



Quality and Evaluation Plan

WP3 - D3.1 Quality and Evaluation Plan

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January 2022

Responsible partner for deliverable:	CRE.THI.DEV.
Contributing partners:	
Target Group(s):	Partners of the consortium
Distribution level:	Partnership
Total number of pages:	26 (without annexes)
Version:	2.0
Reviewed by:	Review by UPC, AEI Textils, CEDECS, CIAPE
Status:	Version 2.0

Version control

Number	Date	Description
0.1	13/04/2020	First draft – distributed to all partners for comments
1.0	11/05/2020	Changes incorporated after deliverable evaluation
2.0	14/01/2022	Addition of use of google forms and other similar tools for external evaluations (par. 5.3.1) Change in number of EQEC members (par. 5.3.2) Addition of sentence about changes in the content of questionnaires (par. 5.4)

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WINTEX
Weaving innovation among academia and industry in the Tunisian textile sector

610373-EPP-1-2019-1-ES-EPPKA2-CBHE-JP



This project has been funded with support from the European Commission. This publication reflects the views only of the author, and the Commission cannot be held responsible for any use which may be made of the information contained therein



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Abbreviations and Acronyms

Abbreviation/acronym

DEF	Deliverable Evaluation Form
DT	Document Template
EACEA	Education, Audiovisual and Culture Executive Agency
EC	European Commission
EEF	Event Evaluation Form
EU	European Union
EQEC	External Quality Evaluation Committee
FM	Financial Manager
GA	Grant Agreement
HEI	Higher Education Institution
ICT	Information and Communication Technologies
MEF	Meeting Evaluation Form
PIL	Pilot Evaluation of Center
QAF	Quality Assessment Form
QC	Quality Committee
QEP	Quality and Evaluation Plan
QM	Quality Manager
QPS	Quality Plan Spreadsheet
StC	Steering Committee
TCP	Tunisian Collaboration platform
TET	Training Evaluation by Trainees
WP	Work Package
WPL	Work Package Leader

1. Executive Summary

This Quality and Evaluation Plan (QEP) was prepared in the scope of the WINTEX project, and particularly according to what is foreseen in WP3 and D3.1: Quality and Evaluation Plan.

The objective of this Quality Plan Manual is to ensure the production of concrete and high-quality results in line with the project plans.

QEP's aim is to facilitate the project's management and guide all partners on the evaluation and quality issues, by establishing a coherent set of guidelines by which all aspects of the project are managed and measured. It will be the use of these guidelines that will ensure better collaboration among the consortium members, individuals and groups, and will also ensure that the entire consortium is responsible for and engaged in the work that is produced by the project.

In this context, the main purpose of the QEP is to define the methodology to adopt in order to ensure a proper assessment and control of project activities, results deliverables and impact. It describes the principles/mechanisms for quality and performance control; the main indicators to be used in the project lifecycle; the data gathering process; tools and role of partners. A timetable (Quality Plan Spreadsheet) is included so partners can be aware of the moments and activities in which the indicators and instruments should be applied.

Although all processes and deliverables – activities of the project are monitored and examined for their quality, special attention is paid to the monitoring and evaluation of

- The Tunisia Research report and Conclusions report
- The training toolkit and e-book,
- The Capacity building program report,
- The Innovation and tech transfer plan for Tunisia and
- The Tunisian collaboration platform: Academia Textile Industry Council
- The Setup of the three Innovation Textile Centers and
- The Dissemination/ Exploitation Activities

2. Introduction

The main purpose of this QEP is to describe the Quality Management procedures that the project team will follow in order to ensure, monitor and control the quality of all processes and deliverables produced during the WINTEX project lifecycle. In particular:

- To clearly define the content, format, review and approval process of the project deliverables;
- To define the responsibilities of the project partners regarding those deliverables.
- To identify all the different tools and means for monitoring and evaluation to be applied throughout the project duration
- To provide guidelines for adequate implementation and thereby assure that certain quality standards in the performance of all the tasks are fulfilled.
- To define the quality requirements that must be obtained throughout the project lifecycle, those that the deliverables, actions and results must conform to.

