



Project title: CONOCO: “COPing with NO mobility during COrona Virus times: Learning from each other”

Reference number: 2020-1-CY01-KA204-066035

Implementation period: October 2020 – May 2022

QUALITY ASSURANCE STRATEGY

Updated: January 2021

METHODOLOGY

The methodology to be followed for ensuring quality is the following:

Step 1 - General Design of Quality: Achieving quality requires careful planning. Therefore, the first step is designed to achieve the objectives of quality. The objective of this step is to ensure that all Standards and Guidelines required for the design, administration, resources and project control, are sufficiently determined.

Step 2 - Define Quality Assurance Framework: The objective of this step is to ensure that the Standards and Guidelines, which were determined in the Design of Quality Management, are realistic and correspond to the specific conditions of the project; the activities of the quality control are performed normally and without irregularities and that; the analysis of errors and defects will provide the basis for improving the quality of the projects' deliverables.

Step 3 - Perform Quality Control Activities: The purpose of this step is to identify defects so as to be able to correct them. This control is under the collective responsibility of the consortium partners and shall be performed during the whole project, not solely on the completion of an outcome/ deliverable, so as to check the completeness, consistency and the fulfilment of the objectives.

Step 4 - Perform corrective/preventive actions (target < 20%): The defects and discrepancies identified by quality control must be corrected. For this purpose and to maximize the relevance of the proposed plan on the standards set in place, the Coordinator will proceed with a detailed analysis of the critical points of the proposed methodological approach as regards to the overall Management and Quality Assurance of the project.

QUALITY ASSURANCE COMMITTEE

In order to ensure the quality of the project the consortium will form a Quality Assurance Committee, with one representative from each partner, with enough experience so as to be able to identify risks and decide upon the necessary corrective/ preventive actions. Please find the synthesis below:

Consortium partner	Name of the representative
European Association of Career Guidance Cyprus	Roulla Kyrillou kyrillou.r@eaecnet.com
VOLKSHOCHSCHULE SCHROBENHAUSEN EV Germany	Jana Gerstmair Jana.gerstmaier@vhs-sob.de
PANEPISTIMIO AIGAIYOU Greece	Vasileios Paraschou bparaschou@aegean.gr
Liceul Teoretic "Tudor Arghezi" Romania	Cristina Radu cristinaradu750@gmail.com
ASSOCIAZIONE ADA Italy	Giovanni Iaconello ada.monza.progettieu@gmail.com
ITIS P. PALEOCAPA Italy	Flora Ravelli flora.ravelli@itispaleocapa.it
UNIVERSITATEA PETROL SI GAZE PLOIESTI Romania	Irina Gabriela Radulescu iri_radulescu@yahoo.com

The committee will meet virtually four times (meetings 2 to 5) to discuss the progress made, as well as assess the risks identified and if needed revise them.

Quality Assurance Committee CONOCO meetings:

Quality Assurance Committee meetings	Meeting date
QAC 1st SKYPE Meeting	
QAC 2nd SKYPE Meeting	

For this project, two quality evaluation reports are foreseen (one at the end of the first year of the project and the other at the closing of the project), which will incorporate both internal evaluation questions, as well as external ones. The reports will be compiled by the Quality Assurance Committee, with the constant collaboration of the partners for the provision of information and feedback when necessary.

Quality Assurance and project Evaluation Deliverables	Scheduled
Quality Assurance plan	
Interim quality assurance report	
Final quality assurance report	

APPENDICES

Appendix 1

The following indicators should be taken into consideration by the Quality Assurance Committee:

QUALITY ASSURANCE INDICATORS

The Basic Indicators of progress and success are:

At Project Management Level:

- Number of meetings carried out (target 3 transnational meetings)
- Number of deliverables submitted on time (Target 100%)
- Frequency of budget revision cases (target: max. 1-2)
- Frequency of reallocation of responsibility cases (target >10%)

At Project Quality and Impact Level:

- Number of people to participate in national survey (>100)
- Number of visits of the CONOCO website (>500)
- Number of stakeholders reached (>1000)
- Number of participants in the final mini-conference (>100)
- Interest of target group to respond to the survey (>200; approximately 40 per Country)
- Interest of target group to participate in interviews (>25; 5 per Country)
- Interest of experts to participate in focus discussion groups (>25; 5 per Country)
- Interest in participating in testimonial videos (>10; 2 per Country)
- Interest in subscribing to the projects' online news (>200)
- Interest in articles written by journalists about the projects' results (>5)
- Interest generated by educational policy makers (<10)
- Interest generated by public authorities (>10)
- Interest by citizens with special needs (>20)
- Reaction to Social Media communication (>500)

