

Objective of the Quality Committee	2
Project Monitoring Structure	3
Members of the Quality Committee	4
Criteria Monitored By the Quality Committee	5
Interventions of the Quality Committee	7
Contribution of the Quality Committee	7
Future of the Quality Committee	8
In-Diversity Project Partnership and the Work Packages they lead	8

Objective of the Quality Committee

Within the In-Diversity project proposal the composition and intervention of a Quality Committee was considered key to maintaining the focus of the project.

The In-Diversity project objectives are the following:

1. Transfer of innovation. Building up on 2 previous projects: the DiMant-Diversity Management Tools for the Workplace and the “*Empresa e Inmigración en la Unión Europea*” (Enterprise and Immigration in the European Union).
2. The complementarily of previous tools intended to focus on:
 - a. Immigration diversities;
 - b. And Cultural diversities. Which are the key issues that generate more diversity impacts in European countries today
3. The second most important focus is that of adapting these transferred tools to meet the needs of SMEs in Europe :
 - a. Which represent over 90% of the business;
 - b. And are the main job creators.

Therefore are the companies more vulnerable to the impact of immigration and cultural diversity. Thus the urgent importance of creating friendly tools and strategies for SMEs to leverage all the positive aspects that immigrant communities can contribute to companies' efficiency, competitiveness and sustainability.

4. Other key objectives of the In-Diversity project are:
 - a. Timely delivery of each task during the entire project to meet deadlines.
 - b. Quality of the deliverable that responds to the objectives of the project.
 - c. Transferability to other sectors and countries of the project tools.
 - d. Sustainability of the project after the EU funding ends.
 - e. Partnership involvement in all tasks of the project.

Project Monitoring Structure

The project has established clear Work Packages and roles which the leaders of each WP had to achieve; and the importance of achieving it in consensus with the rest of the partnership. The project monitoring structure has three ongoing evaluations ongoing activities:

1. Internal Evaluation which measures the degree to which the internal progress of the project is developed:
 - a. Evaluates the inter-relation between partners and degree of communication between them.
 - b. The contributions that partners make to Work Packages in general.
 - c. The way of leading the Work Package of they are responsible.
2. External Evaluation which monitors the outputs of all partners contributing to achieve the objectives of the projects.
3. Quality Committee which is made up by 4 members of the Partnership to overlook:
 - a. Adaptability of the content of each WP to meet project objectives.
 - b. Participation of all partners in all the WP with inputs and suggestions.
 - c. Timely delivery of each WP.
 - d. Contribution that each WP does on the following tool that the project partnership has to develop.
 - e. Creativity in the development of ideas and strategies to achieve project objectives.

Members of the Quality Committee

At the first Partnership meeting it was agreed that the project would be developed in total consensus among all Partners as a team. Understanding that there is a leader and main responsible for each Work Package, but that all partners participate in all with comments, suggestions and contributions in order to guarantee the Quality of the project and its deliverable.

Given the structure of the Partnership, at the first Partnership Meeting in Barcelona it was also agreed by consensus that there should be a Quality Committee to overlook the achievement of the key objectives of the project. And that the members of the Quality Committee would be:

- **Work Research Centre (WRC)**. Ireland. - given that the organization is the creator of the Tool Kit DImart which is being transferred to the In-Diversity project as the basic reference indicators of how to manage an immigrant workforce and its diverse cultures
- **Instituto de Formación Integral (IFI)**. Spain.- which is the institution responsible for developing the In-Diversity e-learning training program which is the main deliverable of the In-Diversity project
- **Stiftelsen Minerva (MINERVA)**. Sweden. The organization which is responsible for the testing of the training program
- **Training 2000 (TRAINING2000)**. Italy. This is the partner responsible for the valorizations of the project: internal communications, external communications, etc. Dissemination of the project tools to attract users to the Web site with the objective to guaranteeing the sustainability of the project and well as its transferability.

Criteria Monitored By the Quality Committee

The Quality Committee monitors and contributes to achieve the project criteria which were set at the first partnership meeting to guarantee In-Diversity project quality:

1. Timely delivery of each task during the entire project to meet deadlines:

- a. A chronogram was set up to which all partners agreed.
- b. Meeting the deadlines is a fundamental criterion of the project.
- c. Partners receive reminders of deadlines.
- d. All partners help and complement each other so that the project leader to meets this chronogram.

2. Quality of the deliverable that responds to the objectives of the project:

- a. All partners are involved in each step of the development of each.
- b. The content of the tools being the responsibility of the WP leader has receives the input and suggestions of all partners to guarantee the quality of its content.
- c. This phase also guarantees that the process is efficient so that the output of a WP is delivered in such a way that it contributes to the development of the following WP.