3. Project description

3.1 Summary

WINTeX - Weaving innovation among academia and industry in the Tunisian textile sector, is an Erasmus+ project under the Capacity Building for higher education program. The textile industry is the second largest industrial sector in Tunisia accounting for 161k jobs. However, the sector lacks innovation and competitiveness which caused a negative loss of employment of over 4k jobs a year during the last few years. The main barrier for the Tunisian textile industry is the low-value-added products that drives an intense competition in addition to the lack of own product.

In this context, WINTeX project is oriented to the creation of innovation textiles centers to address the lack of competitiveness of the Tunisian textile sector with the support from Erasmus+ program by bringing EU expertise, idea and experience exchange, financial support and capacity building at Tunisian institutions oriented towards increasing the latent innovation capacity available in the country. In addition, WINTeX also aims to create an Academy Textile Industry council as a point of interaction and networking among HEIs and industrial partners.

The main objective of the WINTeX project is to foster innovation and cooperation in Tunisian textile sector with transfer of knowledge from EU. The specific objectives will be the creation of 3 innovation textiles' centers in the three Tunisian HEIs (ISMMM, USF and ISET), to build capacity program addressed to the centers operators and the creation of the Academia Textile Industry Council as a platform for collaboration among Tunisian stakeholders. The project will boost participation of students and staff in the textile centers by means of traineeships in order to set in place a collaborative and innovative mindset to the future generation of the textile industry technicians and managers.

Ultimately, the goal is to weave innovation among academia and industry to support the development of innovations and entrepreneurship in the textile sector in Tunisia providing students, researchers and professionals in textile field with competencies and skills needed by the market.

3.2 Partners

The WINTEX partnership is comprised of a total of 13 partners:

Partner Number	Name	Acronym	Country
P1	Universitat Politècnica de Catalunya	UPC	Spain
P2	AEI Tèxtils	AEI Textils	Spain
P3	CIAPE	CIAPE	Italy
P4	University of Western Attica	UNIWA	Greece
P5	Gheorghe Asachi Technical University of Iasi	TUIASI	Romania
P6	Creative Thinking Development	CRE.THI.DEV.	Greece
P7	CEDECS	CEDECS	France
P8	University of Sfax	USF	Tunisia
P9	Higher Institute of Technological Studies of Ksar Hellal	ISSET	Tunisia
P10	University of Monastir	ISMMM	Tunisia
P11	ATCTEX	ATCTex	Tunisia
P12	MFCPole	MFCPOLE	Tunisia
P13	CRNS	CRNS	Tunisia

3.3 Project WPs and subtasks

The basic results of the project are :

1. A Tunisian research report containing the current socio-economical status of the textile sector at each region within Tunisia, their needs for innovation and stakeholders identified and surveyed.
2. A recompilation of EU best practices, experiences and success stories about capacity building and implementation of innovation centers.
3. A set of recommendations that will combine the current needs and the opportunities that will define the capacity building structure and key components to address particular needs.
4. A capacity building toolkit and e-book that will be used in the training of the staff for each of the three innovation textiles' centers and beyond as training kit for future employees and trainees in the centers.
5. the complete setup of the three INNOVATION TEXTILES' CENTERS: 1 at USF, 1 at ISET and 1 at ISMMM to provide services to textile companies and to be used as a support for education of bachelor and master students in each HEI.
6. The launch and roadmap of a Tunisian collaboration platform: Academia Textile Industry Council.
7. The project website will remain active for at least 5 years after the project.
8. Additional dissemination and exploitation tools, such as videos (5) and posters (8) in order to promote the visibility of the innovation potential that is still latent in the region of Tunisia.
9. A final conference in Tunisia, as a major event for the "official" launch of the innovation textiles' centers.

