D2.1 Quality strategy and package of evaluation instruments

RoBy

Document Control Page

Document name and Deliverable:	D 2.1 Quality strategy and package of evaluation instruments
Abstract	The strategy describes the approach on quality and and quality assessment. The evaluation instruments comprise tools to be used for quality assessment
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Document review and approval

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Introduction

Quality management and monitoring are important keys to the successful implementation of a project and to achieve its objectives. Quality management is an integral part of the project and aims to ensure that a high level of internal and external satisfaction about the project is reached in the most effective way.

The main objectives for quality control are:

- providing quality in the outcomes of the project,

- responding effectively to emerging challenges in the project implementation,

- ensuring sustainability of project outcomes beyond the lifetime of the project.

Quality management is a continuous process that last the whole life of the project with the goal of preventing defects through the creation of actions that anticipate critical situations while monitoring the implementation of the activities and processes. It is more about preventing and avoiding than measuring and fixing poor quality outcomes.

This quality plan will work as a handbook for the project partners to efficiently execute the quality monitoring with the maximum quality and effectiveness. The Quality Plan aims at providing a clear overview of the procedures to be followed during the project to monitor the quality of the project internally (collaboration among the partners) and externally (communication and involvement of the stakeholders and target groups).

This document collects examples of the surveys that will be distributed internally among the involved partners' staff and externally among the participants to the activities of the project and to stakeholders.

The implementation of the procedures regarding the quality is under all the partners' responsibility with the guide of Usak Il Milli Egitim Mudurlugu and Polo Europeo della Conoscenza (as project coordinator).

This Quality Plan is a working document that can be adapted in accordance to changing circumstances during project implementation.

Evaluation Instruments

Quality indicators

A set of KPIs (Key Performance Indicator) has been selected to monitor, assess and ensure the quality of the project, in particular its outputs, results and compliance with the project objectives. The evaluation of the compliance with the quantitative KPIs identified in the project's proposal will be carry out by the Management Work Package.

The qualitative indicators focus on the perception of outputs, outcomes and communication procedures of the project. As identified in the project proposal, they are:

KPI 1: Understanding and Meeting Aims and Objectives

KPI 2: Effective Communication

KPI 3: Effective Management and Leadership

KPI 4: Meeting deadlines/ work plan

KPI 5: Effectiveness of results

KPI 6: Usability and accessibility

KPI 7: Mainstreaming of results

KPI 8: Exploitation of results

The qualitative KPIs will be assessed with specific questionnaires linked to the main events of the project (transnational and internal meetings, training courses, multiplier events, piloting/research phases) or to the internal work on the work packages.

The questionnaires will not be KPI-specific, but the data will be extrapolated from the results of different questions. The online forms will be preferred for the user-friendliness and to ease the data collection.

Examples of the quality surveys

Project Management evaluation surveys

Internal evaluation surveys about the quality of the work in the work packages and in the general management of the project will be regularly distributed among the involved staff.

Example of evaluation:

Rate from 1 to 10 where 1 means very dissatisfied/absolutely
no and 10 very satisfied/absolutely yes

General role:

Do you have a clear understanding of your role in the project? (+
comments)

Do you believe that you have been able so far to fully comply with your role
in the project? (+ comments)

Specific role in the WP: *(to be repeated for each WP)*

Do you have a clear understanding of your role in the WP? (+ comments)

Have you been able to complete your task in the WPs within the foreseen
timetable? (+ comments)

Have you received an adequate support from the WP leader? (+ comments)

Communication:

What do you think about the frequency of the communication with the
Coordinator? (+ comments)

What do you think about the completeness of the communication with the
Coordinator? (+ comments)

What do you think about the quality of the communication with the
Coordinator? (+ comments)

What do you think about the frequency of the communication with the WP
leader? (+ comments)

What do you think about the completeness of the communication with the
WP leader? (+ comments)

What do you think about the quality of the communication with the WP
leader? (+ comments)

What do you think about the frequency of the communication with the other
partners? (+ comments)

What do you think about the completeness of the communication with the
other partners? (+ comments)

What do you think about the quality of the communication with the other
partners ? (+ comments)

Project management:

What do you think about the distribution of Work Packages and related activities among the project partners? (+ comments)

What do you think about the internal mechanism for project reporting (contents and financial)? (+ comments)

What do you think about the support received by the project coordinator? (+ comments)

What do you think about the scheduling / timetable for the project? (+ comments)

What do you think about the distribution of funds among the project partners? (+ comments)

Partners' internal meetings

Evaluation surveys about the quality of the internal meetings held in partners' organizations will be regularly distributed among the involved staff.

