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

Project Acronym:
DigiFoF

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D6.2- Quality Assurance Report on Administrative Processes[1]

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Public

Lead Organisation:
UNIBG
Project Coordinator:
ULBS
Contributors:
All Partners
Reviewer:
ULBS

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V3	December 2020	Month 24	01/01/2019	36 Months

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Sommario

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. A new assessment of the administrative process was made in the Interim Report that was sent to the EACEA at the end of August (PM18). 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. In M24 a specific section devoted to issues and actions taken due to COVID19 situation has been added.
Hereafter the summary of the survey related to the first 24 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 13 partners answered the questionnaire.

Deliverable Nr D6.2 :		
Main Author/Editor: UNIBG		
Peer Reviewer (Institution, Person): ULBS		
Report time interval: PM18 – PM24		

Section 1 – Quality assurance report on project communication

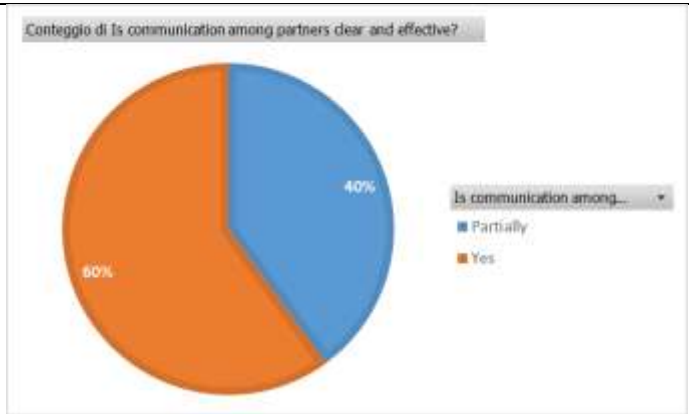
Please provide a brief summary of the communication procedures referring to the report time interval

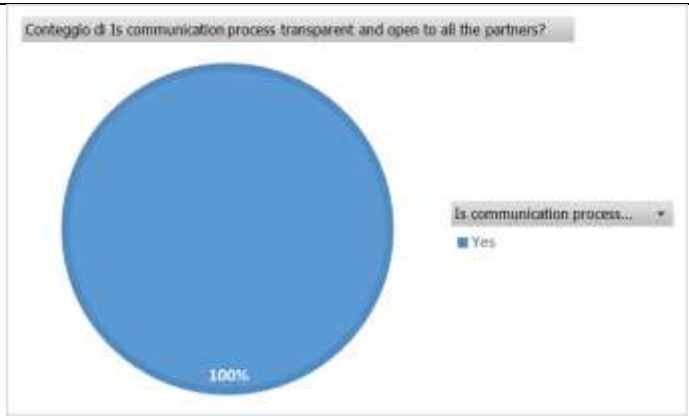
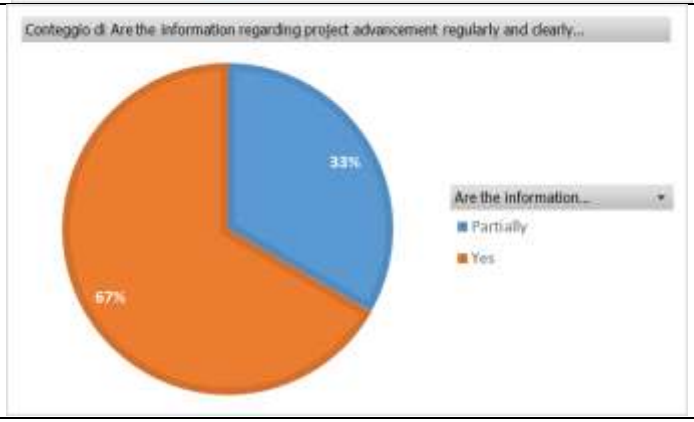
The communications along the project took place through email, Skype and GoToWebinar.
The kick-off meeting took place at Sibiu, Romania (ULBS) during 24.01.2019 – 25.01.2019, during 25-26 September 2019, at Bergamo it took place the second project meeting with almost all partners. Due to COVID19 situation all the meetings moved online. From M18 we had our main meeting on 23-24 September 2020 and a telco on 04.12.2020.