In order to obtain the main results, the project shall utilize a series of steps that are depicted in a set of work packages. The work packages, along with a set of Subtasks that will be performed, are as follows:

Work packages/ OUTPUTS	Title	Task Responsible
1	PREPARATION	ISET
1.1	Design Methodology Pack	ISET
1.2	Tunisia Research reports	ISET
1.3	Identify and analyse EU best practices and success experiences	TUIASI
1.4	Prepare the recommendations report	ISET

1.5	Prepare the recommendations report.	ISET
2	CAPACITY BUILDING	USF
2.1	Training toolkit and e-book	UNIWA+ TUIASI
2.2	Capacity building program report	CRE.THI.DEV.
2.3	Equipment for each textile center	UNIWA+ TUIASI for technical support
2.4.	Innovation textiles centers' services	Tunisian HEIs
2.5	Innovation and tech transfer plan	AEITextils
2.6	Pilot test reports	USF
2.7	Tunisian collaboration platform: Academia Textile Industry Council	USF
2.8	Report on synergy from EU advanced textile experts training masterclasses	USF
3	QUALITY PLAN	CRETHIDEV
3.1	Quality and Evaluation Plan	CRETHIDEV
3.2	Quality and Evaluation Reports	CRETHIDEV
4	DISSEMINATION & EXPLOITATION	AEI TEXTILS
4.1	Dissemination and Exploitation Plan	AEI TEXTILS
4.2	Database for contacts & mailing	CIAPE
4.3	Project Website and online collaterals	AEI TEXTILS for design, UPC for setting up and management, ATCTex for presence in social networks in Arabic, CIAPE communication strategy and social media in English
4.4	Dissemination material AND newsletters	ISET for newsletter
4.5	Background papers	MFCPole+ATCTex
4.6	Organising the roundtables on entrepreneurial and innovation transfer opportunities	ISET
4.7	Draft recommendations for innovation development in the region and entrepreneurship promotion	ACTEX+MFCPole
4.8	Sustainable business model for the innovation of the textiles centers	CEDECS
4.9	Videos on textile innovation	USF+ISMMM+ACTEX+MFCPole+CIAPE+CEDECS
4.10	Posters on textile innovation opportunities	Tunisian partners
4.11	Follow-up report	Tunisian HEIs
4.12	Roadmap Academia Textile Industry Council	CRNS+AEITEXTILS+CEDECS

4.13	Final conference	USF
5	PROJECT MANAGEMENT	UPC
5.1	Project Management Guide	UPC
5.2	Interim report	UPC
5.3	Final report	UPC
5.4	Kick-off meeting report	UPC
5.5	2nd project meeting	ISET
5.6	3rd project meeting	TUIASI
5.7	4th project meeting	CRNS
5.8	5th project meeting	UNIWA
5.9	6th project meeting	ISMMM
5.10	7th project meeting	CIAPE
5.11	Final project meeting	USF

4. Project Management Structure/Responsibilities

The project will be managed in such a way as to promote a sense of ownership and motivation for each of the partners.

The structure of the project management consists of:

- The Project Coordinator (PC),
- The Steering Committee (StC),
- The Quality Committee (QC),
- The Quality Manager (QM)
- The Financial Manager (FM),
- External Quality Evaluation Committee (EQEC),

4.1 Project Coordinator (PC)

UPC will be the Project Coordinator and responsible for the overall operation of the project and its smooth running, financial and administrative management including the preparation of budget and reports, timeliness and accomplishment. The PC will supervise and coordinate all activities, ensuring that all partners are working towards the same objectives; contractually, technically and administratively and strictly collaborating with the Management Team. The PC will ensure that all partners' contributions meet the Work Plan expectations.

The PC will be responsible for:

- representing the consortium towards the EC,
- ensuring effective flow of information between partners,
- ensuring the implementation of the agreed action plan to the agreed standards and deadlines,
- ongoing evaluation of project activities and reporting on project progress to the EU, and

4.2 The Project Steering Committee (StC),

The StC, chaired by the PC, is composed by one member of each partner and will supervise the implementation of the whole programme. It will meet every six months. StC was formed during the kick-off meeting, and is composed of the following persons:

