

Project Title:
THE FOF-DESIGNER:
DIGITAL DESIGN SKILLS FOR FACTORIES OF THE FUTURE

Project Acronym:
DigiFoF



Grant Agreement number:
2018-2553 / 001-001

Project Nr. 601089-EPP-1-2018-1-RO-EPPKA2-KA

Subject:
D6.2- Quality Assurance Report on Administrative Processes

Dissemination Level:
Public

Lead Organisation:
UNIBG

Project Coordinator:
ULBS

Contributors:
All Partners

Reviewer:
ULBS


Revision	Preparation date	Period covered	Project start date	Project duration
V1	June 2019	Month 6	01/01/2019	36 Months
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1 Executive Summary

This document refers to WP6 of the DigiFoF project. In particular, it focuses on Task T6.2 which refers to the following goal.

“Assuring **quality of administrative items**, including project meetings, reporting and monitoring templates, administrative process, financial management, project partner cooperation, mobilities.” *Table 1* reports the main features of the task and summarizes the due dates of the reports.

This document is the second regarding T6.2 and includes:

- the main features to be monitored into the administrative processes with some hints to make the whole processes effective and efficient. This is summarized in section 2.
- A first assessment of the administrative process carried out in PM12 regarding the administrative processes managed during the first months of the project. Section 3 includes this information.

	Task	Description	Expected results	Due Date
T6.2	Implementing the quality assurance of the administrative processes and results	Every six months the responsible persons within the project consortium will assess the procedures and processes in place for assuring the quality of implementation. They will consider also the risks and assess their current status; finally, if necessary, they will propose improvement measures for the quality procedures.	Quality assurance report on administrative processes	PM6, PM12, PM18, PM24, PM32

Table 1: Description of Task T6.2

2 Quality assurance of administrative processes

In parallel to the “Quality Assurance Plan” formalized in task T6.1, a detailed plan to ensure the quality of the administrative process is also proposed by the DigiFoF consortium. Together with the quality assurance plan, it contributes to a smoothly development of the project activities. The quality of administrative process also ensures high quality of internal communication, project management and financial reporting.

In line with the T6.1, Prof. R. Pinto from UniBG is responsible for defining and evaluating the quality of the administrative processes. In order to cover the main administrative activities, the quality plan concerning these specific topics split into three main areas:

- 1. Communication.** The first component of the quality of the administrative processes refers to the communication taking place among the project members. This section of the plan proposes some hints to ensure timely and effective communication during the whole project. It also includes suggestions regarding communications tools to be used.
- 2. Project management.** The second component of the quality of administrative processes is concerned with project management. This is meant at ensuring proper management of the project consortium which in turn influence the outcome of DigiFoF.
- 3. Financial reporting.** The last section of the quality plan concerning the administrative processes refers to financial reporting. It aims at ensuring proper management of financing and expenses and at supporting a proper reporting to EACEA.

In the following pages, a template for the evaluation of the quality of administrative processes is provided. It shall be used by the quality responsible, namely UNIBG, to periodically carry out task T6.2 with the involvement of all the partners.

3 Report on quality assurance of administrative process

The DigiFoF project plan foresees a regular evaluation of the administrative processes: PM6, PM12, PM18, PM24, PM32.

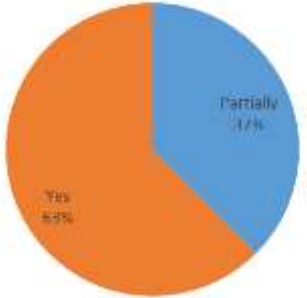
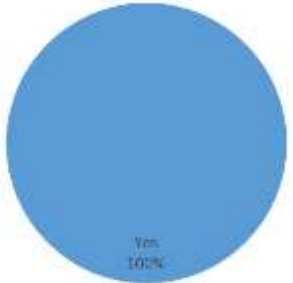
Annex A includes the template to be used for the evaluation of administrative processes. The template was developed by the quality manager of the project (i.e. Prof Roberto Pinto).

