



Quality Management Plan

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1 INTRODUCTION

This Quality Management Plan defines the acceptable level of quality and describes how the project will ensure this level in its deliverables and work processes. It serves as a reference for all related project members in order to identify their roles & responsibilities and to address quality-related project processes.

2 QUALITY MANAGEMENT STRATEGY AND OBJECTIVES

The Quality Management in FACTS4WORKERS consists of planned and systematic activities to determine and ensure achievement of the project's quality objectives. The purpose is to validate that the project deliverables are completed with an acceptable level of quality. Quality management assures the quality of the project deliverables and the quality of the processes used to manage and create the deliverables.

The Quality Management Plan identifies these **key components**:

Objects of Quality Review	Quality Measure	Quality Evaluation Methods
Project Deliverables	<ul style="list-style-type: none"> • Deliverable Quality Standards • Completeness and Correctness Criteria 	Quality Control Activities
Project Processes	<ul style="list-style-type: none"> • Process Quality Standards • Stakeholders Expectations 	Quality Assurance Activities

The following are the **quality objectives** of the project that reflect the overall intentions to be applied with regard to quality throughout the project:

- Deliverables **support improved project management proficiency**
- Deliverables **meet the requirements** of partners, project managers and the European Commission
- Deliverables **align with industry best practices** for project management and Web delivery
- Deliverables **represent best practices of usability.**
- Project processes **conform to recommended project management standards**
- Project processes **meet the standards for good scientific practice**

3 QUALITY CONTROL ACTIVITIES

The focus of quality control is on the deliverables of the project. Quality control monitors project deliverables to verify that the deliverables are of acceptable quality and are complete and correct. The following processes are established to ensure the quality of the deliverables:

3.1 Defined milestones

As the main quality gates, the defined milestones need to be met.

The milestones will be reviewed by a formal review against the “means of verification”-definition at the Executive Board during the monthly status meeting. The milestone responsible should present at the regular Executive Board meeting, why the Milestone should be declared as met. The Executive Board releases the crossing of the milestones; the Scientific Responsible proposes then the crossing of the Milestone to the general Assembly at the next meeting. In case the General Assembly does not accept the crossing of the milestone, the Scientific Responsible will define corrective actions.

FACTS4WORKERS uses global project milestones as crucial “points of alignment” for the whole project (see Project-Handbook [2], Section 2.1.3).

3.2 Review process

The quality of the deliverables including the reports is managed through an extensive review process.

Before they can be released, all deliverables have to pass a deliverable review process. This is to verify that the technical content is evolving the state of the art, and contribution to certain topics like FACTS4WORKERS overall projects objectives is clearly stated. The main goal of the deliverable review process is to ensure that only high quality deliverables are submitted to the EC by eliminating any problems regarding quality before the deliverable is released.

Before releasing the deliverable, several tasks have to be performed by the deliverable responsible:

- Spell check (UK English)
- Consistency (wording, multiple spaces...)
- All references up to date and working (e.g. table of contents, cross references)
- No track-changes, comments etc. included, and track-changes turned off
- Check the complete document according to the acceptance criteria defined in

FACTS4WORKERS is having a formal review process, which consists of an internal and an independent formal review.

First, an **internal review** within the WP creating the deliverable has to be performed. The goal of this internal review is to assure, that the document matches the basic quality criteria (technical, structure/content...). If possible, it shall also already be checked against the majority of the acceptance criteria defined in the Project Handbook. There is no requirement to produce a formal record of this internal WP review.

The second stage in the FACTS4WORKERS review process is the **independent formal review**. It has to be initiated by the Scientific Responsible. The Scientific Responsible shall nominate suitable

reviewers; preferably these are the project internal “customers” of the work content and check that they are willing to do the review. External reviewers should also be involved. The involvement of suitable external reviewers is managed by the Scientific Responsible. If an external reviewer is involved, the deliverable responsible must be informed.

The following **criteria** apply for the selection **of internal and external reviewers**:

- There shall be at least two independent reviewers for the deliverable.
- All reviewers should not be deeply involved within the WP that created the deliverable.
- The reviewers shall have a sufficient amount of expertise.

The review must be performed based on the provided FACTS4WORKERS deliverable review template and has to take the defined acceptance criteria and scoring metrics into account. By using this template, the review must be documented. The review forms must be handed in once the final deliverable is submitted to the project coordinator to act as proof for the independent formal review. The deliverable-review-template is available on ProjectPlace:

<https://service.projectplace.com/pp/pp.cgi/0/1118787256?op=wget#folder/1096561539>

(H2020-facts4workers → 01_Workpackages → WP8 → Templates → FACTS4WORKERS_Deliverable_Checklist_Template).

The results of the independent formal review shall be checked by the Scientific Responsible. Appropriate actions have to be taken to assure that the review comments are integrated into the final version of the deliverable. If required (acceptance criteria not met), this should also involve another review by the reviewers to check if the document is of sufficient quality (see Project-Handbook [2], Section 7.6).

The deliverable responsible has the final responsibility that the deliverable is meeting the acceptance criteria in both technical and formal way to ensure that only high quality deliverables are submitted to the EC.