At Monitor and Evaluation performance Level:

- **Fulfilment indicators, related to a task conclusion.** They are related to ratios that indicate the achievement degree of task and/or duties, e.g. number and quality of duties fulfilled, minimum number of participants, etc.;
- **Evaluation indicators,** related to the ratios and/or methods that help in performance identification and improvement opportunities for tasks, process or deliverables activities. Some examples include the qualitative and quantitative results obtained in the validation phase, or the internal communication indicators;
- **Efficiency indicators,** related to the ratios that indicate the invested time for the fulfillment of tasks/duties and the costs of it. For example, the incurred costs in management, etc.
- **Efficacy indicators:** related to ratios that indicate the capacity or success in the fulfillment of task and duties, such as the percentage of task accomplished at any

moment or evaluation of deliverables activities quality

- **Management indicators, related to management and/or establishment of concrete actions to realize the planned activities.** They are related to the ratios that allow the real management of a project, like project management tools use, the quality of the communications between the general coordinator and other partners, accuracy of the procedures, etc.
- **Qualitative and quantitative indicators of the overall project management:** these include:
 - Quality of Project management arrangements – no more than 20% rate of delays in delivering results throughout the project.
 - Effectiveness of coordination by the project coordinator – no more than 20% rate of issues and problems detected in coordination.
 - Effectiveness of the monitoring and evaluation processes – 100% of partners and coordinator compliance with the quality monitoring process tasks.
 - Effectiveness of quality arrangements – 100% rate of compliance with recommendations and amendment according the problems detected.

The Evaluation and Monitoring of the Quality of the project's activities and results will be achieved through the Quality Assurance Strategy which will be agreed amongst the project partners. Furthermore, indicators of success, on the qualitative aspects, will be gathered through the analysis and review of the various answers to the assessment tools (questionnaires etc.) for the various activities.

Appendix 2

The following Outline could provide sources for the development of the Quality Assurance Plan

Evaluation and Quality Plan of CONOCO: Outline

Action	point in time	Activity	Means	Main Responsibility
Post-Evaluation	End of each meeting End of the project in the context of the testing each deliverable.	Monitoring, Collection of opinions of partners Monitoring the achievement of goals and the status of each deliverable Identification of outcomes	Questionnaires, Observations Discussions, Questionnaires Interviews, Questionnaires	The Quality Assurance Committee Project Coordinator Leaders of each Deliverable
Continuous- evaluation of development of Deliverables and other expected activities	At each meeting At various instances after the completion of parts of the contents of Deliverables and other activities/ expected results.	Consideration of issues in the meetings Consideration of the state of materialization of each expected outcome/ result Consideration of the state of materialization of the stages of each expected outcome in the context of the GANDT plan	Discussions Reviews of the content of the deliverables Discussions, Questionnaires	The Quality Assurance Committee Project Coordinator Leaders of each Deliverable
Continuous- evaluation of partnership	At each meeting, During the managing of various phases	Monitoring the communication between the partners Consideration of the Risk Plan Consideration of the extent of materialisation of each deliverable	Discussions Questionnaires Monitoring facilities of the communication network of the project	The Quality Assurance Committee Project Coordinator Leaders of each Deliverable

Risk Plan	At each meeting	Monitoring the various risks in the development of the project and designing a contingency plan for managing such risks	Discussion and review of a document providing for these risks	The Quality Assurance Committee Project Coordinator Leaders of each Deliverable
Quality Assurance Statement	At each meeting At the preparation of the Interim Report At the preparation of the Final Report	Identifying the Basic aspects that have been undertaken and identifying the degree of their materialisation (quantitatively and qualitatively)	Discussion and review of a document providing for the aspects that reflect the quality of the project and undertaking the responsibility of promoting/ materialising them Pilot testing	The Quality Assurance Committee Project Coordinator Leaders of each Deliverable
Quality Of each outcome/ deliverable	At each meeting At the preparation of the Interim Report At the preparation of the Final Report	Identifying the extent of the quality of each deliverable	Discussions Questionnaires Monitoring the related parts of the developed Deliverables.	The Quality Assurance Committee Project Coordinator Leaders of each Deliverable

Appendix 3

The CONOCO Contingency Plan for Risks