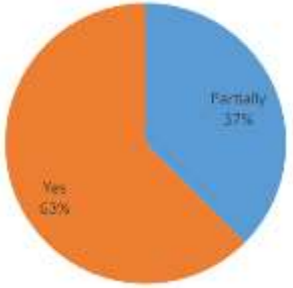
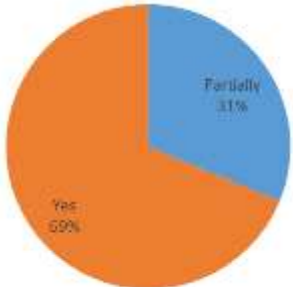
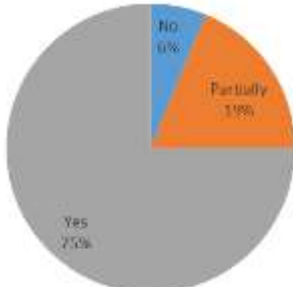
After a first evaluation of the administrative processes carried out in PM6, from M12 the template has been used to create an online survey which has been used to collect feedback from all the partner on the different aspects of the project related to project communication (Section 1) and project administration (Section 2). Feedback on financial issues (Section 3) have been collected in M6 and no variation has occurred. Hereafter the summary of the survey related to the first 12 months of the project, a list of improvement actions requested and a list of the actions already implemented are reported.

In total 16 researchers from 10 partners answered the questionnaire.

Deliverable Nr D6.2 :		
Main Author/Editor: UNIBG		
Peer Reviewer (Institution, Person): ULBS		
Report time interval: PM0 – PM62		

Section 1 – Quality assurance report on project communication
Please provide a brief summary of the communication procedures referring to the report time interval
<p>The communications along the project took place through email, Skype and GoToWebinar.</p> <p>The kick-off meeting took place at Sibiu, Romania (ULBS) during 24.01.2019 – 25.01.2019, during 25-26 September 2019, at Bergamo it took place the second project meeting with almost all partners.</p> <p>Also, a representative person from ULBS participated at the kick-off meeting of all ERASMUS+ projects at Brussels on 31.01.2019. Between 23-25.10.2019 representatives from project management (ULBS) and project partners (Continental company) participated and reported the DigiFoF situation at KA Cluster Meeting and UB Forum 2019 - on-going projects - 601089-EPP-1-2018-1-RO-EPPKA2-KA at Brussels. Also Adrian Florea (ULBS) developed Knowledge Alliances dissemination sheet for DigiFoF project including pictures, charts/ statistics with KPI indicators and workpackage activities status.</p> <p>The EACEA officer Matteo Cantoni was assigned to communicate with DigiFoF manager / team. Currently, the DigiFoF project is progressing in line with the Application Form (AF). In 11 July we were announced (ULBS) that the EACEA officer left (start working for the Creative Europe program). He indicated us that for any issues we must contact EACEA-KNOWLEDGE-ALLIANCES@ec.europa.eu.</p> <p>The new members that were included in the project in this period were added also in the email list.</p> <p>The project website is online under http://www.digifof.eu/.</p> <p>A space on the cloud was created, and the access was provided to all partners. Any new member that asked has received a user and password for connect to the cloud. https://cloud.digifof.ulbsibiu.ro/index.php/apps/files/?dir=/DigiFoF%20Project&fileid=33 The first online project meeting was in 14.06.2019 and the second one was in 13.12.2019</p>