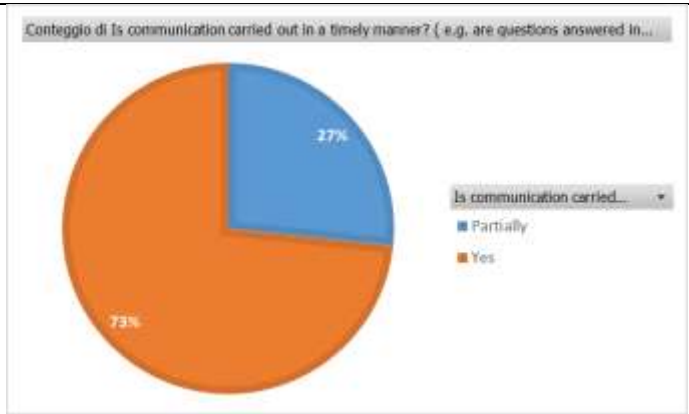
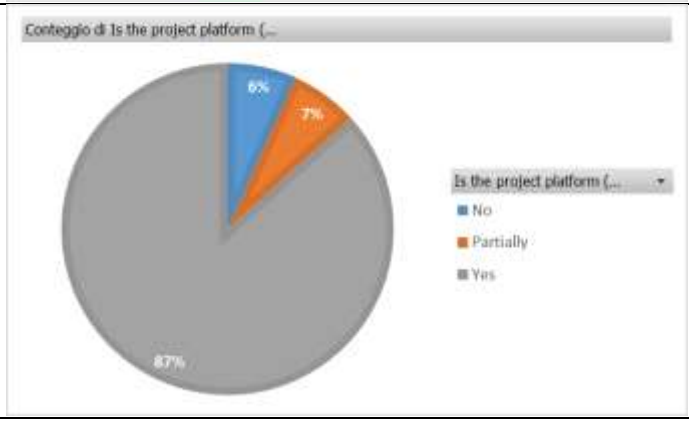
The EACEA officer assigned to communicate with DigiFoF project is VALITUTTI Caterina.
In August (PM18) a detailed report for the first half of the project period (Interim Report) was developed and sent to the EACEA. In the next period all the additional information was sent to EACEA officer. In December, the response received from EACEA is encouraging, obtaining an overall score of 78% which is considered "Good". The partners decided to have more often online meetings, the next one being set for 29.01.2021.

The new members that were included in the project in this period were added also in the email list.
The project website is online under http://www.digifof.eu/ .

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**

Question(s)	Evaluation	Suggestions for improvement	Action taken
Is communication among partners clear and effective?		The fact that DIGIFOF is a big project implies that there are a lot of emails arriving regularly. Since in some tasks, certain project partners are not involved it will be better to create WP mailing lists. Due to the virtuality of the meetings, it is more difficult to keept track of all the project. Partners suggestion is to increase the frequency of the project meeting in order to keep track of the activities.	Information regarding webinars are forwarded more in advance than before. Using the communication group to send emails makes informing the group members easier.

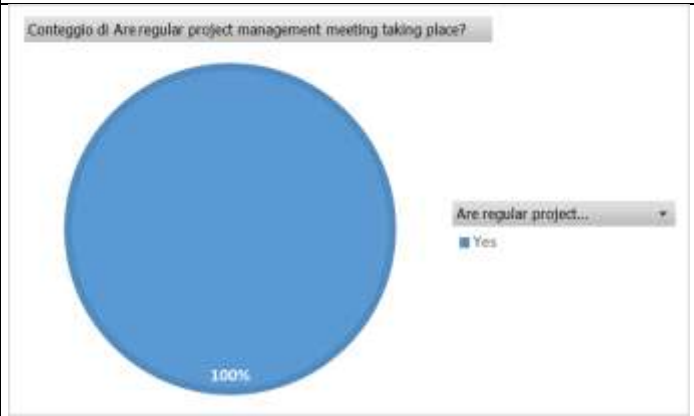
Is communication process transparent and open to all the partners?		The process is rather open to all the partners. Views from all the partners are always asked. The used google system is not appropriate, as it does not conform with EC rules to our understanding.	Even it is wide spreaded some European institutions cannot use Google suite platform using alternative communication channels. The meetings take place on the platform proposed by organizers: GotoMeetings, Skype, etc.
Is the information regarding project advancement regularly and clearly communicated?		The administrative information, sometimes lack of clear explanations and feedback.	

