

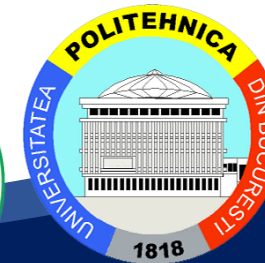


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Quality Control and Monitoring Work Plan

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Industrial Engineering for Thailand Sustainable Smart Industry



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Annexe





Quality Control and Monitoring Work Plan Executive Summary

The main purpose of the QCMP is to define:

- *the evaluation criteria and evaluation mechanisms for internal and external QCM as well as the number and structure of QCM reports*
- *the list of the methods that will be used to ensure the required level of quality, project quality policies and procedures, project standards/ checklists for reviews, project metrics to measure deliverable or process quality and project quality goal.*





Quality Control and Monitoring Work Plan

- defines the quality expectations for project deliverables (outcomes and outputs)
- defines the internal monitoring and quality management
- defines the content, format, review and approval process of the project deliverables;
- defines the responsibilities of the project partners regarding those deliverables.
- identifies all the different tools and means to be applied throughout the project duration
- provides guidelines for adequate implementation and thereby assure that certain quality standards in the performance of our tasks are fulfilled.
- define the quality requirements that must be obtained throughout the project lifecycle, those that the deliverables, actions and results must conform to.





Quality Control Monitoring Board (QCMB)

The QCMB, through the QCMP, will define the following milestones:

- reports from partners on the quality of the implementation of work packages.
- each 2 months, QCM reports of the QCMB based on individual reports by consortium members who are responsible for internal monitoring and quality control of the implementation status of tangible results including recommendations and corrective measures related to the strategic project achievements and overall management of the grant.
- bi-annual QCM reports with achieved/planned outcomes, based on evaluation of partner QCM reports. The QCMB will also report to the PMB the outcome of the evaluation, the identification of deficiencies, and delays so that appropriate countermeasures can be taken.
- an impact report, as a part of final project report, on the broader impact and the relevance of the project in the national context towards the needs of major stakeholders, adopted at the end of the project life by the consortium members.





Quality Control and Monitoring Work Plan

Project Quality Assurance - *Quality of the project processes*

- *self-evaluation* of the consortium by the project partners themselves through persons assigned by the QCMB
- [Project Quality Assessment Form QF-PQA](#)
- *frequency*: twice a year, every year, during the lifecycle of the project
- *due time*: two weeks prior to the 6 months report
- *also*: [QF-IER – Indicators Evaluation Results](#) with WPL as responsible





Quality Control and Monitoring Work Plan

Project Quality Assurance - *Quality of deliverables*

Deliverables = results of the 6 Work Packages

Evaluation responsible: Project Coordinator *through*

[QF-WPM: Work packages monitoring](#)





Quality Control and Monitoring Work Plan

Project Quality Assurance - *Quality of deliverables*

2 types of quality evaluation:

internal - responsible for the review of the deliverable is one/ more than one of the members of the consortium and/or associated partners

external – others than those mentioned above (the public, participants, trainees, beneficiaries etc.)





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Project Quality Assurance - *Quality of deliverables*

Internal evaluation:

1. the WPL sends the “draft version” of the relevant derivable to the Project Coordinator (PC) for an initial, more formal evaluation.
2. The PC examines the deliverable for its compliance the general objectives of the project, for its completeness, clarity and comprehensiveness.
 - [QF-DES –Deliverable Evaluation](#) or
 - other means as minutes of the meetings, contracts, lists of equipment, proof of purchase etc. (as described at the QF-WPM spreadsheet).

Any amendments and the due times are agreed between the WPL and the PC.





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Project Quality Assurance - *Quality of deliverables*

External evaluation:

- *evaluators*: staff that will be trained, that will participate in the consultation activities, teaching staff, users of the project website, the developed web-portal for online learning and the new equipped laboratory etc.
- *how*: by answering specific questions using the forms which are attached as annexes to this QCMP or other project document (i.e. [QF-TCE](#), [QF-EVE](#), [QF-STE](#), and [QF-WEB](#)).





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Project Quality Assurance - *Quality of deliverables*

Elaboration of the questionnaires:

2 rating scales:

- 5 points rating scale where 1 is poor and 5 is very good and
- 4 points rating scale (1 strongly disagree, 2 disagree, 3 agree, 4 strongly agree)

The activity is considered successful if the percentage of satisfaction is more than:

- 75% for 5 points rating scale
- 70% for 4 points rating scale

Scores less than this will require corrective actions.





Quality Control and Monitoring Work Plan

General Quality Issues - *Document Control*

MSIE 4.0 project's documents include but are not limited to the following:

- Quality Control and Monitoring Plan
- Quality forms (as annexed to the Quality Control and Monitoring Plan) (QF-DES, QF-TCE etc.)
- Deliverables, according to QF-DTM
- Minutes of the meetings
- Reports on deliverables of WPs
- Progress reports
- External documents like the Erasmus plus program guide or other instructions by the European Commission, the partnership agreements (PA) between the PC and the partners, The European Standards & Guidelines (ESG) - standards and guidelines for quality assurance in the European Higher Education Area (EHEA) etc.





