Project Title: *Educational for Drone* **(eDrone)**

Deliverable Title: Design of the quality management system

Deliverable Type	Methodology
Result Number	
Date of Delivery	22.09.2017
Author(s)	Francesco Lamonaca (UNISANN)
Reviewer	Bartosz Brzozowski (MUT)
Review date	25.11.2017
Reviewer	EACECA Comments
Review date	19/11/2018

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Versioning and Contribution History

The following is the document control for revisions to this document.

Version	Date	Reason	Modified by
01	22.09.2017	Initial Draft with Table of Contents **Unisannio contribution**	Francesco Lamonaca
02	25/11/2017	Bartosz Brzozowski Review	Francesco Lamonaca
03	19/11/2018	EACEA Officer comments	Francesco Lamonaca
04	20/11/2018	EACEA Officer comments	Francesco Lamonaca
05	27/11/2018	Approved by Consortium	Francesco Lamonaca

Please include here also information on: when was the concept note submitted, when was feedback received, etc.

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1. Quality Management Approach

The purpose for managing quality is to validate that the project deliverables are completed with an high 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 processes:

Objects of quality review	Quality Measure	Quality Evaluation Methods
Project Deliverables	Deliverable Quality Standards Completeness and Correctness Criteria Timeline	Respect of the time line Peer Review Process
Organization of meeting, workshop, conferences	Suitability of the goals Suitability of the goal time line Quality of the agenda Quality of the selected speakers Quality of the provided materials Overall quality of the event execution	Respect of the time line Questionnaire
Didactics	Suitability of the goals Suitability of the goal time line Quality of the time table Quality of the selected speakers Quality of the provided materials Improvement of the knowledge of the attendances	Respect of the time line Questionnaire
ICT platform	Suitability of the platform Easy to use Availability of the platform	Respect of the time line Questionnaire

2. Quality Management Objectives

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

- Help partners in monitoring and controlling their own activities.
- Assess progress and provide tools to ensure the quality of deliverables.
- Facilitate the relationship between the partners.
- Monitor project development, with particular regard to deadlines and tasks distribution.

In addition to the present Quality Plan, the Project will be guided by the Grant Agreement for an action with multiple beneficiaries.
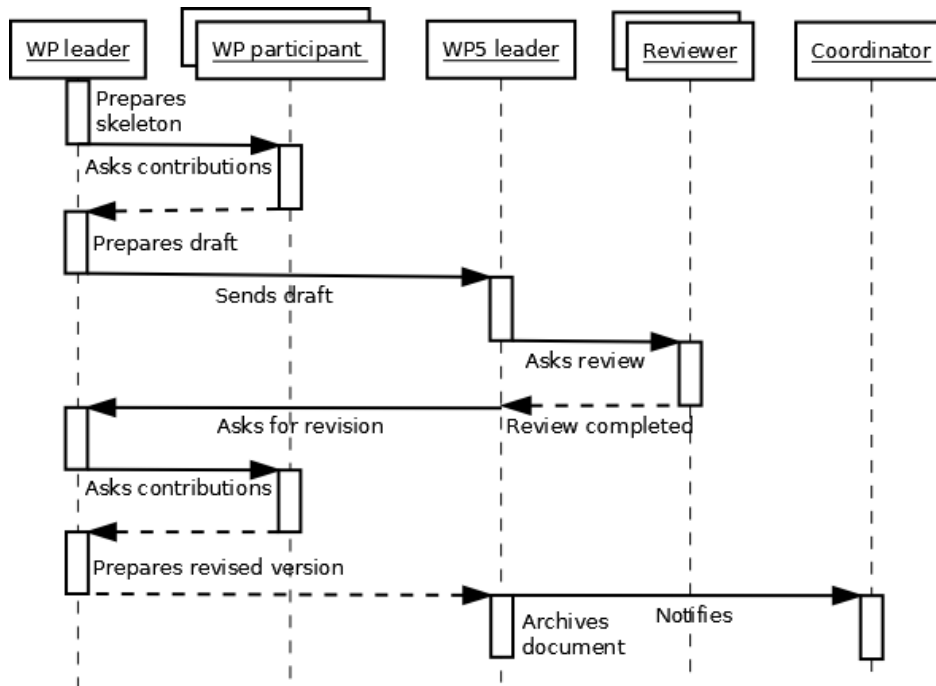
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3. Procedure

This section describes through diagrams the procedures to develop each process of the project.

