



**PersonAAL**



## Deliverable 5.1

# Quality and Contingency Plan

**Responsible Unit: Santer Reply**

**Contributors: All Partners**

The project PersonAAL is cofunded by the AAL Joint Programme (AAL-2014) and the following National Authorities and R&D programs in Switzerland.



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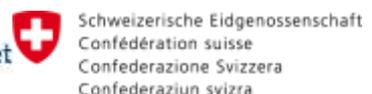
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## 1 INTRODUCTION

This document summarizes deliverable D5.1 of the PersonAAL project, a Collaborative Project supported by the Active and Assisted Living Programme under Call 2014.

The overall objective of AAL is to enhance the quality of life of older adults while strengthening the industrial base in Europe through the use of ICT.

Full information on PersonAAL project is available online at <http://www.personaal-project.eu/>.

The main objective of D5.1 is to make the collaboration among PersonAAL partners easier and to ensure both efficient management and high quality of the PersonAAL project.

The document defines a set of rules and procedures that allow the partners to organise their cooperative work efficiently. Moreover it provides guidelines and principles that ensure a high scientific and organizational quality of the PersonAAL project throughout its lifetime.

Some sections are derived from the Description of Work ([1]) and the Consortium Agreement ([2]), while other parts have been created specifically for this document.

A basic assumption in the project is that everyone in the project reads, understands and agrees with the procedures described. This document includes:

- An overview of the project plan and a description of the management structure.
- A description of the procedures for sharing information and documents among partner.
- The Quality Plan and identification of the KPIs.
- The Risk Analysis and mitigation measures.

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## 2 PROJECT MANAGEMENT AND ORGANIZATION

### 2.1 Organisational structure

The project is built around a team of researchers, developers, designers, and users, drawn from a number of centers/organizations/companies in various European countries. Most of them have previous experience with EU R&D projects. The structure and procedures of project management activities are designed to:

- Provide coherence in distributed project work coordinating and integrating the various project tasks.
- Provide the administrative support and appropriate quality control procedures.
- Guarantee the communication flow and the exchange of experiences between the partners, facilitating effective feedback for early containment of potential problems.
- Function as the intermediary between the project partners and the AAL Association.

The project management framework is based on the following main principles:

- The establishment of a cooperative and collaborative project environment.
- The identification of precise responsibilities and tasks for each partner.
- The utilization of unambiguous information channels, effective control mechanisms and flexible organizational structures.

In the following paragraphs the principal entities involved in Project Management and respective responsibilities will be described in detail.

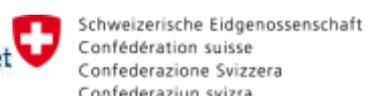
#### 2.1.1 Project Coordinator

The Project Coordinator (PC) for PersonAAL is Cristina Chesta from REPLY. The Project Coordinator is responsible for the overall management of the project. Additionally, she has to ensure a smooth, timely and effective overall progress/development of the project and provide an interface between the project and the outside world, in particular with the AAL Association and the Lead NFB (National Funding Body). The coordinator executes the project under the control of the Steering Committee, which will be chaired by her, and shall perform all tasks assigned to her as described in the Grant Agreement(s) and the Consortium Agreement.

In particular, the Project Coordinator shall be responsible for:

- Monitoring compliance by the Parties with their obligations.
- Keeping the address list of Members and other contact persons updated and available.
- Collecting, reviewing and submitting information on the progress of the Project and reports and other deliverables (including financial statements and related certification) to the AALA CMU.
- Preparing the meetings, proposing decisions and preparing the agenda of Steering Committee meetings, chairing the meetings, preparing the minutes of the meetings and monitoring the implementation of decisions taken at meetings.
- Transmitting promptly documents and information connected with the Project to the AALA CMU and NFBs.

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## 2.1.2 Steering Committee

The Steering Committee (SC) is the decision-making body of the Consortium. It consists of one representative for each PersonAAL Partner, identified during the Kick-off meeting as reported in Table 1.