Project Steering Committee		
Participant	Main representative	Substitute
P1 UPC	Mònica ARDANUY monica.ardanuy@upc.edu	Heura VENTURA heura.ventura@upc.edu
P2 AEI TEXTILS	Ariadna DETRELL adetrell@textils.cat	Josep CASAMADA projectes@textils.cat
P3 UNIWA	Georgios PRINIOTAKIS gprin@uniwa.gr	Savas VASSILIADIS svas@uniwa.gr
P4 CRE.THI.DEV	Maya DIMITRIADOU maya.dimitriadou@gmail.com	Tia BILALI MATINABILALI@gmail.com
P5 CIAPE	Martina CASTAGNOLA research@ciape.it martina.castagnola@gmail.com	Enrico MESSINESE e.messinese@gmail.com

P6 TUIASI	Mariana URSACHE mariana_ursache@yahoo.com mariana.ursache77@gmail.com	Luminita CIOBANU ciobanu.luminita66@gmail.com
P7 CEDECS 1992	Athanase CONTARGYRIS thanos@dialogos.net acontargyris@gmail.com	Jean-Francois VERMONT vermont@pfls.fr
P8 USFAX	Amine HAJ TAIEB amineht@yahoo.fr amin.htaieb@gmail.com	Omar TAKTAK taktakomar@gmail.com
P9 ISET	Lassad GHALI ghali.lassaad@gmail.com	helmi KHLIF helmikhelif2016@gmail.com Slah MSAHLI
P10 ISMMM	Fadhel JAAFAR jaafarfadhel@gmail.com	Taoufik HARIZI
P11 ATCTex	Bessem KORDOGHLI bessem.kordoghli@gmail.com	Mehdi SAHNOUN mahdisahnoun@gmail.com Neji LADHARI atctex.president@gmail.com
P12 CRNS	WisseM CHEIKHROUHOU WisseM.koubaa.crns@gmail.com	Noura RMILI nouraarmili@gmail.com Amal MARZOUKI

P13	Ramzi ZAMMALI	Jalel BEN HAJ KHALIFA
MFC Pole	ramzi.mfcpole@gmail.com	

The StC is the project operational decision-making and arbitration body, which will implement the provisions of the Grant Agreement and shall decide on the following matters:

- strategic orientation of the project;
- on time completion of activities
- identification of the Foreground that could be the subject matter of protection and consequential decisions on dissemination and exploitation activities;
- allocation of the co-ownership shares over Foreground obtained by several participants; acquisition of rights from third parties, if applicable;
- take all decisions required for the successful progress of the project;
- implement the scientific decisions and orientations, taken by the coordinator, by redefining the work plan and schedule and/or re-defining partner roles, contributions and budgets;
- elaborate progress reports on the state of advancement of each work package; monitor any significant difference between planned and actual advancement of participants' work, particularly with respect of project results and deliverables;

4.3 The Quality Committee (QC) and the Quality Manager (QM)

In order to achieve the quality objectives of the project, a Quality Committee (QC), was formed during the kick-off meeting, and is composed of the following persons:

Project Quality Committee (QC)	
Participant	Representative
CRE.THI.DEV	Maya DIMITRIADOU, Tia BILALI
CEDECS	Jean Francois VERMONT
AEI TEXTILS	Ariadna DETRELL, Josep CASAMADA
Sfax	Amine Haj Taieb

The duty of the QC is to support CRE.THI.DEV in the monitoring and evaluation of the progress of the project and to ensure that all its activities are carried out properly according to European Standards and Guidelines for Quality Assurance and ensuring proper execution of the project to achieve its objective. The QC will design a proper evaluation process and be responsible for creating a set of indicators.

The QM will monitor the project at different points using different types of evaluation practices and tools, such as questionnaires, interview grids and check-lists, devised to assess on an ongoing basis project relevance, efficiency and impact, to measure progress throughout its life cycle, to determine if the project responds to main target groups' needs, to measure the level of satisfaction of beneficiaries of project activities, and to evaluate unexpected results and control all processes.

The monitoring and evaluation procedures will monitor the project execution through two monitoring reports which will be produced on 12 and 24 month. An intermediate and a final report will also be elaborated, showing the first impact on organizations, and beneficiaries involved that will be communicated to the EACEA.

