

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 2020 | Month 18 | 01/01/2019 | 36 Months |
| This project has received funding from the European Union's EACEA Erasmus+ Programme Key Action 2 - Knowledge Alliances under the Grant Agreement No 2018-2533 / 001-001 | | | |  |

Table of contents

| | |
|---|---|
| Table of contents..... | 2 |
| 1 Executive Summary | 3 |
| 2 Quality assurance of administrative processes..... | 4 |
| 3 Report on quality assurance of administrative process | 5 |

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 third 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.
- 4. Main action points suggested to improve the project quality and evaluation:** in the last section of the quality plan a summery of the actions suggested and taken is reported.

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).

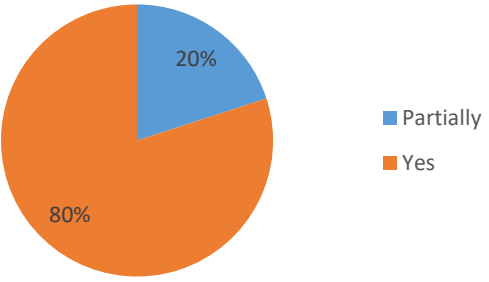
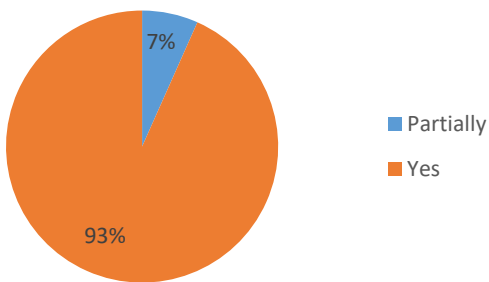
After a first evaluation of the administrative processes carried out in PM6, from M12 the template has been used to create an online survey which has been used to collect feedback from all the partner on the different aspects of the project related to project communication (Section 1) and project administration (Section 2). Feedback on financial issues (Section 3) has been collected in M6 and no variation has occurred. From M18, in the survey an additional section on the evaluation of the improvements suggested in M12 has been added to evaluate the actions taken and the improvement occurred

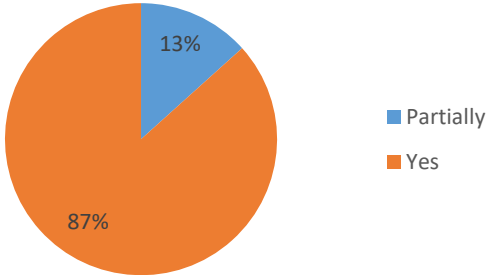
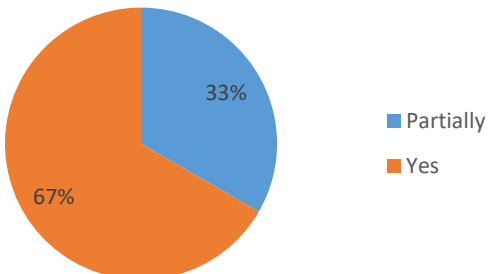
Hereafter the summary of the survey related to the first 18 months of the project, an updated list of improvement actions requested and an evaluation list of the actions already implemented are reported.

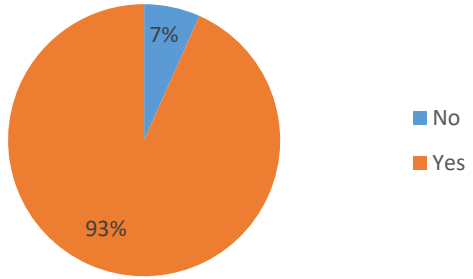
In total 15 researchers from 12 partners answered the questionnaire.

| | | |
|--|--|--|
| Deliverable Nr D6.2 : | | |
| Main Author/Editor: UNIBG | | |
| Peer Reviewer (Institution, Person): ULBS | | |
| Report time interval: PM12 – PM18 | | |
| | | |
| | | |
| 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. Due to COVID-19 problem a face-to-face meeting planned to take place in July 2020 was postpone in autumn. An online meeting took place in 15.05.2020 for organise the next project period.</p> <p>Also, a representative person from ULBS participated at the kick-off meeting of all ERASMUS+ projects at Brussels in 31.01.2019. Between 23-25.10.2019 representants 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) develop Knowledge Alliances dissemination sheet for DigiFoF project including pictures, charts/ statistics with KPI indicators and workpacages 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 add 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 have received a user and password for connect to the cloud. https://cloud.digifof.ulbsibiu.ro/index.php/apps/files/?dir=/DigiFoF%20Project&fileid=33</p> <p>The first online project meeting was in 14.06.2019, the second one was in 13.12.2019 and the third one was in 15.05.2020.</p> | | |