Table 1 PersonAAL Steering Committee

Participant no.	Participant organisation name	Participant short name	Representative	Country
1 (Coordinator)	Santer Reply SpA	REPLY	Cristina Chesta	Italy
2	Consiglio Nazionale delle Ricerche	CNR	Fabio Paternò	Italy
3	Fundação da Faculdade de Ciências da Universidade de Lisboa, FP	FFCUL	Carlos Duarte	Portugal
4	Plux Wireless Biosignals SA	PLUX	Carlos Azevedo	Portugal
5	Hospital Organiser AS	HOAS	Thorhallur Gudmundsson	Norway
6	Sunnaas Rehabilitation Hospital	SUNRH	Jan Egil Nordvik	Norway
7	Arpage AG	ARPAGE	Daniel Jack	Switzerland
8	terzStiftung	TERZ	Stefan Kroll	Switzerland

The Steering Committee has the final responsibility for the technical, financial, administrative, exploitation and dissemination aspects of PersonAAL.

The following decisions shall be taken by the Steering Committee:

- Content, finances and intellectual property rights:
  - Proposals for changes to the Description of Work (DoW) to be agreed by the Lead NFB
  - Changes to the Consortium Plan (Including the Consortium Budget)
  - Withdrawals from Attachment 1 (Background included)
  - Additions to Attachment 2 (Background excluded)
  - Addition to Attachment 4 (List to Third Parties)
- Evolution of the Consortium:
  - Entry of a new Party to the Consortium and approval of the settlement on the conditions of the accession of such a new Party
  - Withdrawal of a Party from the Consortium and the approval of the settlement on the conditions of the withdrawal
  - Declaration of a Party to be a Defaulting Party
  - Remedies to be performed by a Defaulting Party
  - Termination of a Defaulting Party's participation in the Consortium and measures relating thereto
  - Proposal to the involved NFBs for a change of the Coordinator

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- Proposal to the involved NFBs for suspension of all or part of the Project
- Proposal to the involved NFBs for termination of the Project and the Consortium Agreement

The PersonAAL Consortium Agreement defines the procedures for decision making in SC and the respective voting rule. As a general approach, regular and extraordinary meetings of the SC shall constitute a quorum if a minimum of 2/3 of all parties are present or duly represented by proxy. Decisions are made by relative majority of all attendees of the meeting.

The Steering Committee will confront possible conflicts within the consortium by means of a conciliatory discussion and a consensual resolution. If necessary, advice will be sought from representatives of the Stakeholder Advisory Board.

### 2.1.3 Stakeholder Advisory Board

The Stakeholder Advisory Board (SAB) will be composed of representatives from relevant stakeholders involved in the pilot sites (users, relatives, caregivers, institutions, insurance companies, and relevant business units of industrial/research organizations).

### 2.1.4 Quality Assurance Manager

PersonAAL Quality Assurance Manager (QAM) is Ingvild Grimstad, from SUNRH. The Quality Assurance Manager has been appointed during the kick-off meeting and will be responsible for ensuring:

- The quality of and the compliance to the procedures agreed by the Management Board.
- The quality of the intermediate and final deliverables.
- The quality of final results.

The Quality Assurance Manager will select peer reviewers, in agreement with work package leaders and the Steering Committee for the revision of key deliverables.

The Quality Assurance Manager will supervise the integration of peer reviewers' comments into the results of the project. She will closely cooperate with the Project Coordinator.

Quality assurance procedures will be included in the Project Quality Plan section of this document.

### 2.1.5 Work Package Leaders

Work package leaders will act as the main interface between a work package and the rest of the project. Thus, they will be responsible for: defining the overall technical approach and strategy of the WP, technical coordination and overseeing the progress of the different tasks within the WP, organizing cross work package coordination meetings at their discretion and enforcing deadlines to ensure smooth achievement of the project objectives.

