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QUALITY ASSURANCE PLAN



MARTIN-LUTHER-UNIVERSITÄT HALLE-WITTENBERG





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Republika e Kosovës
Republika Kosovo - Republic of Kosovo
Qendra e Mbrojtjes Evropiane

Ministria e Arsimit, Shkencës dhe Teknologjisë / Ministria za Obrazovanie, Nauka i
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ISEE-HSP
Institute of Southeast Europe
for Health and Social Policy



jamk.fi
JAMK University of Applied Sciences


Metropolia

 UNIVERSITETI
KADRI ZEKA
UNIVERSITY



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creative

**QUALITY
ASSURANCE
PLAN**

GOAL AND TEAM

Role	Implemented By	Revision Date	Approved By	Approval Date
Partner	Univations	4/14/2021	Kerstin Muller	14.4.21
Partner	ISEEHSP	4/14/2021	Dardan Bekaj	14.4.21
Partner	HC	4/14/2021	Ferdane Simnica/ Albin Pllana/	14.4.21
Partner	Metropolia	4/14/2021	Toini Harra	14.5.21
Partner	Digital Clinic	4/14/2021	Dardan Asllani	14.04.2021
LEADER	RIT Kosovo	4/14/2021	Albina Balidemaj	14.5.2021
Partner	JAMK	4/14/2021	Annina Kangas-Niemi	14.4.2021

The aim is to ensure that the project will meet its objectives as it is planned in terms of quality, time, and cost. Furthermore, quality control procedures enhance cooperation amongst actors and the quality control methods. The high level of quality is achieved by regular monitoring of all WP processes as well as outputs and reflective discussions with project management and project group. The key method is the application of empowerment evaluation, which by its nature is proactive and remedial.

- **Internal evaluation team** consists of representatives from:
The leader of quality Work Package, RIT Kosovo, who is responsible for monitoring the quality of processes and outcomes of the project, closely supported by additional project partners, namely: Univations (Florian Bratzke, Andreas Lauenroth), ISEE-HSP (Dardan Bekaj), HC (Erza Haxhi Jakupi and Albin Pllana), Metropolia (Toini Harra), and Digital Clinic (Dardan Asllani).



TABLE OF CONTENTS

1. INTRODUCTION	4
1.1 PURPOSE OF THE PROJECT QUALITY ASSURANCE PLAN	5
2. PROJECT QUALITY ASSURANCE OVERVIEW	5
2.1 DISSEMINATION	8
2.2 GENERAL MANAGEMENT	9
3. WORK PACKAGES (GENERAL)	1
4. PROJECT RISK MANAGEMENT AND ASSURANCE	1
4.1 TIME PLANS ARE TOO AMBITIOUS OR DEADLINES ARE NOT MET	1
4.2 METHODOLOGICAL PROBLEMS	1
4.3 MANAGEMENT CHALLENGES RELATED TO TRANSACTIONAL COLLABORATION AND INTERNAL COMMUNICATION	1
4.4 MISMATCHES OF RESULTS VS INITIAL OBJECTIVES ARE IDENTIFIED	
4.5 PROBLEMS RELATED TO DISSEMINATION AND EXPLOITATION	

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1. INTRODUCTION

1.1 PURPOSE OF THE PROJECT QUALITY ASSURANCE PLAN

The aim is to ensure that the project will meet its objectives as it is planned in term of quality, time, and cost. Furthermore, quality control procedures enhance cooperation amongst actors and the quality control methods. The high level of quality is achieved by regular monitoring of all WP processes as well as outputs. The key method is the application of empowerment evaluation, which by its nature is proactive and remedial.

It is the responsibility of all project managers involved to be aware of the challenges related to Quality assurance and Risk management and to pay regard to the international nature of the project team. However, the quality management technique used within SIAHDPC includes broad procedures that maintain polite, efficient, and fruitful interpersonal communication. When implementing quality control procedures into practice, the team works closely with the steering group, project team, and project management team, including modifying them as necessary.