4.4 Financial Manager (FM)

The UPC will appoint a Financial Manager, who will be responsible for budget issues of the project and will be in close cooperation with the Project Coordinator. Similarly, each partner will appoint a person responsible for the monitoring and reporting on financial issues who will be in close cooperation with the respective partner's project manager. Questions on financial issues will be timely addressed to the PC, who must answer them, based on its own knowledge or after contacting the National Agency, and inform all partners. Financial reporting will be done every 6 months by all partners and sent to the PC to prepare the overall financial report and submit it to the National Agency on schedule.

4.5 Work Package Leader (WPL)

For each deliverable, one or more partners are defined as Work Package Leader/s (WPL) as more than one partner, depending on their role in the project, can be involved in the implementation of each WP and its subtasks.

Each Work Package Leader will be responsible for the detailed co-ordination and reporting of a specific WP. If needed, meetings of the partners involved in the WP will be organized and chaired by the Leader. For each deliverable, within the WP, the Leader will assign direct responsibility either to

himself or to an associate individual. The work package Leader is, in the first instance, the person who will be contacted by the PC as part of the monitoring of progress towards completion of the deliverables and of the assigned WP.

At the end of each project period, each partner will report to the Leader of the WP he is involved in and for which he has performed tasks during the reporting period, on progress of the activities within the agreed work packages. The WP Leader will forward a consolidated progress report to the Coordinator. He/she will also prepare a report at the achievement of each milestone, describing the actual results obtained, and discussing it in relation to the project specific objective and a WP report at the completion of the WP.

5. Project Quality Assurance

Certain indicators of effectiveness are determined in order to guarantee the reaching of the project goals and objectives, each of which is related to a certain standard (requirement or metric), a measure of the success in producing the project results with the desirable level of quality.

These indicators and respective objectives are described in the Logical Framework Matrix (LFM) as well as the qualitative and quantitative indicators listed in the chapter. Additional indicators can also be defined by the WPL or the consortium, if deemed necessary. The QM will use these indicators to measure the rate of success of foreseen results on a regular basis.

Indicators are described from a qualitative and quantitative point of view from the perspectives of the overall implementation of the project and particular project objectives.

Quality will be measured by using tools such as the monitoring and evaluation questionnaires issued regularly by the QM and answered by all relevant partners or stakeholders, as well as evidence collected during project activities.

In particular, during project execution, the quality of the project and its deliverables are measured against selected quality standards regarding:

- Project Processes, to ensure the involvement and alignment of all partners according to the topics and tools to measure effectiveness.
- Project Deliverables, to measure the degree of achievement of the expected results, both in qualitative and quantitative form.

For each project component, both project processes and deliverables, one or more indicators is set, accompanied by the relevant metrics, according to which compliance is measured. The complete list of indicators and metrics is shown in the Quality Plan Spreadsheet ().

5.1 Quality of the project processes

The quality of the project processes will be done through self-evaluation of the consortium by the project partners themselves, using the Project Quality Assessment Form QAF. For the evaluation of the project as a whole, a set of indicators have been established, which can be measured on a scale from 1 to 5, where 5 is very positive and 1 is very negative. The indicators are generally relevant to the quality of the project management, coordination, structure, support mechanisms, content, and resources.

The evaluation is primarily done by each partner, who must answer each question with an assessment of the performance of the consortium. The QM will collect all the answers from the partners and integrate them into a report, using the technique and the approval limit described in 5.2, which will reflect the views of the consortium on its progress. In case the QM, upon processing the results finds that one or more are below the expected performance, notifies the PC in order to set forth problem-solving procedures.

The evaluation of the project processes will be performed at the end of year one, two and three, during the lifecycle of the project and the results of the analysis will be incorporated in the yearly reports.

5.2 Quality of deliverables - activities

The deliverables – activities of WINTEX project consist of the results of the 5 Work packages, as described in the work plan of the project, included in par. 3.3 of this document and in the Quality Plan Spreadsheet (). Each WP contains one or more subtasks.