### 2.1.6 Task Leaders

Task leaders will lead the technical work for a task within a WP ensuring that it is done in accordance with the overall technical strategy and deadlines defined and agreed with the Work

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Package leader. Task leaders will report periodically to their respective work package leader on an informal basis.

## 2.2 Overview of the Work plan

The activities in PersonAAL are broken down into three technical work packages, and two support work packages as detailed in the following. The project Gantt is reported in **Error! Reference source not found.**

**WP1 (Technologies)** is devoted to the design and development of the main functional modules of the platform. In this WP we will also specify a suitable platform architecture that will meet the requirements identified in WP2. The software modules developed in WP2 will be integrated into the architecture framework of WP1.

In **WP2 (User requirements analysis and validation)** we will elicit and gather relevant requirements for the platform we plan to develop. For this purpose we will perform an analysis of end-user requirements, together with system functional and non-functional requirements. WP2 is a key workpackage, from which all the other technical WPs will gather input.

**WP3 (Demonstrator Development and Field Trials)** will be devoted to the design and development of relevant selected AAL applications that will run on top of the developed platform. In addition, this WP will be dedicated to the technical and end-user assessment of the developed solutions. In particular, the functionality, usability, accessibility, effectiveness and quality of the developed applications/platform services will be evaluated from a practical perspective.

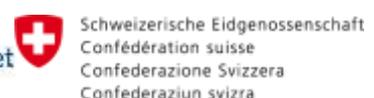
**WP4 (Dissemination and Exploitation)** will be dedicated to exploitation and dissemination of the PersonAAL results and solutions.

**WP5 (Management)** will ensure that the objectives of PersonAAL will be achieved on time and within the budget frame. This implies coordinating the work conducted in the project, monitoring the tasks and work packages to achieve effective project implementation, supervising the production of deliverables, carrying out financial management, and reporting to AAL Association.

Regarding the flow between WPs, WP2 will provide input and influence the work of the core technical WP1 and WP3. The applications and the technological platform developed in the project will be verified in WP3. WP4 will focus on exploitation and dissemination, i.e. addressing the interactions with the external world, communicating the results achieved in the other workpackages. Finally, WP5 will address the project management, as well as the relationship between the project and the AAL Association. The deliverables and milestones are reported in Table 2 and Table 3 respectively.

We plan to have two iterations in the PersonAAL development. Since applications are based on the platform, their development will start later than the platform development. In the 1st year we will therefore put less emphasis on evaluation, as there will be little ready to evaluate.

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Activity	Description	Month																																			
		1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	31	32	33	34	35	36
<b>WP1</b>	<b>Technologies/Platform</b>																																				
T1.1	Architecture Specification																																				
T1.2	Monitoring and Behaviour Analysis																																				
T1.3	Adaptation, Customisation and Persuasion																																				
T1.4	Social support and knowledge sharing																																				
T1.5	Platform Integration																																				
<b>WP2</b>	<b>Users requirements analysis and Validation</b>																																				
T2.1	Older adults requirements																																				
T2.2	Care Givers requirements																																				
T2.3	Usability and accessibility Evaluation																																				
<b>WP3</b>	<b>Demonstrator Development and Field Trials</b>																																				
T3.1	Demonstrator Development																																				
T3.2	Field Trial Development																																				
T3.3	Field Trials																																				
<b>WP4</b>	<b>Dissemination and Exploitation</b>																																				
T4.1	Project website, online dissemination tools and marketing material																																				
T4.2	Dissemination Activities																																				
T4.3	Exploitation																																				
<b>WP5</b>	<b>Management</b>																																				
T5.1	Project Management																																				

Figure 1 - PersonAAL Gantt

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Table 2 Deliverables overview list