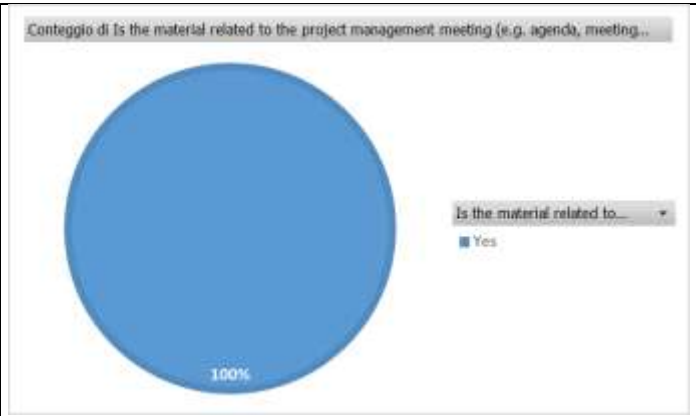
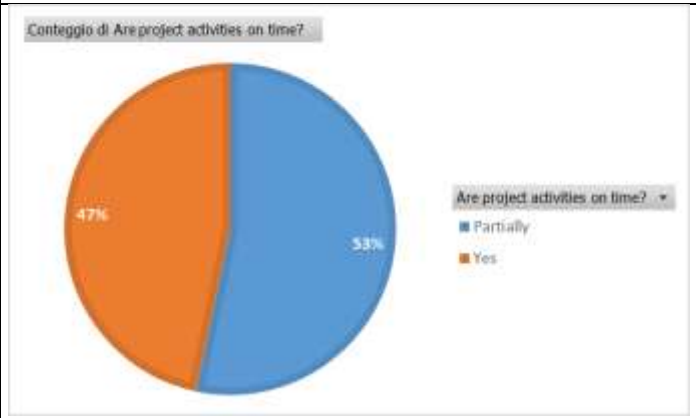
Is communication carried out in a timely manner? (e.g. are questions answered in due time - between partners, and between coordinator and partners)		Long time to receive feedback on administrative and finantial questions.	Administrative and financial questions should be treated as priority.
Is the project platform regularly updated?		Nice platform to share and find information, however, some partners not upload the documents in the cloud.	

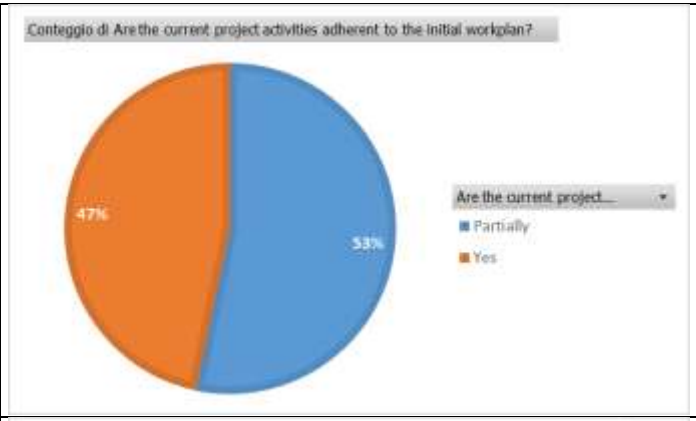
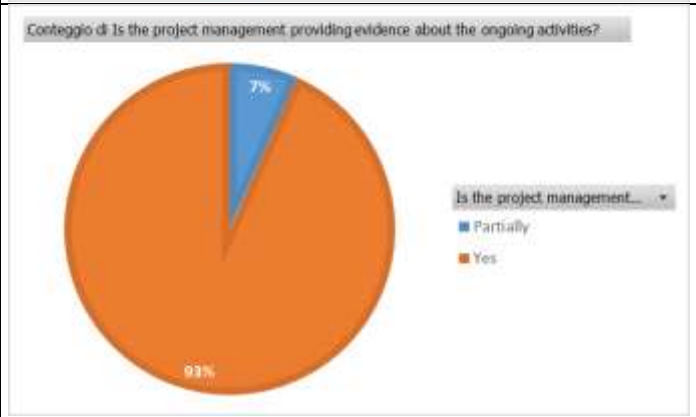
Section 2 – Quality assurance report on project management

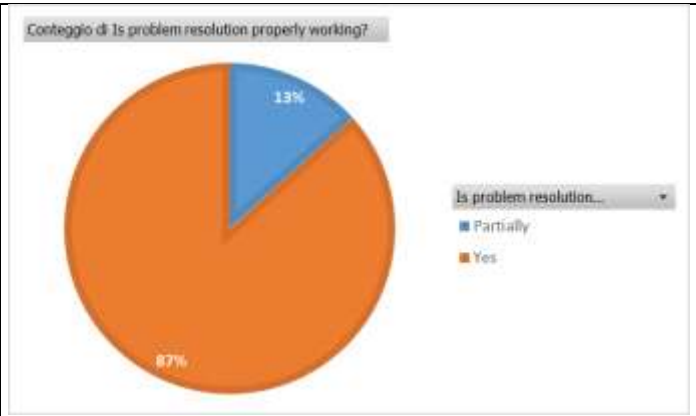
Please provide a brief summary of the project management procedures referring to the report time interval.