In order to assure a high level of quality regarding the results of the project, each deliverable - activity is evaluated for its completion in due time as well as for its completeness, its effectiveness and its impact.

The parameters for the evaluation (due dates, indicators and target values, evaluators, method and tools of evaluation and approval threshold) are described in the - Quality Plan Spreadsheet.

Depending on the nature of the activity implemented, for each WP and its subtask(s), the evaluation can be of two kinds: a. Internal or b. external. “Internal” means that responsible for the review of the document or activity are specific or all the members of the consortium, while “external” means that persons other than the partners of the project (e.g. the public, participants, trainees, beneficiaries, external auditors, EAC etc.) evaluate the results. The evaluation is made with the aid of specific forms that are included as annexes to this manual. Besides these documents, additional evaluation forms may be produced during the lifetime of the project. These forms are mainly circulated to the evaluators as google forms.

Regarding the internal evaluation of a deliverable (document, report) the following procedure is followed. When a deliverable is finished, the WPL sends the “first draft version” of the relevant document to the reviewer(s) as described in the Quality Plan Spreadsheet, who check it for its completeness, clarity and comprehensiveness.

The results of the evaluations are elaborated by the QM who sends them to the WPL and the other members of the consortium. The WPL is responsible for amending the document according to the review results, if needed. The time for this amendment is agreed between the WPL and the PC.

Once the document/report is amended (if needed) its revised version is sent by the WPL to all members of the consortium. This procedure can last one week maximum and the WPL is responsible for any changes or additions to the document.

In case the WPL considers the suggested improvements (by the reviewer(s)) as not relevant he has to present his reasons to the respective evaluator and ask for his agreement.

The approved document/report is included by the PC in the formal progress report/s of the project. It is also uploaded in the website of the project.

5.3 External evaluation

5.3.1 By target groups (beneficiaries)

WINTEX project includes several deliverables that are addressed to people out of the core of the consortium. These deliverables of the WPs and subtasks undergo an external evaluation. The specifics of the external evaluation, as regards to the tools used, the reviewer, the dates of review, the indicator(s) etc., are described in the quality spreadsheet . In general, the evaluation is done by beneficiaries (target groups) of the activities, which are asked to evaluate them by answering specific

questions using the forms which are attached as annexes to this quality manual. Usually, online tools as google forms and other similar tools are used for the circulation of the questionnaires.

5.3.2 By External Quality Evaluation Committee (EQEC)

Furthermore, the External Quality Evaluation Committee, composed of 4 members, independent of the partners of the project (4 external experts: 1 from EU and 3 from Tunisia), will ensure a neutral review and a consistency assessment of the project deliverables versus project target groups' needs/expectations, and will conduct constructive evaluation by working according to the terms set by the project QM, QC and the Project Coordinator. The criteria for the selection of the External Quality and Evaluation Committee members will be included in a separate document.

5.4 Elaboration of the questionnaires

When questionnaires are used for the evaluation of project results, events etc, they will consist mostly of questions that can be answered with the aid of a five points rating scale (1: poor and 5: very good). Additionally, they may also include open-ended and/or YES/NO questions. The elaboration of the answers to the questionnaires is made by the QM and circulated to the WPL and the other members of the consortium.

The activity is considered successful if the percentage of satisfaction is more than 70% (based on weighted answers). Answers to the open-ended questions are taken into consideration for improvements. In case the percentage of satisfaction is less than 70% (for questions rated from 1 to 5) the QM proposes proper corrective actions (improvements, repetition of activity etc,) which should be agreed with the PC and the WPL.

If the QM or The contents of the questionnaires may change from the initially formed ones during the project for reasons of improvement and adaptation to the current needs. Responsible for these changes is the QM.

6. General Quality Issues

6.1 Document Control

This section describes the control system for preparing, reviewing, approving, distributing, revising and updating documents that are required for the Quality Plan of Wintex project. These documents include but are not limited to the following:

1. Quality and Evaluation Plan
2. Quality Plan Spreadsheet
3. Quality forms (as annexed to the Quality Plan Manual)
4. Minutes of the meetings
5. Deliverables of WPs
6. Progress reports
7. External documents like the Erasmus plus program guide or other instructions by the National Agency of Tunisia or the European Commission, the grant agreement, the partnership agreements (PA) between the PC and the partners etc.