Deliverable flow

The WP leader will elaborate a workplan at the beginning of the WP and prepare summary reports according with the workplan.

The WP Leader of each deliverable must define the contribution of the involved partners in the WP (*WP participants*) for deliverable definition. After receiving the contributions, the WP Leader must collect them and carry out the complete deliverable. Then she/he must define one or more reviewers among the partners that are not directly involved in the deliverable definition. Each reviewer must complete the title page defined for the deliverable in which are all information about the review process and the *Review Form* to give his/her suggestions.

WP5 leader is responsible of analysing review reports and recommendations. If the evaluation shows poor results, he will make recommendations on removing weaknesses. WP5 leader archive the documents and notifies to the Coordinator about the availability of the deliverables.
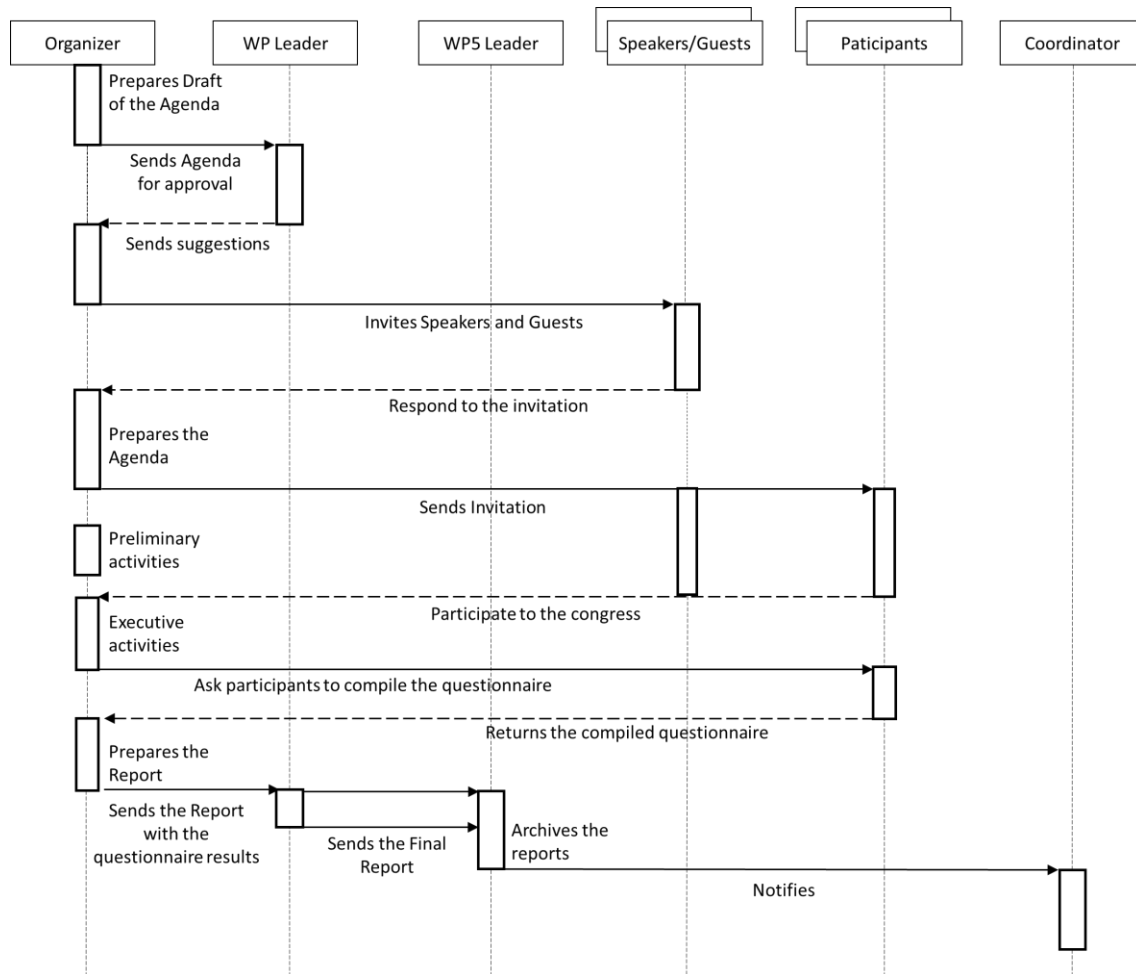
Organization of meetings, workshops, conferences

