AAL Programme

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AAL Programme

Project – Safety of Elderly People and Vicinity Ensuring - "SAVE"

Deliverable: D.5.1 Plan of activities and guidelines

Version: V1.0

WP5 Leader: UnitBv

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Introduction

The Plan of activities and guidelines (PAG) is the document setting out the quality practices for the project, providing assurance that the quality requirements are planned appropriately. Once accepted by the SAVE ALL Consortium, it becomes part of the documents. This Plan will be used by:

- the Partners of the project, responsible for preparing and amending deliverables

- any responsible of a Consortium Partner for approving works to be done by third parties, in order to complete deliverables

The PAG is an integral part of management planning. It has been prepared in an early stage of the project, in order to demonstrate and provide the Consortium with the assurance that:

- the Project Contract (and its Annexes) requirements and conditions have been reviewed

- an effective quality planning & control has taken place

- the quality system is appropriate.

The PAG specifies the activities to be implemented, including their stages, steps in order to ensure that the project and its deliverables conform to specific requirements. Those responsible for ensuring that the required activities are carried out, and the resources, which are crucial for their successful completion, are identified within the subsequent chapters of this document.

In that respect, the Quality and Assessment Plan includes explanation, necessary to show how quality requirements for activities are met, and it's structured accordingly.

A list of such activities is the followings:
- Management responsibilities
- Document and data control
- Project quality control board
- Product identification and traceability
- Inspection and testing
- Control of non-conforming deliverable
- Corrective and preventative act

1. Management Responsibility

The current Plan is applicable to all the activities related to the project. The internal quality control system will be established in order to ensure the quality of the deliverables quality as

well as coherence among WPs. The idea it's to involve in the assessment of deliverables other partners, for example two partners, not directly involved in the revised deliverable, so they can provide comments and suggestions. The assignment of reviewers will be mainly based on the interrelation and relevance to other WP´s.

In order to ensure that the contents of all deliverables comply with the Project Contract, each partner identifies the responsible for the administration of the Plan who has the authority to identify problems during internal audits and to initiate actions, resulting in effective problem solutions. All problems should be raised within the project meetings, unless an urgent problem, which is realized as a significant constraint to project progress work, comes up and should be handled via email exchange and/or Skype and debated, in case of not solution, in the periodically Skype meeting. The minutes of the project meeting should describe the exact problem and record the agreed solution, as well as the time bound action to be taken to solve it. Once a problem has been identified, there is a requirement to provide sufficient evidence that the problem has been cured. The quality control will also permit to check that public procurement procedures, implemented by the consortium for the grant of services and experts, are respected and the subcontractors will be selected following the provisions of Article 18 (Procurements) of Annex I (General Conditions) on competitive grounds on the basis of best value for money.

The procedures which will be implemented include the establishment of an effective risk management strategy aimed at identifying and timely resolving potential risks. Potential management risks will be monitored by the Lead Partner, updated once new risks are identified along SAVE ALL' implementation. Project risks will be monitored according to the following methodology:

• identification and description of the potential risks along the project duration
• determination of the risk impact on the project implementation/outputs
• determination of the probability level of each risk
• determination of the preventive/corrective actions for the elimination of the impacts once the fact is occurred (crisis management)
• review of each risk status in the relevant meetings and decisions about their further monitoring (e.g. preventive actions, etc).

To facilitate the management, an internal web-based project management platform sharing system has been set up for partners (Google drive). The project foresees also a quality control system with a clear view on the project's envisaged outputs and how intermediate steps have to build up towards that output. This is particularly challenging as there are several intermediate project goals to be achieved within WPs, whereas each WP consists of a number of tasks with their own targeted outputs. The objective of the SAVE ALL quality management is to ensure that all tasks and WPs deliver high quality outputs to form best quality input for the subsequent tasks and WPs.