Question(s)	Evaluation	Suggestions for improvement	Action taken						
<p>Is communication among partners clear and effective?</p>	 <table border="1"> <caption>Communication Clarity Evaluation</caption> <thead> <tr> <th>Response</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>Yes</td> <td>69%</td> </tr> <tr> <td>Partially</td> <td>31%</td> </tr> </tbody> </table>	Response	Percentage	Yes	69%	Partially	31%	<p>Communication is a little bit complicated as many partners are involved in the project. To avoid communications problems, a <u>mailing list</u> is suggested and a more reactive answer by the partners is recommended.</p> <p>To improve the communication through email, each email must be denominated in the following way <u>[DigiFoF] DX.X – action on the deliverable</u>.</p> <p>Moreover, for each email requiring actions by the partners, an <u>action plan</u> and a <u>to do list with the due date</u> for each partner must be included in the email.</p>	<p>A file text with all emails contacts there is in the cloud in WP9_Management section (https://cloud.digifof.ulbsibiu.ro/index.php/apps/files/?dir=/DigiFoF%20Project/WP9_Management&fileid=39).</p>
Response	Percentage								
Yes	69%								
Partially	31%								
<p>Is communication process transparent and open to all the partners?</p>	 <table border="1"> <caption>Communication Transparency Evaluation</caption> <thead> <tr> <th>Response</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>Yes</td> <td>100%</td> </tr> </tbody> </table>	Response	Percentage	Yes	100%				
Response	Percentage								
Yes	100%								

<p>Is the information regarding project advancement regularly and clearly communicated?</p>	 <table border="1"> <thead> <tr> <th>Response</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>Yes</td> <td>63%</td> </tr> <tr> <td>Partially</td> <td>37%</td> </tr> </tbody> </table>	Response	Percentage	Yes	63%	Partially	37%	<p>we could have some "summary of highlights" to also be used in the dissemination actions by partners.</p> <p>Coordination meetings (online) must be done more often to let people updated and to share actions and to do list among partners.</p>	<p>In the "Description of work" was planned 5 face to face meetings. Furthermore, the project management planned ordinary online meeting at each 6 months (between face to face meetings). The meetings are scheduled based on the timeline of fulfilling of deliverables.</p> <p>If a partner request can be planned an exceptional online meeting.</p>		
Response	Percentage										
Yes	63%										
Partially	37%										
<p>Is communication carried out in a timely manner? (e.g. are questions answered in due time - between partners, and between coordinator and partners)</p>	 <table border="1"> <thead> <tr> <th>Response</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>Yes</td> <td>69%</td> </tr> <tr> <td>Partially</td> <td>31%</td> </tr> </tbody> </table>	Response	Percentage	Yes	69%	Partially	31%	<p>Not all the partners are answering to the questions and requests of information on time. A more active project management and periodical coordination calls can really help in taking the project ontime and in making the partners committed on single actions</p> <p>Change in the meeting and webinar schedule must be communicated with at least 3 weeks.</p>	<p>The project management proposes periodical call and bilateral calls can be asked when is needed.</p>		
Response	Percentage										
Yes	69%										
Partially	31%										
<p>Is the project platform regularly updated?</p>	 <table border="1"> <thead> <tr> <th>Response</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>Yes</td> <td>70%</td> </tr> <tr> <td>Partially</td> <td>19%</td> </tr> <tr> <td>No</td> <td>11%</td> </tr> </tbody> </table>	Response	Percentage	Yes	70%	Partially	19%	No	11%	<p>The platform is updated regularly with in few cases a small delay (e.g. webinar).</p> <p>The main technical limitation of the platform is that it does not keep track of updates.</p>	
Response	Percentage										
Yes	70%										
Partially	19%										
No	11%										

Section 2 – Quality assurance report on project management

Please provide a brief summary of the project management procedures referring to the report time interval.

A partnership agreement was created by involving all the partners. ULBS is finalising the signatures on the Partnership Agreement (PA) at the moment and will afterwards forward the prepayment to all partners in accordance with the Grant Agreement and PA.

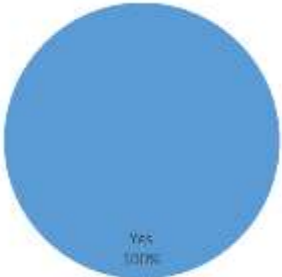
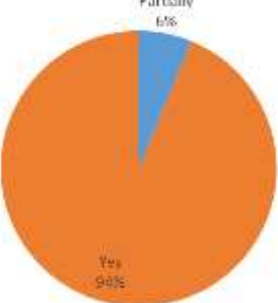
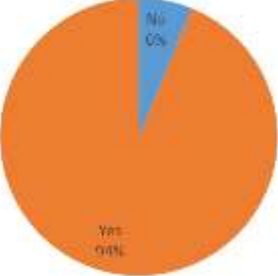
All documents and decisions are updated on the platform by all the partners.