The Organizer and the WP Leader work together for the definition of the Agenda and the selection of Invited Speakers and Guests. The Organizer manages all the in-site activities.

The leader of WP5 has the role of preparing questionnaires for the evaluation of events. The Organizer asks attendance to complete it and collect results and suggestions in a report. The report together with the questionnaire results are sent to WP5 Leader and WP Leader. Then, the WP5 leader receives from the WP leader the final reports, makes recommendations based on the final report to improve future events, archive the reports and notifies to the Coordinator about the event.
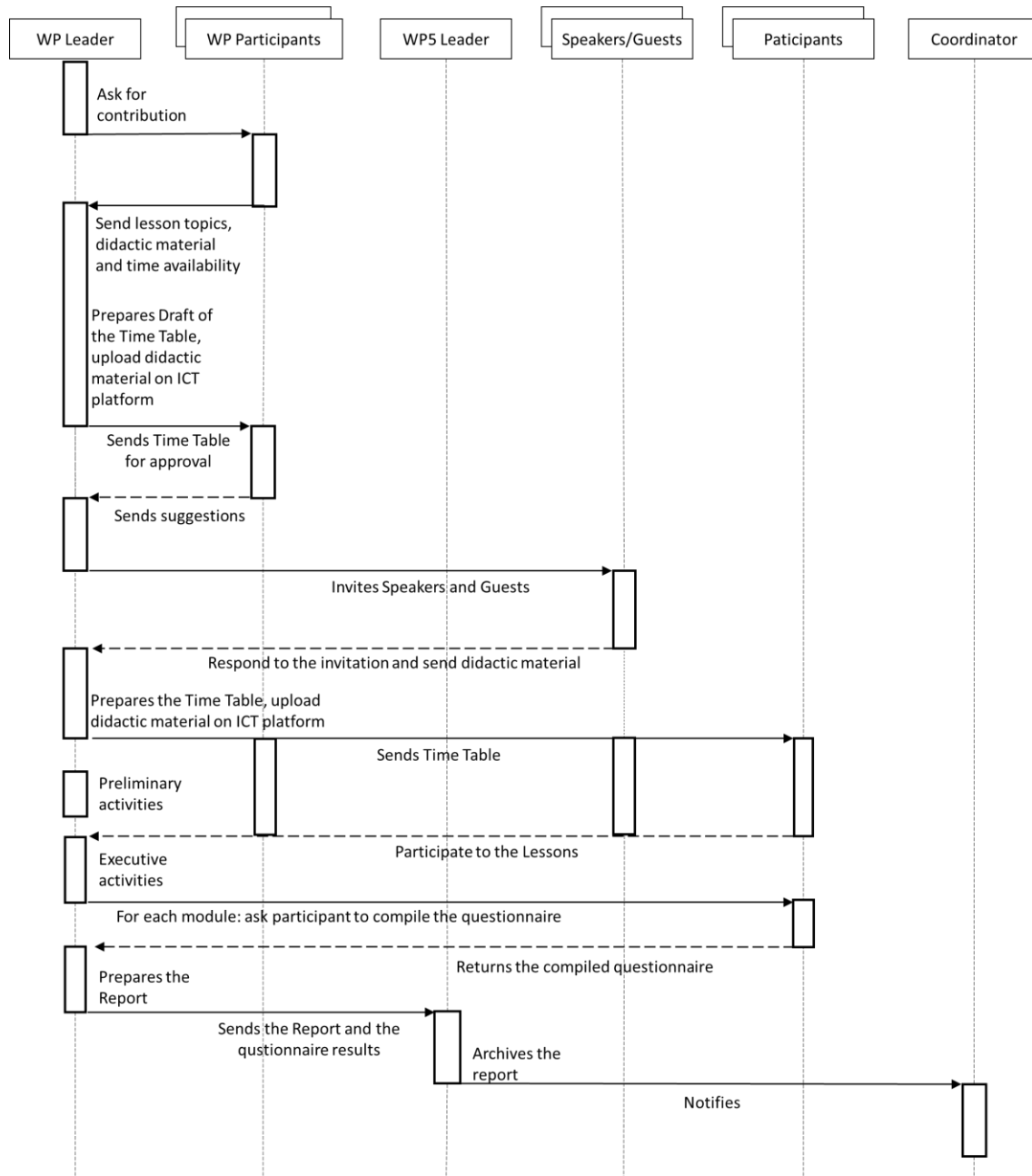