Del. no.	Deliverable name	Responsible Unit	Nature /type of deliverable	Dissemination level (Public or restricted)	Delivery date (project month)
<b>D1.1.a</b>	Architecture Specification (Initial)	CNR	R	PU	M12
<b>D1.1.b</b>	Architecture Specification (Revised)	CNR	R	PU	M24
<b>D1.2.a</b>	Monitoring and Behaviour Analysis (Initial)	CNR	R	PU	M12
<b>D1.2.b</b>	Monitoring and Behaviour Analysis (Revised)	CNR	R	PU	M15
<b>D1.3.a</b>	Techniques for Adaptation, Customisation and Persuasion (Initial)	FFCUL	R	PU	M20
<b>D1.3.b</b>	Techniques for Adaptation, Customisation and Persuasion (Revised)	FFCUL	R	PU	M30
<b>D1.4.a</b>	Techniques for social support (Initial)	FFCUL	R	PU	M20
<b>D1.4.b</b>	Techniques for social support(Revised)	FFCUL	R	PU	M30
<b>D1.5.a</b>	Integrated Platform (Initial)	REPLY	P	PU	M24
<b>D1.5.b</b>	Integrated Platform (Revised)	REPLY	P	PU	M36
<b>D2.1.a</b>	Older adults requirements analysis (First version)	TERZ	R	PU	M6
<b>D2.1.b</b>	Older adults requirements analysis (Final)	TERZ	R	PU	M18
<b>D2.2.a</b>	Informal carers requirements analysis (First version)	SUNRH	R	PU	M6
<b>D2.2.b</b>	Informal carers requirements analysis (Final version)	SUNRH	R	PU	M18
<b>D2.3.a</b>	Health workers requirements analysis	SUNRH	R	PU	M6

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	(First version)				
<b>D2.3.b</b>	Health workers requirements analysis (Final version)	SUNRH	R	PU	M18
<b>D2.4</b>	Usability and Accessibility Evaluation Report	FFCUL	R	PU	M24
<b>D3.1a</b>	Remote Assistance Demonstrator Early Prototype	REPLY	P	RE	M12
<b>D3.1b</b>	Remote Assistance Demonstrator and Field Trial Plan	REPLY	R	PU	M24
<b>D3.1c</b>	Remote Assistance Field Trial Final Report	REPLY	R	PU	M36
<b>D3.2a</b>	Medication Monitoring Demonstrator Early Prototype	HOAS	P	RE	M12
<b>D3.2b</b>	Medication Monitoring Demonstrator and Field Trial Plan	HOAS	R	PU	M24
<b>D3.2c</b>	Medication Monitoring Field Trial Final Report	HOAS	R	PU	M36
<b>D3.3a</b>	Rehabilitation Physiotherapy Demonstrator and Field Trial Plan	HOAS	P	RE	M12
<b>D3.3b</b>	Rehabilitation Physiotherapy Field Trial start: enrolment of first patient	HOAS	R	PU	M24
<b>D3.3c</b>	Rehabilitation Physiotherapy Field Trial Final Report	HOAS	R	PU	M36
<b>D4.1</b>	Project website	CNR	R	PU	M6
<b>D4.2</b>	Dissemination plan for project's vision and outcomes	PLUX	R	PU	M6
<b>D4.3</b>	Dissemination report (initial version)	PLUX	R	PU	M20
<b>D4.4</b>	Exploitation Plan and Final Dissemination Report	REPLY	R	RE	M36
<b>D5.1</b>	Quality and Contingency Plan	REPLY	R	PU	M6
<b>D5.2</b>	First annual progress and financial report	REPLY	R	RE	M12
<b>D5.3</b>	Second annual progress and financial report	REPLY	R	RE	M24
<b>D5.4</b>	Final project report	REPLY	R	RE	M36

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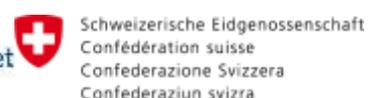