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.
With few exceptions 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.
Based on review of Interim report the DigiFoF manager creates a list of tasks and actions to be accomplish such to solve very quick the issues from the interim report assessment.

Question(s)	Evaluation	Suggestions for improvement	Actions suggested
Are regular project management meetings taking place?		Unfortunately due to the COVID-19 pandemic and with the EACEA recommendations the physical meeting planned for 2020 was not take place and was replaced with online meeting.	The lack of physicall meeting requires to increase the frequency of web meetings.
Is the quality of project management meeting acceptable?		Globally good and very friendly. However, when there are problems, it is important to identify them clearly and to propose remediation actions. Discussion is on project structure and sometimes is difficult to follow.	Remediation action plans should be followed, in order not to forget useful improvements. Discussion focuses on project objectices rather than on workplan structure

Is the material related to the project management meeting (e.g. agenda, meeting minutes, presentations) available to all the partners?		A meeting agenda is send to all partners before the meeting and at the end the meeting minute is made	
Are project activities on time?		Due to Covid-19 restrictions, some activities have been delayed and in particular: - The NEMO summer school is canceled in 2020, - 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	In order to finalize the first iteration of D5.3 – Report on evaluation of developed academic materials during the NEMO Summer Schools, OMiLAB and all HEIs developed an educational action in January where will be simulate one day of activity from NEMO. Professors and students from partners will participate and then will evaluate the academic material used. EMSE, we will check D5.3 on how to proceed for the evaluation.

Are the current project activities adherent to the initial workplan?		Some activities delayed or cancelled due to sanitary situation.	It can be useful to stay in line with the workplan to link the indicators to a synthetic action plan for the last year of the project to ensure all indicators
Is the project management providing evidence about the ongoing activities?			

Is problem resolution properly working?		A lack of anticipation of remediation actions.	Since this is the last year of the project very cleary and synthetic action plans, with key risks and actions to ensure the good final quality of the project is essential.

Section 3 – Quality assurance report on financial reporting

Please provide a brief summary of the financial reporting procedures referring to the report time interval.

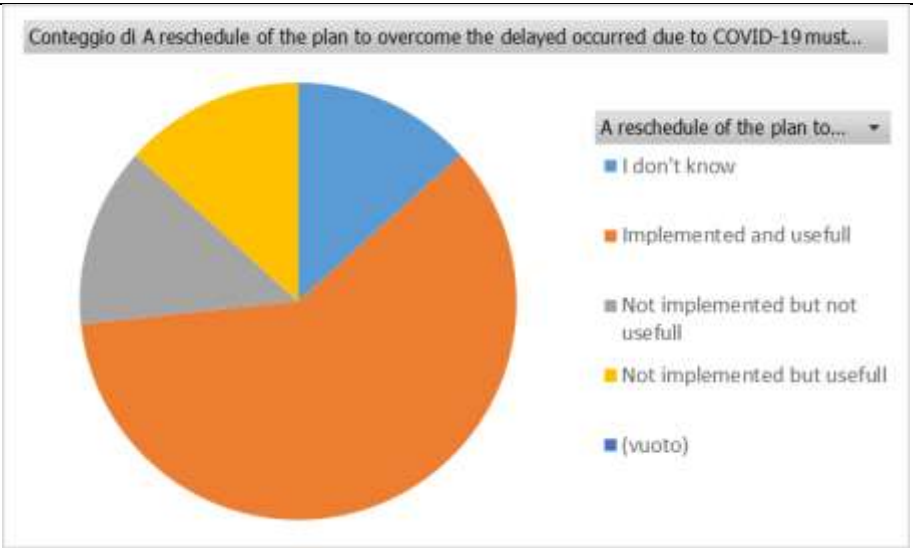
Initial information regarding financial reporting has been provided in the first month of the project.
Grant agreement has been carried out in a timely manner.
Financial reporting documents have been sent to all the partners.
Currently, no reports to EACEA have been yet developed.
At 3rd of December the EACEA send Annex 2: Financial Reporting Table Comments.
Upon completion of the evaluation of the interim report, the EACEA a second-prefinancing payment for the above project has now been initiated.
The payment of the second pre-financing has been made in accordance with the Grant Agreement.
On 23.12.2020 ULBS made the payment of the second tranche of DigiFoF budget.
With only one exception (BOC case) it worked Ok, from BOC we were initially rejected (might be because their bank merged with another and the BIC / SWIFT code differed from that we knew. We asked the bank to send again the payment also to BOC.
Thus, for future, in case partners know such modifications please let us know!