During the project's composition, some potential risks and proposed risk mitigation measures have been identified, as described in the table below:

Table 1: SAVE ALL Risk Register

Risk type	Likelihood	Impact	Relevance	Mitigation
Poor performance of project partners	unlikely	moderate	4	Each WP will be led by WPLs who are experts of the given domain and have earlier experience in working in teams, hence they can inspire the involvement and engagement of the other members. They will continuously monitor the activities of the members and report the deviance if so to the LP. If the given partner does not fulfill the contractual obligation, after raising his attention and giving deadline to complete the poorly performed tasks, the consortium can decide on the termination of the non/underperforming partner.
Poor communication/cooperation within the consortium	unlikely	moderate	4	The LP will manage the consortium to achieve the work plan and the activities' schedule. E-mails, Skype, phone, Dropbox as a knowledge management tool will be used as day-to-day communication. If communication problem arise. There will be bi-weekly skype calls on the progress and 6 monthly personal meetings to ensure the fluent communication.
Exchange rate fluctuations	unlikely	minimal	2	The Lead partner will use separate EU bank account to handle the grant, hence no problem can occur regarding the different exchange rates.
Financial liquidity problems	unlikely	minimal	2	No advance payment is requested, hence the partners cannot use the funding for other purpose. In case of serious liquidity problem jeopardising the implementation of tasks, the given partner will be terminated and new partner will be involved to execute the tasks in the form of change of contract.

2. Document and Data Control

The quality of the project will be also ensured by the quality of data to be collected and used in the WPs. As previously mentioned, quality control will take place in the form of: bi-monthly conference calls between the PROJECT MANAGEMENT BOARD members to discuss the work

progress taking into account risks and contingency plan and if a WP falls behind schedule. Milestones will be fundamental for checking this progress. If a milestone should not be reached, the project Lead Partner together with the WP leader will prepare a plan to bring the WP back on track as quickly as possible. However, the internal communication system, should function as such that deviations from the agreed work plan are observed before the milestone checkpoints.

The system contains two levels of documentation:

1. The control of internal documents
2. The control of formal deliverables overall quality

2.1. Deliverables layout

Official project deliverables must have a first page template created by the partner responsible for WP2. The partnership must also use the page layout (headers/footers) suggested in the same Deliverable. Furthermore, they should abide to the following rules:

- have a summary (table of contents);
- have a list of figures and tables (if applicable);
- have a list of terms and abbreviations used within the Deliverable;
- start with an one-page Executive Summary;
- end the main part with a conclusions section of around 1/2 page;
- include all detailed technical and other information in Annexes.

2.2. Dissemination event scheduling and reporting

The following are considered dissemination events:

- publications in technical or commercial magazines
- presentations in conferences
- exhibition stands and demos
- participation in workshops, open-days, forums and/or other events

3. The Project Management Board

The Project Management Board is the decision-making body of the SAVE ALL project. It shall be composed of representatives of the Parties duly authorized to represent the respective Parties. It shall be chaired by the Lead Partner and it shall meet on a regular basis. External key stakeholders may also be invited to take part in one or more meetings in an observer/advisory capacity.

The Project Management Board shall at least:

- be responsible for steering the Project as well as monitoring, validating the achievement of the planned outcomes in accordance with the Project Contract and its Annexes;
- perform the financial monitoring of the Project implementation;
- monitor and manage deviations of the Project implementation;

- propose Project modifications (e.g. budget, activities, and duration) if needed;
- be responsible for the settlement of any disputes within the partnership;
- be responsible for entry of a new Party to the Consortium and approval of the conditions of the accession of such a new Party;
- decide on the withdrawal of a Party from the Consortium and the approval of the conditions of withdrawal;
- give the declaration of a Party to be a Defaulting Party;
- decide on the remedies to be performed by a Defaulting Party;
- decide on the termination of a Defaulting Party's participation in the Consortium and measures relating thereto;
- propose to the FO for the change of the Lead Partner;
- propose to the FO for the suspension of all or part of the Project;
- propose to the FO for the termination of the Project and the Partnership Agreement;
- manage the interrelation between work packages, assessing the work being carried out;
- optimise resources among the partners if needed;
- manage project results, knowledge transfer, Intellectual Property Right (IPR) issues and dissemination of the foreground;

The Parties agree to abide by all decisions of the Project Management Board. This does not prevent the Parties from submitting a dispute for resolution in accordance with the provisions of settlement of disputes in Article XXII. of this Partnership Agreement.

As a result of the above mentioned responsibilities, the PMB members are to ensure that:
- all the outputs are consistent with the requirements as per the Project Contract;
- all the project reports/documents do have the highest quality, regarding their overview and context.

The process for the peer reviewing of a deliverable it's that the deliverable under consideration/ examination will be forwarded, through the Work Package Leader, to all the members of the Project Management Board. The deliverable must be in its pre-final draft version, from the authors' perspective, and must be available for review at least 10 days before its delivery time.