For an easy comunicación by email was created a email group entitle DigiFoF, where until PM18 there are 32 members. We expected that all partners from project to enter in this group .

| Question(s) | Evaluation | Suggestions for improvement | Action taken |
|--|--|---|---|
| Is communication among partners clear and effective? |  <p>A pie chart with two segments: a large orange segment representing 80% labeled 'Yes' and a smaller blue segment representing 20% labeled 'Partially'. A legend to the right shows a blue square for 'Partially' and an orange square for 'Yes'.</p> | <p>Communication is clear, but traceability of communication streams and responsibilities could be improved. In addition, due to Covid19 restrictions, some delays appear. Few partners underline need to schedule more meetings among partners in order to be aligned on the activities and so avoid unnecessary emails.</p> | |
| Is communication process transparent and open to all the partners? |  <p>A pie chart with two segments: a very large orange segment representing 93% labeled 'Yes' and a small blue segment representing 7% labeled 'Partially'. A legend to the right shows a blue square for 'Partially' and an orange square for 'Yes'.</p> | <p>The communication process is transparent. However, few partners underline the need to schedule more meetings among partners in order to be aligned on the activities.</p> | <p>It was created an email group named DigiFoF.</p> |

| | | | |
|--|---|--|--|
| <p>Is the information regarding project advancement regularly and clearly communicated?</p> |  <p>A pie chart with two segments: a large orange segment representing 87% labeled 'Yes' and a smaller blue segment representing 13% labeled 'Partially'. A legend to the right shows a blue square for 'Partially' and an orange square for 'Yes'.</p> | <p>The information regarding project advancement is regularly and clearly communicated. To support the partners, it would be useful to have a modifiable project control file with the project WBS and milestones (like the scorecard file).</p> | <p>At each 6 months a online meeting was planned where all partners participated and presented the project status.</p> |
| <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> |  <p>A pie chart with two segments: a large orange segment representing 67% labeled 'Yes' and a smaller blue segment representing 33% labeled 'Partially'. A legend to the right shows a blue square for 'Partially' and an orange square for 'Yes'.</p> | <p>Minor delays typical in such projects, however more fluid channels at the WP level for communication between the WP leader and the WP members may improve the project quality.</p> | <p>Due to Covid-19 problems occurred some difficulties in implementing some project requirements and an email with proposed alternative solutions was sent to EACEA in 26.05.2020.</p> |

| <p>Is the project platform regularly updated?</p> |  <p>A pie chart with two segments: a large orange segment representing 93% and a smaller blue segment representing 7%. A legend to the right of the chart shows a blue square for 'No' and an orange square for 'Yes'.</p> <table border="1"><thead><tr><th>Response</th><th>Percentage</th></tr></thead><tbody><tr><td>No</td><td>7%</td></tr><tr><td>Yes</td><td>93%</td></tr></tbody></table> | Response | Percentage | No | 7% | Yes | 93% | <p>It would be useful if we receive an alarm for updates on the project cloud (project website).</p> | |
|---|--|----------|------------|----|----|-----|-----|--|--|
| Response | Percentage | | | | | | | | |
| No | 7% | | | | | | | | |
| Yes | 93% | | | | | | | | |

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 finalizing the signatures on the Partnership Agreement (PA) at the moment and will afterward forward the prepayment to all partners in accordance with the Grant Agreement and PA.

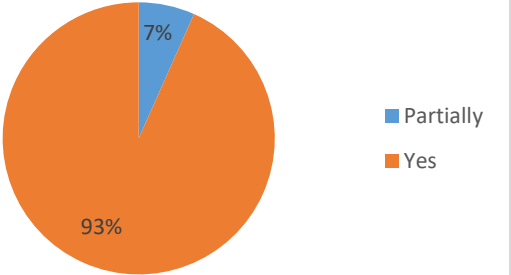
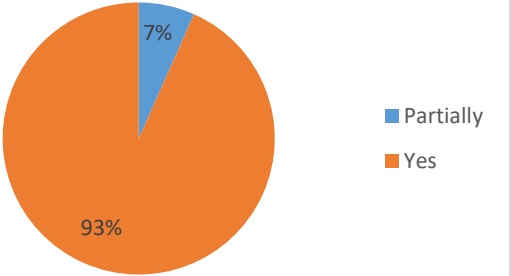
All documents and decisions are updated on the platform by all the partners.