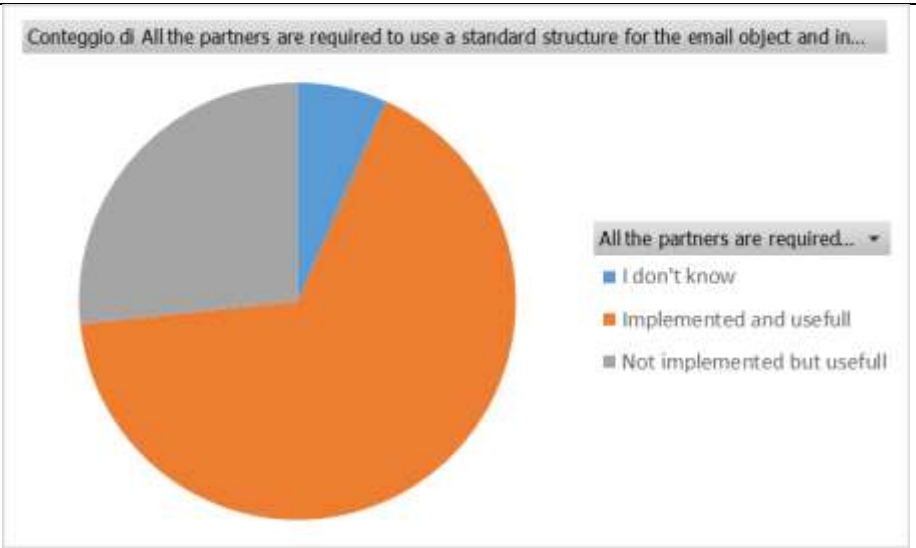
Question(s)	Evaluation	Suggestions for improvement
Are the financial documents distributed on time?	X Yes ☐ No ☐ Partially Comments:	No suggestions
Are the financial expenditures of the project reported on time?	X Yes ☐ No	No suggestions

	□ Partially Comments:	
Are financial reports to EACEA on time?	X Yes □ No □ Partially Comments:	No suggestions
Are the existing expenditures aligned with the budget of the project?	X Yes □ No □ Partially Comments:	No suggestions
Are all calculations (including exchange rates)correct?	X Yes □ No □ Partially Comments:	No suggestions
Are the expenditure aligned with the allocated budget?	X Yes □ No □ Partially Comments:	No suggestions

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

- Based on the suggestions collected at M18, most of the actions have been implemented, others have not been implemented because they were not considered useful.
- An new plan to overcome the delayed occurred due to COVID-19 must be put in place by each partner trying to move most of the training activities online.
- Moroevre, since this is the last year of the project partners are asking for the development of a specific “to do list” and “action plan” to be able to achive the project goals even during the pandemic. In this perspective to have more frequent online meetings can be useful.

Action suggested in M18	Evaluation at M24
A reschedule of the plan to overcome the delayed occurred due to COVID-19 must be put in place by each partner	

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	
Please report any problem occurred during the project implementation due to the COVID-19 situation	• budget for mobilities in 2020 was affected • need to take in consideration other sources for ECTS • Due to the cancelling of NEMO we need to postpone some activities until the summer school will take place (only in 2021 that means the D5.3 Deliverable will be delayed). • the impossibility to meet in person -> organizing the project meetings online • the OMiLAB cannot be used by trainees. • Cancellation of some vocational training opportunities in the OMiLAB facilities.

	• trainings cannot be implement physical -> we had to organize them online
Please add any actions you think can add value to the project	• Continuing to collaborate to joint activities of the project, by organizing (online) conferences - OMiLAB Day, PRO-VE 2020, SID2020, adapting quickly to new conditions and environment both in HEIs and industrial companies • Teaching and making trainings online help to mitigate the negative impact of COVID-19 pandemic. • Developing a specific to do list or action plan for the last year. • Anticipating any final additional work to produce the final reports of the project (give visibility to all partners). • Increasing the frequency of the alignment meeting. At least 1 per month.