3.1 Deliverables peer review and control of non-conforming deliverables

This paragraph describes the peer review process of the produced deliverables and what are the procedures to be followed, when a Deliverable is not conforming to fundamental requirements. As it has, already, been stated in Section 3, the Deliverables peer reviewing is undertaken by the PMB members. The responsible PMB members, after having studied the specific Deliverable under consideration, must evaluate it with respect to a set of key points and must conclude whether the Deliverable should be accepted or not. These key points can be distinguished into two categories and the assessment for the acceptance or rejection of the Deliverable is based on both groups.

The first category has to do with general comments and includes the following key points:
- Layout of the Deliverable
- Deliverable contents thoroughness
- Innovation level
- Correspondence to project and programme objectives
- Particular remarks in format, spelling, etc.

Apart from the above mentioned general key points, a set of specific comments are to be inspected for the specific Deliverable and are summarized in the following:
- Relevance
- Response to user needs
- Methodological framework soundness
- Quality of achievements
- Quality of presentation of achievements

4. Internal Communication Strategies

This section describes the Internal Communication Strategies, which is adopted between the Project Partners. Frequent communication among partners is anticipated and/provided via:

1. email
2. e-conferences (Skype)
3. telephone
4. Google Drive
5. Conflict resolution procedures
6. Project slides
7. Interim Reports
8. Financial Statement Forms

EMAIL: In the object of each email related to the project remind to write first "SAVE ALL" and then the object of the email.

5. Project Reporting and Monitoring

Reporting is directed towards maintaining the relationship with the Fund Operator as well as controlling the project progress and the use of resources.

As regards reporting towards the Fund Operator, SAVE ALL will compile five interim reports and a final report. As regards internal reporting and monitoring tools, a monthly gazette is envisaged.

All project partners are requested to send, in addition to all formal work and financial statement reports, an interim technical and financial report to Lead partner every 6 months.

The project is divided in the following reporting periods:

RP1: M1-M12

RP2: M13-M24

RP3: M25-M36

The **3-monthly gazette** is an internal monitoring tool that helps keeping an up-to-date track of project activities in each of the seven involved countries. The 3-monthly gazette is produced by the Lead partner on the basis of inputs gathered from each project partner every 10th day of the month for the activities carried out in the previous month and later circulated within the consortium by e-mail.

The template for the 3-monthly gazette is shown here below.

name of WP	Activities carried out in the past 3 months	Deviation from the workplan	Activities planned for the next 3 months
WP1			
WP2			
WP3			
WP4			
WP5			

These will be used by the Lead partner to produce milestones. Furthermore, when other key issues/problems are found, they will be evaluated and may cause alarm warnings by the PMB Warning alarm may be raised in the following cases:

1. BUDGET-RELATED: If strong deviations are found out for any partner, concerning actual and predefined costs. This is valid for each partner and for each cost category.
2. TIME-RELATED TO SUBMISSION OF DELIVERABLE: If 1 month before its issue date no draft is available, this is a warning. This is valid for each deliverable.

6. Risk Management

Project risks describe the impact on the project such as diminished quality of the end product, increased costs, delivery delays, loss of market-share, or failure.

Risk management incorporates the following activities:

- Assessing continuously what could go wrong (risks)
- Determining which risks are important to deal with
- Implementing strategies to deal with those risks

The main actions to prevent risks are described below:
- **Identify:** makes all known project risks explicit before they become problems
- **Analyze:** transforms risk data into decision-making information
- **Plan:** translates risk information into decisions and mitigating actions (both present and future) and implements those actions
- **Track:** monitors risk indicators and mitigation actions
- **Control:** corrects for deviations from the risk mitigation plans
- **Communicate:** enables the sharing of all information throughout the project and is the cornerstone

For the various project activities related to work involved in the project work packages the following are identified:
- Risks
- Their impact on the project
- Effect (level of impact)
- Probability of occurrence

An information and communication activity on risks it must be used for identifying new risks as well as modifying the status of risks, tracking the status and monitoring the mitigation strategy evolution. Work Package Leaders are responsible for giving the Lead partner and the PMB alerts and warning related to their respective work packages. These are to be consolidated by the Lead partner who maintains an updated version of the Risk Management Plan for the project.

Conclusions

This document presented the processes for providing assurance, that the quality requirements are planned appropriately and the actions analyzed in the relevant sections are compliant with the Project Contract of "SAVE ALL".

This document, once accepted by the consortium, must be followed by all project partners and members during the whole project life time.