Table 3 - Milestones overview list

No.	Milestone name	WP involved	Expected date (project month)	Means of verification
<b>M1</b>	Initial set of requirements	WP2	M6	D2.1+D2.2+D2.3
<b>M2</b>	Architecture specification + initial set of components + Early application prototypes	WP1 + WP2 + WP3	M12	D1.1.a + D1.2.a+ D1.3.a+ D1.4.a + D3.1.a + D3.2.a
<b>M3</b>	First Version of the Integrated Platform and Applications + User tests report	WP1 + WP2 + WP3	M24	D1.5.a+ D3.1.b + D3.2.b + D3.3.a + D3.3.b
<b>M4</b>	Final version of the integrated platform and Application + Evaluation + Final Business Plan	WP1 + WP2 + WP3 + WP4	M36	D1.5.b+ D3.1.c+ D3.2.c+ D3.3.c

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## 3 PROCEDURES FOR COMMUNICATION

To avoid misunderstandings and delays as well as to ensure a high quality of deliverables, a number of communication and reporting principles are laid down as follows:

- The PC and SC are responsible for timely and transparent information on any decisions taken by them or the commission.
- The procedures for planning and conducting meetings, for internal communications and for reporting are described in section 3.1.
- The communication channels including mailing lists, project external web site, shared repository and responsibilities are detailed in section 3.3.

### 3.1 Project Meetings

Throughout the project several meetings will be held. These will differ in type, scope, participation, and frequency.

The participants in the meetings should in general be a representation of all project members, selected based on subject matter discussed or other relevant criteria. When appropriate, small meetings will be chosen rather than large ones. All partners are required to attend plenary meetings. Every meeting should be documented by minutes summarising results and a list of further actions. Particular attention must be given to the follow-up of the meeting: send the minutes quickly, check commitment on decisions and actions with absent Partners, check that decisions are respected and actions executed.

PersonAAL project foresees different types of meetings both at operational level and at more general, strategy oriented-ones. These are summarized in Table 4.

Table 4 - PersonAAL meetings

Meeting	Frequency	Description	Type
<b>Plenary Meetings</b>	Three times per year	Organized by the PC. Will cover issues such as technical aspects, WPs implementation, work plan modifications, control of the research activities conducted within the project. Invitations can be open to external observers if desired.	Face to Face
<b>Steering Committee Meetings</b>	Three times per year	Organized by the PC preferably within a plenary meeting. Will cover issues such as amendments to the work plan, commission corrective actions, strategy for conducting the project	Face to Face or by Teleconference

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<b>Project Review Meeting</b>	At project Mid-term	To verify the ongoing state of the work. The AALA CMU, the NCP's and project consortium will be represented.	Face to Face
<b>WP Meetings</b>	Once a month or whenever needed	WP Leaders and Task leaders will take part in order to discuss WP implementation, issues to be solved and all WP technical aspects.	Face to face or by Teleconference
<b>Issue-driven meetings</b>	Whenever needed	Organized by PC or WP Leaders to address specific and unforeseen issues that emerge from ongoing project activities or from other meeting outcomes	Teleconference

### 3.2 Responsibilities of organizer and participants

Meeting organizers are responsible for logistics: providing an adequate venue (or technical means for on-line meetings), giving indications to the attendees for joining the meeting (e.g. travel information, accommodation suggestions, indications to reach the venue), supplying meeting materials (e.g. agenda, slides, or other documents). They are also responsible for communication: announcing meeting, inviting partners, collecting materials, producing final minutes and summaries.

Partners participating in the meetings are responsible for providing, upon request, all information needed to the organizers, and to positively collaborate both in the organization and conducting the meetings. All Members should be present or represented at the meetings and shall participate in a cooperative manner in the meetings.

#### 3.2.1 Agenda

Each meeting must have an agenda. The agenda should be distributed in advance, to inform the participants about the topics to be discussed and to give them the possibility to suggest changes to the agenda, which must then be redistributed. The agenda lists the topics which are planned for discussion. It is an instrument to assist the facilitator in monitoring the meeting. Secretarial work is also minimised by a well-structured agenda. Each agenda contains some standard subjects with the following structure:

- type of meeting
- list of participants
- place
- date
- hours (beginning of work, breaks, closing)
- list and explanation of topics to be addressed

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### 3.2.2 Minutes and Summaries