Quality Control and Monitoring Work Plan

General Quality Issues - *Document Control*

Responsibilities for drafting, issuing and upload on project's intranet:

- The WP4 Leader with the contribution of the QCMB for the Quality Control and Monitoring Plan.
- The WPLs any other internal document.

Templates:

- [QF-DTM – Deliverable Template](#) (plan, procedure, work instruction etc.)
- [QF-QFT – Quality Form Template](#) (forms).

Draft versions are numbered with 0.1, 0.2 ... in order to be distinguished from the released versions which are numbered with 1, 2





Quality Control and Monitoring Work Plan

General Quality Issues - *Revision of documents*

The following rules apply:

- *Any change in the document leads to increasing the version number by one unit (in the document footer and revision sheet).*
- *The modified text will be highlighted in yellow.*
- *The revision date, the reviewer and details about the revision will be mentioned in the revision sheet of the document (for itself and/or its annexes).*

A single copy of the obsolete internal documents withdrawn, is maintained in a different location identified as “Obsolete documents”, under control of WP4 Leader.





Quality Control and Monitoring Work Plan

General Quality Issues – *Document Archiving*

- The documents will be grouped according to the work package to which they belong.
- Separate document groups for:
 - The application phase;
 - The contractual phase;
 - Project's results;
 - Different reports.

If a document belongs to more than one group, for example a result belonging both to a work package and to the results group, copies of the document will be created in all the respective groups.

All the documents will be maintained by the partners for a **5 year period** after the project completion.





Quality Control and Monitoring Work Plan

General Quality Issues – Abbreviation System

The abbreviation system for the naming of QCMP documentation is as follows:

- Quality Control and Monitoring Plan: **QCMP**
- Quality Form: **QF**-three initial capital letters of the form (e.g. QF-DES)
- Quality Document: **QD**- three initial capital letters of the form





Quality Control and Monitoring Work Plan

General Quality Issues – Documents for public use

Documents or other material that is addressed to the public (informative material, brochures, leaflets, posters, presentations, DVDs etc.) must bear:

- The logo of MSIE 4.0 project
- The logo of ERASMUS PLUS
- The title and reference number of the project
- The following disclaimer:

“This project has been funded by the Erasmus+ Program of the European Union. The information and views set out in this publication are those of the author(s) and do not necessarily reflect the official opinion of the European Union. Neither the European Union institutions and bodies nor any person acting on their behalf may be held responsible for the use which may be made of the information contained therein”.

The same with project’s website.





Quality Control and Monitoring Work Plan

General Quality Issues –Master List of QCMP Documents

Abbreviation	Full name of document	
QCMP	Quality Control and Monitoring Plan	-
QF-DTM	Deriverable template	Annex I
QF-QFT	Quality Form Template	Annex II
QF-WPM	Work packages monitoring	Annex III
QF-DES	Deliverable evaluation	Annex IV
QF-PQA	Project Quality Assessment	Annex V
QF-TCE	Training-Consultation Session Evaluation	Annex VI
QF-EVE	Event evaluation	Annex VII
QF-STE	Staff evaluation of UE host	Annex VIII
QF-WEB	Website questionnaire	Annex IX
QF-PSM	Partner Slide Master	Annex X
QF-WSM	Work Package Slide Master	Annex XI
QF-REG	Registration Form	Annex XII
QF-IEF	Indicators Evaluation Results	Annex XIII
QF-MME	Minute of the Meeting	Annex XIV
QF-CID	Contact Information Details	Annex XV





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General Quality Issues – *Communication*

Internal communication:

- Day by day communication: e-mail, telephone conversations and skype meetings when deemed necessary. ([Contact Information Details](#))
- Intranet on the project website, secured by user name and password.

External communication:

- issues regarding the European Commission is in the responsibility of the PC.
- for electronic dissemination of the project results:
 - the project website - <http://ise-portal.ait.ac.th/> and
 - the Facebook project page <https://www.facebook.com/MSIE4Thailand/>

If on the proposals made by the project management or WPLs, the partners do not respond within 3 days they are considered to agree with the respective proposal.

If partners are on annual leave or sick they should have a back-up plan in place to ensure queries are dealt with in their absence.





Quality Control and Monitoring Work Plan

QCMP (0.4) - Quality Control and Monitoring Plan

The QCMP constitutes a working document which can be adapted and revised throughout the implementation of the project upon agreement by all parties.

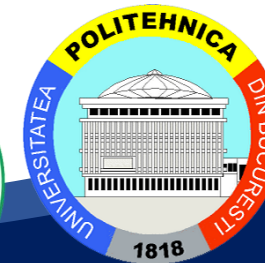


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