2. PROJECT QUALITY ASSURANCE OVERVIEW

The Quality team will follow up together with project management team, that activities in work packages 1, 2, 3, 4, 6, 7 will be done according to the project description and to help project management team and project group to find out ways to act for the needed changes to reach all promised deliverables, outcomes and results.

2.1 DISSEMINATION

- Provision of a project dissemination strategy to assure mutual understanding of SIAHDPC promotion actions and agree on dissemination measures;
- Providing each partner a dissemination schedule;
- Pro-active involvement of each partner in SIAHDPC related marketing activities;
- Presentation and documentation of SIAHDPC project at various national and international meetings;
- Integration of SIAHDPC logo and visual identity into communication channels and platforms;
- Respecting and consistent use of the SIAHDPC partnership agreed-upon visual identity (including EU and corporate design);
- Prepare and secure sufficient media coverage throughout project lifetime;
- Development of high-quality dissemination resources (SIAHDPC banner, brochure, flyer, presentation, etc.) based on feedback from all SIAHDPC partners;
- Provision of high-level testimonials to promote SIAHDPC resources adequately.



2.1 GENERAL MANAGEMENT

- The submission of monthly timesheets that each partner signs as evidence of their participation in SIAHDPC Work Packages (WPs);
- Regular conference calls of all SIAHDPC partners (at least one representative per partner);
- Regular reporting on WP progress delivered by respective WP leaders;
- Regular formalized and informalized exchange on reaching of SIAHDPC milestones (bilateral phone call, E-Mails, physical/digital meetings, etc.);
- Attendance of at least one official representative from each partner organization for SIAHDPC partner meetings (digital or physical full day group meetings);
- Provision of usual standards for partner meetings (meeting room, whiteboard, Wi-Fi, snacks, etc.) by the organization hosting the meeting to secure high-level of efficiency and productivity;
- Professional preparation of each partner meeting by the lead institution (thematic focus, provision of a well thought-out meeting agenda, moderation of meeting and discussions, etc.);
- Provision of meeting minutes for each partner meeting as joint document on discussed and agreed upon work tasks within the partnership;
- Provision of meeting minutes for each conference call as joint document on discussed and agreed upon work tasks within the partnership;
- Provision of visually attractive, target group conform and sound project corporate design (logo, branding, script, official colours, templates for word and power-point documents, etc.);
- Intra-organizational compatibility and integration of SIAHDPC corporate design;
- Provision of project plan based on assumption in project proposal and updated regularly based on necessities throughout project lifetime;
- Provision of a document sharing platform accessible for all partners with the same rights;
- Agreeing on terms for intellectual property rights through IPR-agreement in conformity with EU standards (open educational resources / creative commons);
- Evaluation after each partner meeting with a survey;
- Mid-term survey on project progress, lead management, communication, etc. Provided by the Project Management Group;
- Mutual volunteering to proofread/spell check SIAHDPC texts, presentations, etc. by all partners;
- External Evaluation: Use Google Form Surveys, as a practical methodology to use within the Quality Team during the implementation phase. While the activities are different in each event, the questionnaire must adapt the changes and distribute them to all participants who attended the event;
- Collect the results after each meeting and provide a short report which will be published in a google drive/ WP 5 – Quality plan and used to improve the next event;
- Share on (Google drive) all relevant documents;
- Rubrics to be used;
- List of deliverable objectives and outcomes - The list includes checklists, checklists of other packages, meetings/activities, agendas of the courses, meeting minutes, peer-reviews, feedback from Xx, relevant additional information about each event and timeline, empowerment evaluations such as instruments and reports.
- Progress report of the study circle: This is written to the steering group (1 paper) to give feedback on the status quo of the study circle. (when);
- Peer review system: common system developed between the partners. The goal is to help the partners to evaluate the developed outcomes. (when);
- Reports for periodic monitoring will be produced by the internal project evaluation team, reported to the steering group and published on the digital platform. (when);

- Timetable for evaluation of the meetings - Timeline based on dates of the meetings/description of the topics, etc.
- HDPC partners;
Provision of high-level testimonials to promote SIAHDPC resources adequately.