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Didactics

The WP leader ask to WP participants for contribution in the preparation of the lessons and the didactic material and invites speaker and guests. Then he/she prepare the time table of the didactic activities and upload the didactic material on the ICT platform. Together with the WP participants and the invited speaker and guests gives lessons.

The leader of WP5 has the role of preparing questionnaires for the evaluation of the lessons of the course modules. The WP leader ask attendances to complete them and collect results and suggestions in a report. The report and the questionnaire results are sent to WP5 leader that is responsible of analysing the report. If the evaluation shows poor results, will make recommendations on removing weaknesses for improve next didactic modules. Then, the WP5 leader archive the report, questionnaire results and notifies to the Coordinator about the didactic module.

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4. Deadline

In the follow the deadline for each deliverables are reported:

d1.1	State of the art report on last generation technologies for drones and sensors supporting remote control	MUT	Bartosz	Brzozowski	14/01/2017
d1.2	Workshops on Technology of Drones	MUT	Bartosz	Brzozowski	14/01/2017
d1.3	Visits to enterprises	MUT	Bartosz	Brzozowski	14/04/2017
d1.4	User needs document	MUT	Bartosz	Brzozowski	14/07/2017
d2.1	State of Art of drones laws in Programme Countries	CAA	Constantin	Vozian	14/03/2017
d2.2	State of Art of drone laws in Partner Countries	CAA	Constantin	Vozian	14/03/2017
d2.3	Workshop on Law and User needs	CAA	Constantin	Vozian	14/03/2017
d2.4	Regulatory needs report	CAA	Constantin	Vozian	14/07/2017
d3.1	Course program structure and content design	UNIEVRY	Yasmina	Bestaoui	14/12/2017
d3.2	ECTS recognition of the course	UNIEVRY	Yasmina	Bestaoui	14/02/2018
d3.3	Educational material for the course program	UNIEVRY	Yasmina	Bestaoui	14/09/2018
d3.4	Lecturer selection of CTT	UNIEVRY	Yasmina	Bestaoui	14/09/2017
d3.5	Enrollment process for CTT course	UNIEVRY	Yasmina	Bestaoui	14/04/2018
d3.6	Enrollment process for CIA	UNIEVRY	Yasmina	Bestaoui	14/05/2019
d3.7	CTT Deployment	UNIEVRY	Yasmina	Bestaoui	14/04/2018
d3.8	CIA Deployment	UNIEVRY	Yasmina	Bestaoui	14/05/2019
d4.1	Equipment purchase	MSU	Florentin	Paladi	14/06/2018
d4.2	ICT platform setup	MSU	Florentin	Paladi	14/06/2018
d4.3	Web content development	MSU	Florentin	Paladi	14/06/2018
d4.4	E-learning material for course program	MSU	Florentin	Paladi	14/06/2018