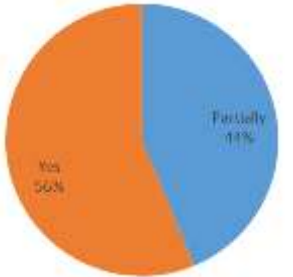
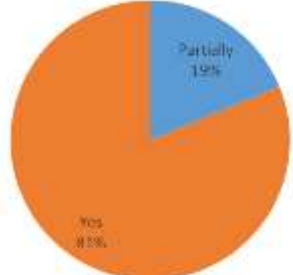
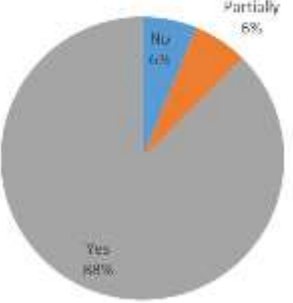
Workpackage 1 has finished in time, with all deliverables and tasks. In Workpackage 2 we already have 3 finished deliverables and 1 which will be finalised by the end of December 2019. Workpackages 3, 5 and 6 have started and in line with the timetable planned. At least one deliverable for each this WPs was finished until PM12.

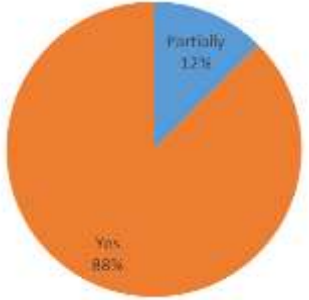
Web meetings are taking place to inform and discuss about problems that need to be resolved for the project.

Although all HEIs have different kind of difficulties due to local rules and legislation and most probably assigning funds for this task, finally we may say that all the issues concerning OMILAB installation are positively solved for all concerned organizations. Furthermore, in 11 and 12 December 2019 Wilfrid installed the equipment's in Lucian Blaga University of Sibiu Romania and then in 17 and 18 of December 2019 installed the OMiLab in Bergamo and Saint-Étienne. In Poland, IDPC Management Board passed the resolution on the purchase of the OMILAB package and all conditions of cooperation between UNIBIAL and IDPC in the scope of OMILAB implementation will be discussed and clear as soon as possible. Also, UniOULU confirmed no problem for the installation.

The project consortium is working diligently to ensure the quickest resolution and to make sure that the administrative procedures do not impede the successful progress of the project.

Question(s)	Evaluation	Suggestions for improvement	
Are regular project management meetings taking place?	 <p>A pie chart representing 100% of responses. The entire circle is blue and labeled 'Yes 100%'.</p>		
Is the quality of project management meeting acceptable?	 <p>A pie chart showing 94% of responses are 'Yes' (orange) and 6% are 'Partially' (blue). Labels include 'Partially 6%' and 'Yes 94%'.</p>	<p>Due to the project complexity, it would be more efficient if we have online project meetings scheduled for example every two weeks/one month.</p> <p>Too many "side" discussions and problems. Extra time for bilateral partners meetings/discussion is required.</p>	<p>The meetings are scheduled based on the timeline of fulfilling of deliverables. If a partner request can be planned an exceptional online meeting.</p>
Is the material related to the project management meeting (e.g. agenda, meeting minutes, presentations) available to all the partners?	 <p>A pie chart showing 94% of responses are 'Yes' (orange) and 6% are 'No' (blue). Labels include 'No 6%' and 'Yes 94%'.</p>		<p>The project management sent the agenda and the minutes for all partners after the event and uploaded it on the cloud.</p>