The Quality Manager with the contribution of the Quality Committee is responsible for drafting and issuing the Quality and Evaluation Plan, the Quality Plan Spreadsheet and the Quality forms annexed to it.

All the internal documents (except quality forms) are drafted using the DT (document template). The first draft version is numbered with 1. For the description of the different versions the version control table in the beginning of each document is completed. The version nr is also inserted in the bottom of each page of the document.

Responsible for the revision of the different documents are the respective WPLs who are also responsible for distributing to all partners the last approved version of each document. The last approved versions are also uploaded to WINTEX folder in google drive.

The first draft version of the documents (v1) is sent to all partners who have 7 days to submit their comments. The WPL makes the necessary amendments and issues the second draft version (2) which is also distributed to all partners. If no comments are received in a period of 7 days maximum, this second draft version is considered to be the final one. Further amendments to the documents, during the lifecycle of the project can be made given a new version nr.

The last approved version (controlled copy) of WINTEX documents is also uploaded to the website of the project by the WPL of WP 4 (Dissemination) who is also responsible for its substitution in case of revision (new version).

External documents that are not available on the website shall be properly collected and maintained by the PC and made available to the partnership if deemed necessary or requested by partner(s)

6.1.1 Documents' format

All the documents of WINTEX are elaborated in MS Word™ format (or equivalent) for documents, MS Excel™ format (or equivalent) for spreadsheets and MS Power Point™ (or equivalent) format for presentations. For questionnaires that are circulated to the partners and/or external evaluators of the project the google forms tool is mostly used.

The final deliverables are also made available in pdf format in order to avoid not desired changes.

6.1.2 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 WINTEX project
- The logo of ERASMUS PLUS
- The title and reference number of the project
- The following disclaimer: “This project has been funded with support from the European Commission. This publication reflects the views only of the author, and the Commission cannot be held responsible for any use which may be made of the information contained therein”

The same logos and disclaimer shall be also mentioned at the web-site of the project as well as at any other social network page (facebook, twitter etc.).

6.1.3 Master List of Quality Plan Documents & Forms

The Quality documents and forms are described in the following table and annexed to this Quality Plan Manual.

Abbreviation	Full name of document	
QEP	Quality and Evaluation Plan	
QPS	Quality Spreadsheet	Annex 1
DT	Document Template	Annex 2
QAF	Quality Assessment Form	Annex 3
DEF	Deliverable Evaluation Form	Annex 4
TET	Training Evaluation by Trainees	Annex 5
PIL	Pilot Evaluation of Center	Annex 6
TCP	Tunisian Collaboration platform	Annex 7
EEF	Event Evaluation Form	Annex 8

MEF	Meeting Evaluation Form	Annex 9
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6.2 Communication

Communication between the members of the consortium, between the PC and the National Agency and between the PC and the European Commission is very crucial for the successful implementation of WINTEX project.

Day by day communication of the partnership is conducted by e-mail, telephone conversations and skype meetings when deemed necessary. Each partner appoints a representative for the list of recipients for communications. For the avoidance of any confusion, special attention is paid to the clear drafting of the subject of the e-mail. Periodic online conferences/meetings will be organized to complement face to face meetings in order to facilitate follow upon decision taken, monitor on project implementation and trouble shooting.

In general, all information relevant to the project is sent to all partners, except in cases of specific action(s) that involve only some of the partners. Each WPL shall communicate the WP results to all partners during transnational meetings.

External communication with the National Agency for ERASMUS+ and with the European Commission is the responsibility of the PC. This communication takes place mainly by e-mail, telephone conversations, Skype meetings or face-to-face discussions when it is needed and its results are communicated to the partnership.