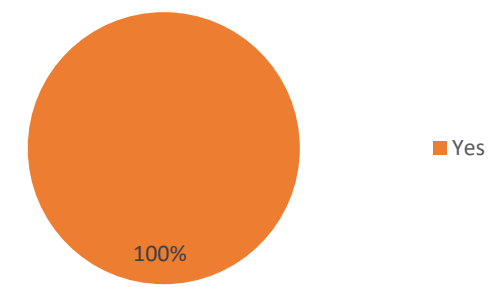
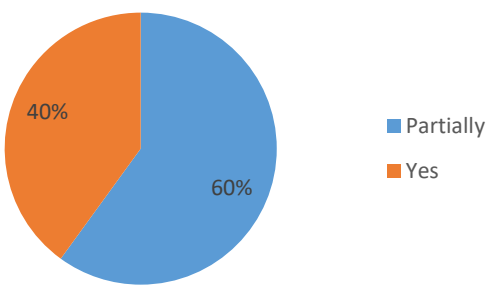
Until this project period all deliverables was made in times it was some problems with academic and vocational trainings which could not be planned in the Covid-19 restriction period. Some of them are moved in online. **All the deliverables have been submitted on time.**

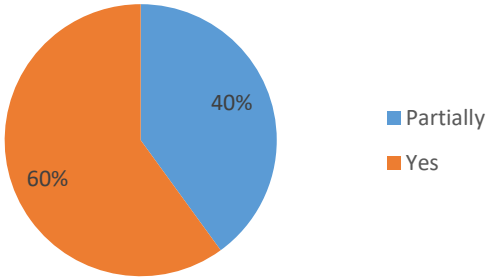
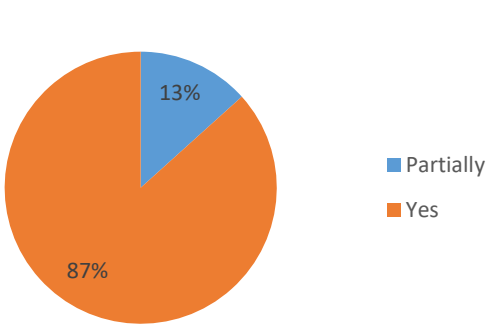
Web meetings are taking place to inform and discuss problems that need to be resolved for the project.

Although all HEIs have different kinds 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 Omilab researcher 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-ÉtienneIn Poland the OMiLAB laborator is ready and need to be installed by a person from OMiLAB, but due to Covid-19 problem the installation was delayed and is planed to be in 7 july 2020. At UNIOULU the OMiLAB virtual laborator is ready and will be installed online by a person from OMiLAB.

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 | Actions suggested |
|---|--|--|-------------------|
| Are regular project management meetings taking place? |  <p>A pie chart with two segments: a large orange segment representing 93% labeled 'Yes' and a smaller blue segment representing 7% labeled 'Partially'. A legend to the right of the chart shows a blue square for 'Partially' and an orange square for 'Yes'.</p> | <p>Due to the pandemic, the NEMO summer school is canceled, so implicitly, the face-to-face planned project meeting must be postponed to a later date, and if the difficulty of the meeting is prolonged, online meetings must be held earlier than 6 months. In addition, more frequent online meetings are requested by few partners to facilitate the work and keep the work on time.</p> | |
| Is the quality of project management meeting acceptable? |  <p>A pie chart with two segments: a large orange segment representing 93% labeled 'Yes' and a smaller blue segment representing 7% labeled 'Partially'. A legend to the right of the chart shows a blue square for 'Partially' and an orange square for 'Yes'.</p> | <p>Stricter time management in online calls is suggested</p> | |
| Is the material related to the project management meeting (e.g. | | | |

| | | | | |
|---|--|--|--|--------------------------------------|
| <p>agenda, meeting minutes, presentations) available to all the partners?</p> |  <p>A pie chart with a single orange slice representing 100%. A legend to the right shows an orange square next to the text 'Yes'.</p> | | | |
| <p>Are project activities on time?</p> |  <p>A pie chart with two slices: a blue slice representing 60% and an orange slice representing 40%. A legend to the right shows a blue square next to 'Partially' and an orange square next to 'Yes'.</p> | | <p>Due to Covid-19 restrictions, some activities have been delayed and in particular:</p> <ul style="list-style-type: none"> - The NEMO summer school is canceled in 2020, so implicitly the face-to-face planned project meeting must be postponed to a later date - Reduction of the overall number of students trained in OMiLAB labs - Reduction the number of employees that are specialized in organized trainings. - Reduction the numbers of students that will make the internship in the companies - Realization of the ECTS credits by students sent to NEMO | <p>Activities can be held online</p> |