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d5.1	Design of the quality management system	UNISANN	Pasquale	Daponte	14/09/2019
d5.2	Coordination of quality control	UNISANN	Pasquale	Daponte	14/09/2019
d5.3	Quality monitoring	UNISANN	Pasquale	Daponte	14/09/2019
d5.4	Project documentation	UNISANN	Pasquale	Daponte	14/09/2019
d5.5	Final evaluation of the course	UNISANN	Pasquale	Daponte	14/09/2019
d5.6	External audit	UNISANN	Pasquale	Daponte	14/09/2019
d6.1	Dissemination plan	NPUA	Hrachya	Karapetyan	14/07/2017
d6.2	Universities meetings	NPUA	Hrachya	Karapetyan	14/05/2018
d6.3	Dissemination workshops	NPUA	Hrachya	Karapetyan	14/09/2019
d6.4	Electronic publishing of news and reports	NPUA	Hrachya	Karapetyan	14/09/2019
d6.5	Participation to workshops and visits	NPUA	Hrachya	Karapetyan	14/09/2018
d6.6	Promotional material	NPUA	Hrachya	Karapetyan	14/07/2019
d7.1	Design of exploitation plan	UNIGAL	Florin	Nedelcuţ	14/09/2019
d7.2	OED CIA promotion	UNIGAL	Florin	Nedelcuţ	14/09/2019
d7.3	Internship promotion	UNIGAL	Florin	Nedelcuţ	14/04/2019
d7.4	Promotion of startups	UNIGAL	Florin	Nedelcuţ	14/09/2019
d7.5	Public-private collaboration	UNIGAL	Florin	Nedelcuţ	14/09/2019
d7.6	Promotion and exploitation of the ICT platform	UNIGAL	Florin	Nedelcuţ	14/09/2019
d7.7	Proposal for recognition of the courses degree	UNIGAL	Florin	Nedelcuţ	14/09/2019
d7.8	Draft of a formal regulatory proposal	UNIGAL	Florin	Nedelcuţ	14/09/2019
d.8.1	Kickoff and Consortium meetings	UNISANN	Pasquale	Daponte	14/05/2019
d.8.2	Coordination activities	UNISANN	Pasquale	Daponte	14/09/2019
d.8.3	Financial management reports	UNISANN	Pasquale	Daponte	14/09/2019
d.8.4	Communication with EACEA agency	UNISANN	Pasquale	Daponte	14/09/2019

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5. Milestones

Periodical Consortium meeting held each six months. In these meetings, each partner presents the achieved results, the occurred problems and difficulties that might occurs, the strategies adopted to overcome them, and in the case they are not overcome, the partner present the difficulties and the problems to the consortium and all Partners try to propose a shared solution. At the end of each meeting:

- the meeting organizer collects all the presentations and send them to the grant older to collect them.

- all participants are invited to compile an evaluation questionnaire.

- The meeting organizer prepare a meeting report that is managed according to the "Deliverable flow". The document reports the problems, the proposed solutions and the consortium decisions together with the tasks that each partner take in its responsibility for the practical implementation of the solutions

The results of the shared strategies are evaluated, all together, in the successive meeting.

In the public section of the website, the milestone section is added where the users can download all the presentations of the partners for each meeting, together with the report.

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6. Project Quality Assurance

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 table identifies:

- The project processes subject to quality assurance.
- The quality standards for that process.
- The quality assurance activity – such as a quality audit or reviews - that will be executed to monitor that project processes are properly followed.
- How often or when the quality assurance activity will be performed.

Project Process	Process Quality Standards/Completeness and Correctness Criteria	Quality Assurance Activity	Frequency/Interval
Initiate/planning of WP and deliverables	- detailed plan of activity; - respect of deadlines; - appropriate balance between the roles and tasks of the different participants in terms of their involvement in the activities to be carried out.	monitored through summary reports	according to the work plan
Events organizations	- the agenda and related documents (to be distributed to participants) should circulate among the partners at least few days before the meeting; - PPT presentations (to be shown at the meeting) should be sent to the meeting organiser at least few days before the event - evaluation questionnaires	- asking partners and participants to complete an evaluation questionnaire - making recommendations based on the results of questionnaires to improve future events	after each event