Example of evaluation:

Rate from 1 to 10 where 1 means very dissatisfied/absolutely no and 10 very satisfied/absolutely yes

1 Before the meeting have you received all the necessary information about the documents to be prepared?

2 Were the objectives of the meeting clearly defined?

3 Do you think that the meeting achieved its objectives?

4 What do you think about the appropriateness of the agenda (relevance to the project aims and objectives)?

5 What do you think about the organization of the work sessions (the schedule respected, the agenda properly followed, etc.)?

6 What do you think about the quality of the discussions held at the meeting (exchange of opinions, open discussions, contribution by all partners, partners' opinion taken in consideration...)?

7 During meeting were all your questions properly answered?

8 Was the duration of the meeting long enough to discuss all issues?

9 Do you have clear in mind the tasks and activities to be performed by you before the next project meeting?

10 Please, rate from 1 to 10 the mutual understanding among the staff about the project after the internal meeting

11 Comments

Transnational project meetings

Evaluation surveys about the quality of the transnational meetings will be distributed among the participants at the end of each event.

Example of evaluation:

Rate from 1 to 10 where 1 means very dissatisfied/absolutely no and 10 very satisfied/absolutely yes

1 Before the meeting have you received all the necessary information for the travel and accommodation arrangement?

2 Before the meeting have you received all the necessary information about the documents to be prepared?

3 Were the objectives of the meeting clearly defined?

4 Do you think that the meeting achieved its objectives?

5 What do you think about the appropriateness of the agenda (relevance to the project aims and objectives)?

6 What do you think about the organization of the work sessions (the schedule respected, the agenda properly followed, etc.)?

7 What do you think about the quality of the discussions held at the meeting (exchange of opinions, open discussions, contribution by all partners, partners' opinion taken in consideration…)?

8 During meeting were all your questions properly answered?

9 Was the duration of the meeting long enough to discuss all issues?

10 Were the venue and equipment appropriately chosen for the meeting?

11 Do you have clear in mind the tasks and activities to be performed by your institution before the next project meeting?

12 What is your opinion about accommodation and food arrangements?

13 What is your opinion about the social and cultural part of the program? *(if any)*

14 Please, rate from 1 to 10 the mutual understanding among the partners about the project after the project meeting

15 Comments

Training courses / workshops

Questionnaires will be distributed among the participants at the end of training courses or workshops.

Example of evaluation

Rate from 1 to 10, where 1 means very dissatisfied/absolutely
no and 10 very satisfied/absolutely yes

1 Before the training course /workshop have you received all the necessary
information?

2 What do you think about the general organization of the training course
/workshop?

3 What do you think about the appropriateness of the training sessions
(relevance to the project's aims and objectives)?

4 What do you think about the time management of the training course?
(balance between working sessions and free time)

5 Were the venue and the equipment appropriately chosen for the training
course /workshop?

6 Do you think that the training course /workshop has achieved its
objectives?

7 *What do you think about the accommodation and food arrangements? (if
any)*

8 *What do you think about the social and cultural part of the training? (if
any)*

9 Comments

10 *Please rate your experience for each training session selecting from 1=
Completely dissatisfied to 10= Completely satisfied (if any)*

Conferences and local multiplier events

Questionnaires will be distributed among the participants of the conferences and the local multiplier events.

Example of evaluation:

Rate from 1 to 10, where 1 means very dissatisfied/absolutely no and 10 very satisfied/absolutely yes

1 Before the event have you received all the necessary information?

2 What do you think about the general organization of the event?

3 What do you think about the quality of the intervention(s) during event?

4 Have your expectations about the event been met?

5 What do you think about the organization of the work sessions? (if any)

6 What do you think about the chosen location and its services?

7 Comments

Piloting phase – Teachers and Children's feedback forms

Within the framework of WP7 Research, Assessment, Piloting a set of evaluation questions for teachers will be developed. Among them we will include also questions about the usability and accessibility of the project's outcomes (for example the educational resources and materials).

The exact contents of the surveys will be defined later on, according to the material produced and the structure of piloting phase.

The feedback forms for children about the educational activities developed by RoBy will be mostly graphical (with no words) and anonymous.

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Stakeholders – feedback form

To evaluate the possible exploitation of the results, surveys for the stakeholders will be developed in WP4. The exact contents of the surveys will be defined later on, according to the project's requirements. For policy and decision makers it is foreseen to use focus groups or interviews in order to have a more wide evaluation of the perceived quality of the project.