| | | | |
|---|---|---|--|
| <p>Are the current project activities adherent to the initial workplan?</p> |  <p>A pie chart with two segments: a blue segment representing 'Partially' at 40% and an orange segment representing 'Yes' at 60%. A legend to the right of the chart shows a blue square for 'Partially' and an orange square for 'Yes'.</p> | <p>Considering the current situation, it might need a revision.</p> | |
| <p>Is the project management providing evidence about the ongoing activities?</p> |  <p>A pie chart with two segments: a blue segment representing 'Partially' at 13% and an orange segment representing 'Yes' at 87%. A legend to the right of the chart shows a blue square for 'Partially' and an orange square for 'Yes'.</p> | | |
| <p>Is problem resolution properly working?</p> | | | |



| 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 |

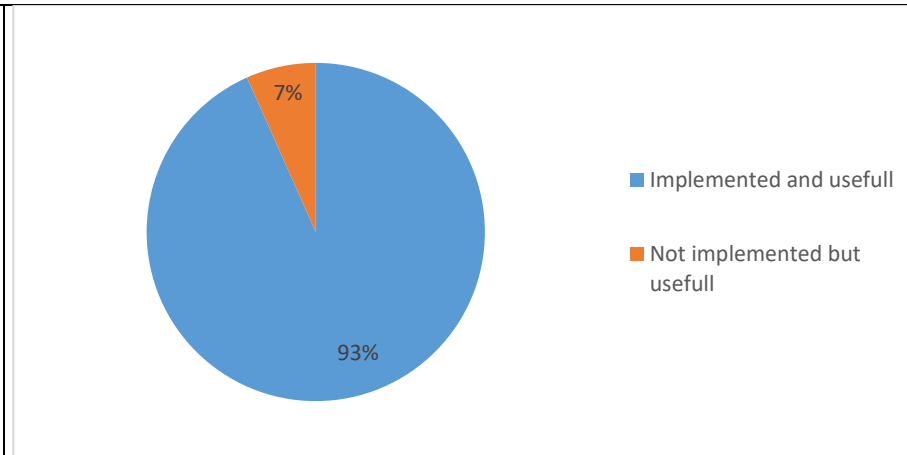
| | | |
|---|---|----------------|
| Are the existing expenditures aligned with the budget of the project? | X Yes <input type="checkbox"/> No <input type="checkbox"/> Partially Comments: | No suggestions |
| Are all calculations (including exchange rates)correct? | X Yes <input type="checkbox"/> No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

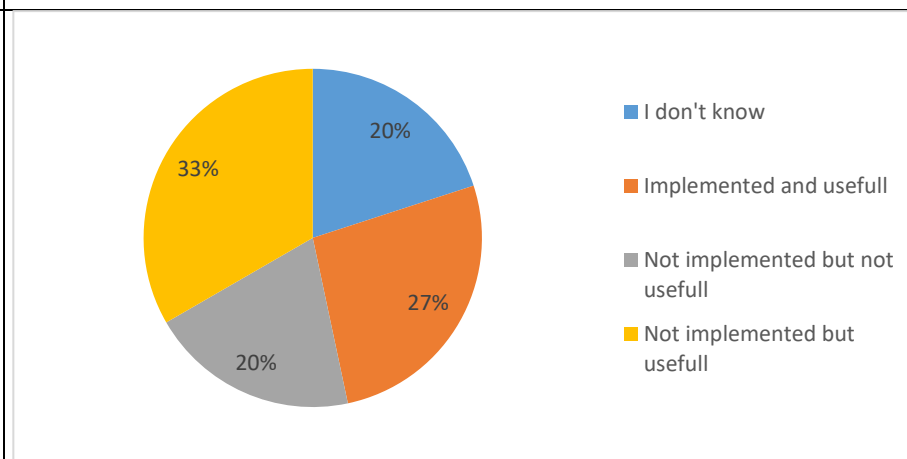
- A reschedule of the plan to overcome the delayed occurred due to COVID-19 must be put in place by each partner
- Based on the suggestions collected at M12, most of the actions have been implemented, others have not been implemented because they were not considered useful. The only action not yet taken and which could bring value is “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”.