4 QUALITY ASSURANCE ACTIVITIES

The focus of quality assurance is on the processes used in the project. Quality assurance ensures that project processes are used effectively to produce quality project deliverables. The following activities are established to ensure the quality of the processes used in the project:

4.1 Frequent communication within the project

As the most important quality assurance activity, a good, regular and frequent communication within the project has to be established!

Therefore, the statuses of all Work Packages need to be communicated on a monthly basis to the project. First internal reporting process is a monthly status report to be delivered by each WP-Leader. A simple template is provided for this, which has to be completed and uploaded by each WP every month until 2 days before the monthly project-wide status meeting via webex (or other virtual method). The WP-Status-Template can be found here:

<https://service.projectplace.com/pp/pp.cgi/0/1118787256?op=wget#folder/1096561539>

(H2020-facts4workers → 01_Workpackages → WP8 → Templates → FACST4WORKERS_Monthly_Report_Template).

During the monthly Status Meeting, which can be part of the regular Executive Board meeting, the status of each WP is discussed and the stoplight colour coding agreed or updated if necessary. This will allow all project partners to gain clear insight to the actual status of the project. It also is for detecting problems and risks in time, so that effective actions can be defined very quickly. It contains no numbers on costs and efforts, but should focus on the progress of deliverables and the innovations achieved. This monthly project-wide status report is the main problem and risk reporting process regarding quality and schedule. Due to its monthly occurrence, it is easy to analyse what has changed/improved/fallen off in quality since the last status report. Every WP leader (or an according substitute) shall be present within these monthly meetings.

In the last status meeting before a General Assembly meeting, the Executive Board prepares a status report for the General Assembly meeting, containing all 8 WP-Status one pagers. Necessary corrective measures should be proposed in a way that the General Assembly is able to take the relevant decisions.

Schedule of meetings during the overall project duration is shown in the table below:

Meeting	Date / Frequency	Involved	Type
Kick Off Meeting	2015-01-12/13	All partners	F2F
Executive Board	10-12 per year	WP-leaders, Scientific Responsible, Coordinator, other partners upon request and/or interest Fixed date@Kick-Off: every 2nd Tuesday per month, 9am-11am	Webex
General Assembly	1-2 per year	GA representatives	F2F
WP-specific Workshops	On request (by WP leader)	All WP partners	F2F, Webex
Advisory Board	1 per year (from year 2 on), combined with GA meeting	All partners	F2F
Review meeting 1	Month 12-13 (tbc), combined with GA meeting	All Partners	F2F
Review meeting 2	Month 30 (tbc), combined with GA meeting	All partners	F2F
Review meeting 3 Closing Event	Month 48, November 2018	All partners	F2F

4.2 Risk management

The second critical quality assurance activity is the control of the risk management and the relevant contingency plans. Hence it is necessary to review the open risks on a regular basis within the Executive Board.

The risk management is intended to recognize overall project risks as early as possible and respond proactively to these risks before they become a problem for the project. During the project, project progress and project risks have to be reviewed continuously and systematically, and appropriate risk management measures have to be taken. The main risks in FACTS4WORKERS are on technical, organisational and financial level. The Coordinator must monitor the indicators of the risk, and manage and monitor the realization of the countermeasures. The Coordinator will be supported by the WP-Leaders and their related risk management.

The main process for reporting of any new risks/problems is the monthly status report to be done by each WP Leader. Thus, the WP Leaders and the Executive Board will dynamically identify potential risks and describe them by using the risk analysis form. Any identified risk immediately

has to be reported to the Scientific Responsible and the Coordinator, independent of when the next monthly status report will be done.

Within the Description of Action, several initial risks have already been identified (see Grant Agreement [1], p.208, 124-126) and according initial counter measures defined. The Scientific Responsible together with the Coordinator will track the Risk Analysis and set up appropriate Contingency Plans.

Based on the initial risk analysis, a risk analysis template is provided on ProjectPlace: <https://service.projectplace.com/pp/pp.cgi/0/1118787256?op=wget#folder/1097469855>

To identify the criticality of any risk, the risks are evaluated on a standard procedure:

Probability of occurrence in FACTS4WORKERS	Damage to FACTS4WORKERS and/or partners/Consortium
highly improbable < 0.1%	negligible Reputation and/or Targets of project and/or partners are unaffected, Payments from EC will be unaffected
improbable (0.1% - 1%)	noticeable Targets of project are affected, Reputation of project not affected, Payments from EC will be unaffected
quite likely (1% - 10%)	bearable Project Targets and Reputation of project is at risk, Payments from EC will be unaffected
probably (10% - 30%)	dangerous Project Targets and Reputation of project is affected, Payments from EC for involved partners is at risk
almost certain (30% - 100%)	disastrous Reputation of FACTS4WORKERS is damaged and reputation of partners are affected / Payments of EC for consortium is at risk

5 REFERENCES

- [1] FACTS4WORKERS Grant Agreement Annex 1 – Description of Work, Issue of
- [2] FACTS4WORKERS Project-Handbook