6.3 Meetings

Meetings are important to ensure the progress of and to maintain the technical and social relationships among the partners in the project. Meeting with all partners participating are planned to occur as: 2nd meeting (TUIASI), 3rd meeting (ISET), 4th meeting (CRNS), 5th (UNIWA), 6th meeting (ISMMM), 7th meeting (CIAPE) and final meeting (USF). Due to recent global situation with the issues occurred in year 2020, some of the meetings will be reorganized internally by the partners and held online.

During project meetings, the work already done will be presented, jointly reviewed, and - when necessary - possible steps for improvements agreed. Having the necessary information at certain points in time on actual variances against the planning, it allows to decide suitable corrective/preventive actions when detecting lacks or gaps related to the project scheduling and/or

planning. These measures, decided after analyzing the associated risks (in delays, additional costs, overall implications), are to assure that the project meets the declared project objectives and targets, and produces the foreseen results, according to the project planning.

Each meeting should be attended by preferably the same team of project participants in order to assure smooth project execution. The host of the meeting and the PC are jointly responsible for preparation of agenda for each transnational meeting. During the meeting a list of participants has to be signed. After each meeting, the minutes will be written down. The minutes have to be accepted by all project partners.

Decisions in partner meetings will be made based on simple majority. If the distribution of votes is even, the PC vote decides.

7. Reporting

Instead of six bi-yearly reports, as stated in the proposal, the QC decided, and the PC agreed, to produce three project reports, for the first, second and third year of the project. The six months period was considered not enough to acquire sufficient input for evaluating the project. This was agreed with the PC. The reports will give a detailed overview of the activities and outcomes of the project to date and a clear account of the budget. Their production will be led by UPC and will be based on partners' individual reports in the different activities of the project and according to external assessment. Yearly evaluation reports will be assessed and approved by the Steering Committee at Months 12, 24 and 36.

A Project Final Report will also be produced during the last month of the project. It will give a detailed overview of the activities and outcomes of the project and a clear account of the budget and will be based on partners' individual reports in the different activities of the project and according to external assessment. The final report will be assessed and approved by the Steering Committee by month 36.

These reports will be linked with the official project financial and narrative reporting that is due on months 18 & 36 that will be sent to program managing authorities.

8. Conflict Resolution

In the course of the project, partners will have to agree on and develop specific outputs. Usually, agreement is first reached through regular contact, followed by official confirmation via electronic mail, letter or minutes. For important issues, agreement may be a report to be signed by those responsible for decisions. Non-technical factors such as resource allocation and contractual terms also need to be agreed and documented in writing. The Project Coordinator should immediately take action if potential conflict situations arise. Technical issues/conflicts within contractual commitments that do not involve a change of contract, a change of budget and/or a change of resources/overall focus will be discussed/solved by the Project Coordinator. Decisions will be normally taken through consensus. However, after a reasonable amount of time has passed for illustration and defense of conflicting positions, in order to avoid deadlock in project operational progress, the approval by a two-third majority of partners will be sufficient. If the decision being taken is unacceptable to partners found in the minority positions, then the problem is elevated to a higher level at the partners in conflict. If again the problem cannot be resolved the Project Coordinator has to call a management meeting to vote it out and in case of a tie cast the decisive vote or call a new management meeting within 4 weeks.

Major conflicts requiring change of contract will be discussed at managerial level. The Project Coordinator has to inform the partners in writing of any decisions to enforce a final solution by majority vote at least one week in advance. In addition, the PC will inform the Executive Agency in writing and discuss the topics with the Agency before a final decision is made. Any changes regarding budget/contractual issues will be reported to the Agency and occur upon approval only.

9. Annexes

- 9.1 Annex I – Quality Plan Spreadsheet (QPS)
- 9.2 Annex II – Document Template (DT)
- 9.3 Annex III – Quality Assessment Form (QEF)
- 9.4 Annex IV – Deliverable Evaluation Form (DEF)
- 9.5 Annex V – Training Evaluation by Trainees (TET)
- 9.6 Annex VI - Pilot Evaluation of the Center (PIL)
- 9.7 Annex VII – Tunisian Collaboration Platform (TCP)
- 9.8 Annex VIII – Event Evaluation Form (EEF)
- 9.9 Annex IX – Meeting Evaluation Form (MEF)