	should be filled in by participants after the meeting; - meeting minutes should be posted on the website as soon as possible after the meeting; - number of external participants at eDrone Workshops; - successful participation and attendee satisfaction		
Communications	- effectiveness of partners communication network for the aim of the project; - communication about the project is active and contributes to achieving the defined objectives; - communication is efficient and satisfactory for all involved in the project; - information is timely and sufficient for all involved.	analysis of electronic messages (e-mails) that circulate between partners	At Milestones every six months
Coordination	- number of physical meetings of partners; - number of remote meetings of partners - number of successfully completed Tasks; - number of raised disputes; - number of Risks/Deviations tackled - number of delayed Deliverables; - prompt preparation of project reports; - documentation of the decisions taken; - clear division of tasks between the partners; - documentation of the results achieved on the website.	- progress reports will be prepared which will be reflected in the indicators listed. - feedback forms during testing and pilot activities will be used for monitoring activities and to write a Final Report about the quality of the project. - report analysis; - analysis of the review form of deliverables;	At Milestones every six months
Dissemination	- quantity of Promotional and	- report analysis;	At Milestones every

	dissemination material produced; - impact of website (number of hits, unique visitors, length of stay, most popular pages, peaks, etc through web statistic module); - use varied dissemination methods, including written information, electronic media, and person-to-person contact.		six months
Reviewing and evaluating	- number of reviewers; - method of reviews selection; - taking in consideration of reviewers recommendations.	- report analysis; - analysis of the review form of deliverables; - if the evaluation shows poor results, will make recommendations on removing weaknesses.	after the deliverables was produced

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7. Quality Team Roles & Responsibilities

The following identifies the quality-related responsibilities of the project team and lists specific quality responsibilities.

Project Team Role	Quality Control and Quality Assurance Responsibilities	Assigned Resource
The WP Leader of each deliverable must define the contribution of the involved partners in the WP for deliverable definition. After receiving the contributions, the WP Leader must collect them and carry out the complete deliverable. Then he must define one or more reviewers among the partners that are not directly involved in the deliverable definition. Each reviewer must complete the title page defined for the deliverable in which are all information about the review process.	Review of deliverables	Partners designated by WP leader
The WP leader will elaborate a workplan at the beginning of the WP and prepare summary reports according with the workplan.	Workplan and summary report preparation	WP leader
The leader of WP5 has the role of preparing questionnaires for the evaluation of events, ask partners to complete it and collect results and suggestions.	- asking partners and participants to complete an evaluation questionnaire - making recommendations based on the results of questionnaires for improve future events	WP5 leader
The leader of WP5 has the role of analysing the quantity and the effectiveness of the e-mail messages among the partners.	- analysis of electronic messages (e-mails) that circulates between partners	WP leaders will collect data from each WP and will forward them to the WP5 leader
The WP5 leader will collect information on statistical indicators about coordination.	- progress reports will be prepared which will be reflected in the indicators listed. - feedback forms during testing and pilot activities will be used for monitoring	WP5 leader

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	- activities and to write a Final Report about the quality of the project. - report analysis; - analyse of the review form of deliverables;	
WP5 leader is responsible for analyzing dissemination activities	- report analysis;	WP5 leader
WP5 leader is responsible of analysing review reports and recommendations.	- report analysis; - analysis of the review form of deliverables; - if the evaluation shows poor results, will make recommendations on removing weaknesses.	WP5 leader

The following identifies the quality-related responsibilities of the project team and lists specific quality responsibilities.

8. Quality Tools

The following lists the tools to be used to support quality management implementation and the purpose or use of the tool.

Tool Name	Tool Purpose/Use
Quality/satisfaction questionnaires for partners meetings and events	In order to provide adequate information on the progress of the Project, each partner has to submit a questionnaire describing the activities carried out and their outputs and results during the reported period. For some activities can be used the random questioning of participants. In the same time, questionnaires and surveys will be used in order to evaluate the quality of organized events during the project (meetings, workshops, conferences).
Peer review of deliverables (deliverable review form)	This tool will be used in order to evaluate the quality of deliverables. The form will be completed by reviewers that were selected by WP leader.
Control visits	During the CIA courses, the Consortium team members could make periodic visits to observe and evaluate the quality of courses.

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