3. Transferability to other sectors and countries of the project tools:

- a. The In-Diversity project is an Innovation and Transferability project by definition. Therefore the structure and content of all tools must be developed to meet these two obligatory features of the project.
- b. A friendly way of transferring the tools to these sectors and countries in the management of immigration and cultural diversity.
- c. Introduce innovative content that can help users from companies in the EU which receives 191M immigrants with diverse cultures to leverage these differences rather than allow in them to create conflicts in companies.
- d. Cater the content to address particularly SMEs organisations.

4. Sustainability of the project after the EU funding ends:

- a. To sustain the project after EU funding ends the partnership is involved in creating innovative ideas to achieve this objective.
- b. The Web of the In-Diversity project has been designed to have an intranet for the internal communications of the partners during the entire project process being that is handled in a Partnership consensus style.
- c. And an external open space of the Web to attract visitor. In this space the original tools which have inspired the project have been uploaded to promote the free use of them by visitors:
 - 160 Visits.
 - 71 Visitors.
 - 1.843 Pages visited.
 - 11, 52 Pages/visitor.
 - 00:10:50 Average time on the website.
- e. And the new tools which the project is developing are being uploaded as they are finished.
- f. Newsletters, Post cards, Brochure of the project are also uploaded for the use of managers and employees.
- g. A constant communication campaign in social networks is ongoing to attract visitors.
- h. All partners have 2 mailings lists ready to disseminate at local level the messages created by the project. A list for administrations and press. And a list of companies and managers who are potential users of the project tools.

5. Partnership involvement in all tasks of the project:

- a. This strategy guarantees the quality output of the In-Diversity project.
- b. To respond to the main criteria stabled as Quality project criteria which the Partnership is committed to live up to.
- c. And which the Quality Committee particularly monitors.

Interventions of the Quality Committee

The Quality Committee has had specific influence at several points of the project during the first years

- Defining the quality criteria that govern the project.
- Setting up and agreeing on the project chronogram.
- Overlooking the structure of the project Web page.
- Postponing the opening of the Web to visitors in general until the tools were ready to be uploaded.
- Deciding on the organisation of an extra partnership meeting to discuss in depth the content and adaptation of the DImart tool kit.
- Reminding deadlines for the delivery of project activities.
- Changing the midterm seminar from October to February in order to be able to present the In-Diversity e.-learning training program.
- Overlooking all contents to guarantee that they are meeting immigration and cultural diversity management.
- Need to create a Tool Kit which is more focussed for SMEs.
- Develop different options and strategies oriented to achieve the project sustainability which should be decided on in the next partnership meeting.

Contribution of the Quality Committee

- The project is running on schedule.
- The communications between partners is extremely high as proved by the exchange of e-mails and uploading of documents in the Web Intranet.
- The content of the tools is meeting the project objectives and criteria.
- The valorisations activities are successfully attracting visitors and potential future users of the IN-Diversity tools to the Web.
- All tools are being built on transferring in innovative way from the previous projects on which In-Diversity is based.

Future of the Quality Committee

The Partnership will keep on following the communications strategy. It will develop tools and activities to be delivered on time in the understanding that tools are tested and corrections are introduced to reach the definite tool. That is that tools have to be delivered on time in the understanding that their content and structure will very probably be modified to meet the suggestions that may come from the testing focus groups

The Partnership will decide on the best strategy to guarantee the sustainability of the In-Diversity project after the EU funding ends, selecting from the options opened during the last partnership meeting in Dublin.

Project transfer will be increased through the valorisations activities as the final In-Diversity tools and training program are uploaded in the project Web site.

In-Diversity Project Partnership and the Work Packages they lead

- **Instituto Europeo para la Gestión de la Diversidad (IEGD)**. Spain.
Applicant and responsible of the project coordination and management.
- **Greta Du Velay (GDV)**. France.
Partner 1 and responsible of leading the WP2.
- **Work Research Centre (WRC)**. Ireland.
Partner 2 and responsible of leading the WP3.
- **Instituto de Formación Integral (IFI)**. Spain.
Partner 3 and responsible of leading the WP4.
- **Stiftelsen Minerva (MINERVA)**. Sweden.
Partner 4 and responsible of leading the WP5.
- **Training 2000 (TRAINING2000)**. Italy.
Partner 5 and responsible of leading the WP6.
- **Fundación Cepaim (CEPAIM)**. Spain.
Partner 6 and responsible of leading the WP7.