| Action suggested in M12 | Evaluation at M18 | | | | | | | | | | | | |
|---|---|----------|------------|--------------|-----|-------------------------|-----|-----------------------------|-----|---------------------------------|----|-----------------------------|-----|
| <p>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</p> | <table border="1"> <caption>Evaluation of Mailing List Action at M18</caption> <thead> <tr> <th>Category</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>I don't know</td> <td>27%</td> </tr> <tr> <td>Implemented and usefull</td> <td>27%</td> </tr> <tr> <td>Implemented but not usefull</td> <td>13%</td> </tr> <tr> <td>Not implemented but not usefull</td> <td>6%</td> </tr> <tr> <td>Not implemented but usefull</td> <td>27%</td> </tr> </tbody> </table> | Category | Percentage | I don't know | 27% | Implemented and usefull | 27% | Implemented but not usefull | 13% | Not implemented but not usefull | 6% | Not implemented but usefull | 27% |
| Category | Percentage | | | | | | | | | | | | |
| I don't know | 27% | | | | | | | | | | | | |
| Implemented and usefull | 27% | | | | | | | | | | | | |
| Implemented but not usefull | 13% | | | | | | | | | | | | |
| Not implemented but not usefull | 6% | | | | | | | | | | | | |
| Not implemented but usefull | 27% | | | | | | | | | | | | |

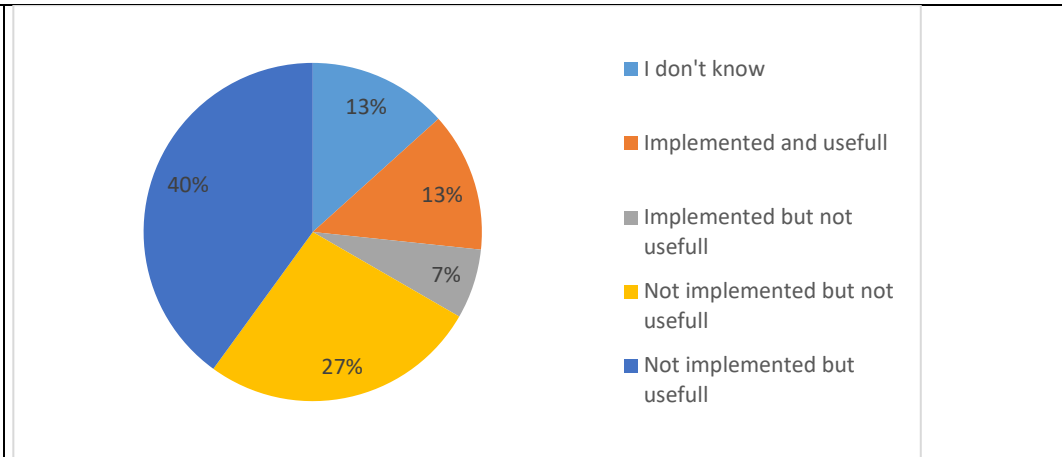
All the partners are required to send to the coordinator before the meeting all the problems to be including them in the meeting agenda



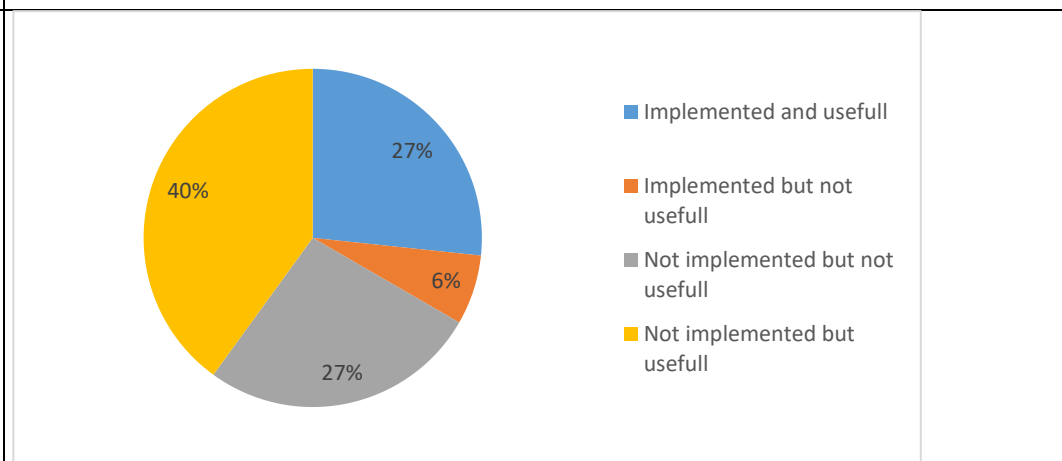
Using a notification system or a centralized file with all deadlines



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.



For each call and meeting please define a minute of discussion about the status of the project and the related list of actions