<p>Are project activities on time?</p>	 <table border="1"> <caption>Data for 'Are project activities on time?'</caption> <thead> <tr> <th>Response</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>Yes</td> <td>56%</td> </tr> <tr> <td>Partially</td> <td>44%</td> </tr> </tbody> </table>	Response	Percentage	Yes	56%	Partially	44%	<p>Some partners do not meet the deadlines for deliverables and/or contributions requested.</p> <p>The most difficult task is related to OMiLAB4FoF installation process. This is due to some local legal rules and university conditions (in every country), due to not all the time properly communication with OMiLAB partner.</p>	<p>Every partner knows from description of work and from kick-off meeting, their role in the project, the tasks, the deliverables and the timeline in witch should be accomplished.</p>		
Response	Percentage										
Yes	56%										
Partially	44%										
<p>Are the current project activities adherent to the initial workplan?</p>	 <table border="1"> <caption>Data for 'Are the current project activities adherent to the initial workplan?'</caption> <thead> <tr> <th>Response</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>Yes</td> <td>81%</td> </tr> <tr> <td>Partially</td> <td>19%</td> </tr> </tbody> </table>	Response	Percentage	Yes	81%	Partially	19%				
Response	Percentage										
Yes	81%										
Partially	19%										
<p>Is the project management providing evidence about the ongoing activities?</p>	 <table border="1"> <caption>Data for 'Is the project management providing evidence about the ongoing activities?'</caption> <thead> <tr> <th>Response</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>Yes</td> <td>88%</td> </tr> <tr> <td>Partially</td> <td>6%</td> </tr> <tr> <td>No</td> <td>6%</td> </tr> </tbody> </table>	Response	Percentage	Yes	88%	Partially	6%	No	6%	<p>Some coordination actions could be increased to support project activities.</p>	
Response	Percentage										
Yes	88%										
Partially	6%										
No	6%										

<p>Is problem resolution properly working?</p>	 <p>A pie chart with two segments. The larger segment is orange and labeled 'Yes 88%'. The smaller segment is blue and labeled 'Partially 12%'.</p> <table border="1"><thead><tr><th>Response</th><th>Percentage</th></tr></thead><tbody><tr><td>Yes</td><td>88%</td></tr><tr><td>Partially</td><td>12%</td></tr></tbody></table>	Response	Percentage	Yes	88%	Partially	12%		
Response	Percentage								
Yes	88%								
Partially	12%								

Section 3 – Quality assurance report on financial reporting		
Please provide a brief summary of the financial reporting procedures referring to the report time interval.		
<p>Initial information regarding financial reporting has been provided in the first month of the project. Grant agreement has been carried out in a timely manner. Financial reporting documents have been sent to all the partners. Currently, no reports to EACEA have been yet developed.</p>		
Question(s)	Evaluation	Suggestions for improvement
Are the financial documents distributed on time?	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Partially Comments:	No suggestions
Are the financial expenditures of the project reported on time?	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Partially Comments:	No suggestions
Are financial reports to EACEA on time?	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Partially Comments:	No suggestions

Are the existing expenditures aligned with the budget of the project?	X Yes <input type="checkbox"/> No <input type="checkbox"/> Partially Comments:	No suggestions
Are all calculations (including exchange rates)correct?	X Yes <input type="checkbox"/> No <input type="checkbox"/> Partially Comments:	No suggestions
Are the expenditure aligned with the allocated budget?	X Yes <input type="checkbox"/> No <input type="checkbox"/> Partially Comments:	No suggestions

Section 4 – Main action points suggested to improve the project quality

- In addition to the excel file, creating a mailing list (i.e. google group) that can be used by all the partners and that can be updated constantly
- All the partners are required to send to the coordinator before the meeting all the problem to be including them in the meeting agenda
- Using a notification system or a centralized file with all deadlines
- All the partners are required to use a standard structure for the email object and in each email reports the actions list, the to do list and the deadline.
- Define a monthly or fortnightly meeting coordination call and a related plan. These meetings shall ensure proper internal communication and coordination among partners and allow the WP leaders to coordinate the activities regarding the tasks. All the partners shall participate to these meetings.
- For each call and meeting please define a minute of discussion about the status of the project and the related list of actions