All the produced content and quality material is going to be shared with the external evaluator and the visits during the second and last year of the project. The external expert is used to gain knowledge about how the project objectives are met and to address any problems as soon as they arise. The focus is on the quality of the Continuous Professional Development activities.

The external evaluator will give feedback by reporting to the coordinating organization KH and participating in some of the quality group meetings. KH coordinates the visits and reports of the external evaluator. Besides, will disseminate all the external evaluation reports to the quality group, steering group, and other project participants. Each of these groups/ participants will determine the form to discuss the reports before deadlines, by using e-mail and/ or other tools, e.g., skype-meetings, video conferences and a common digital platform.

3. WORK PACKAGES (GENERAL)

- Provision of double-checked versions;
- Fair Amount of shared work to generate WPs within partnership to secure high-level motivation of each partner;
- Provision of testimonials that have successfully made use of SIAHDPC resources (where applicable).

4. PROJECT RISK MANAGEMENT AND ASSURANCE

However, there are numerous risks in projects, which are at the same place challenges that can be highlighted by quality monitoring. Reports for periodic monitoring will be produced by the internal project evaluation team, reported to the steering group and published on the digital platform. The outlined items include only some classes of risks followed by short statement of how quality monitoring can help to find countermeasures or overcome these challenges:

4.1 TIME PLANS ARE TOO AMBITIOUS OR DEADLINES ARE NOT MET.1 DISSEMINATION

All partners who are involved in this project have excellent experience in planning and carrying out projects at European level. Partners will use this experience to monitor the activities' scheduling and adhere to the set deadlines. Internal evaluation reports as well as project progress reports will outline when quality issues are encountered and/or deadlines are not met.



The project leading institution will take appropriate measures, which can reach from an extension of the deadline, call for review of Work packages to issue a caution.

4.2 METHODOLOGICAL PROBLEMS

Any methodological problems will be discussed at the project meetings by all partners. All project managers and the institution explicitly in charge for overseeing the entire (internal) evaluation process will be actively and constantly involved in the monitoring and evaluation across work package levels, but at the same time, will guarantee the methodological coherence of all the project activities and results. The review of methodological options will be carried out throughout the duration of the project. Any possible problem emerging in this area will be discussed and solved in the framework of an evaluation and quality assurance session at the project meetings.

4.3 MANAGEMENT CHALLENGES RELATED TO TRANSACTIONAL COLLABORATION AND INTERNAL COMMUNICATION

The activities foreseen by the project will contribute to the progressive strengthening of working bonds and communication channels between the partners. The work plan foresees the recourse to all the possible strategies and technological tools aimed at guaranteeing a frictionless and constant communication between the partners: face-to-face meetings, document sharing, discussions and VoIP-sessions, e-mailing etc.

However, in case that the internal project evaluation processes show problems of miscommunication between partners, the project management team will be informed and asked to intervene with specific remedy measures.

4.4 MISMATCHES OF RESULTS VS INITIAL OBJECTIVES ARE IDENTIFIED

The project work plan foresees several milestones for the achievement of results, which are linked to the stated objectives: this evaluation will take place periodically during / after partnership meetings, in accordance to the deliverables and with additional evaluative tools and methods. This mechanism will allow the project management and the partners to refine activities and actions in case the obtained results do not correspond to the objectives of the project. The evaluation of the developed materials in the pilot testing will provide the necessary feedback from the target group and will be analyzed in order to improve the project results.



4.5 PROBLEMS RELATED TO DISSEMINATION AND EXPLOITATION

Dissemination and exploitation activities will be a key discussion issue in all SIAHDPC partner meetings and most of the conference calls. The project management team will oversee constantly monitoring the dissemination and exploitation activities and guaranteeing the achievement of the stated dissemination and exploitation objectives.

RIT Kosovo will oversee all quality-related activities inside the SIAHDPC consortium and ensure that all quality management tasks are equally distributed among partners based on their responsibilities within the project as well as their specific skills and knowledge.

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