Meeting organizers are responsible for drafting the minutes of the meetings (or for appointing someone to the task) and sharing them as soon as possible and no later than 10 working days after the meeting. Draft minutes should be circulated as soon as possible, and will be subject to approval by all partners, according to the deadlines and rules defined on a case-by-case basis. All minutes of periodic meetings will have the same structure and should contain the following information:

- meeting date
- location
- author
- participants
- objective of the meeting (brief)
- actual agenda
- list of documents distributed during the meeting with reference to the author (if appropriate)
- summary of discussion (if relevant)
- decisions
- open issues
- summary of the action list (if appropriate)
- place and date of the next meeting (if appropriate)

### 3.3 Communication Channels and Collaborative tools

#### 3.3.1 Mailing-list

The main communication channel for the project members will be email.

Given the size of the project, a single general mailing list ([personaal@isti.cnr.it](mailto:personaal@isti.cnr.it)) including all the PersonAAL contacts has been created, and is maintained by CNR.

If additional mailing lists will be needed to address different audiences in PersonAAL for a better organization of the project communication (for example at WP or Task level), they will be created on demand.

#### 3.3.2 Teleconferencing

Teleconferencing is a powerful tool for organizing and conducting short meetings. This can be organized with short notice, participants only need a plain telephone or an internet connection set to participate and do not need to spend time and resources travelling.

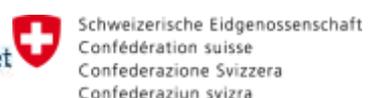
The teleconferences will be set up through web conference tools (like Skype or GoToMeeting), or phone bridge.

#### 3.3.3 Shared repository

In order to share information and files among Partners, a shared repository on Dropbox has been set-up and maintained by REPLY.

Also the online project management tool ProjectPlace has been initiated by SUNRH, and is being evaluated for collaborative work on documents.

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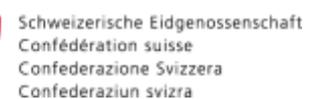
### 3.3.4 Project website

The project external web site has been published and is maintained by CNR HIIS Laboratory:

[www.personaal-project.eu](http://www.personaal-project.eu)

The project website contains updated information on project status and other relevant news and upcoming activities.

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## 4 PROJECT QUALITY PLAN

### 4.1 Introduction

The project quality plan is developed and maintained during the whole project duration from M1 to M36. This document is the current version of the project quality plan. It is meant to be a living document that is updated regularly during the whole project duration but at least once in each reporting period.

Over time, experiences in conducting the PersonAAL project will prompt changes to the project quality plan. The project quality is maintained by the QAM, in close cooperation with PC, based on the input and feedback that is received from all consortium members on a regular basis.

### 4.2 Quality of Project Progress

Work Package Leaders are responsible for the progression of their respective Work Package and they report directly to the Steering Committee. Furthermore, the Consortium will use typical measures such as milestones within the project plan for monitoring the progress of activities. All along the project activities, each member of the Consortium will be responsible for informing the Steering Committee and the relevant Work Package leaders about any contingencies that might have negative or indeed positive impacts on the progress of the project.

Standard and commonly available project management software tools will be used to assist project management tasks. Together with the use of Key Performance Indicators (KPIs), the monitoring of project progress will be done internally using the following metrics:

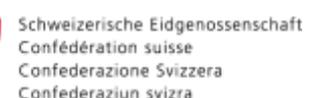
- Timely completion of the milestones and deliverables.
- Appropriate use of the resources according to the work plan.
- Prompt reaction from the EC, from relevant scientific communities, from industry and interest from other European organizations involved.

### 4.3 Deliverable Quality

Each deliverable is responsible for a specific subject and aspect of the PersonAAL project and each deliverable is associated to a specific Task in a given WP. WP Leaders and Deliverable Leaders should produce the document and co-ordinate the activities of the partners involved. Deliverable Leaders are the Task Leaders in the Task that the Deliverable is associated to. In the case of a Deliverable associated to more than one task, the Deliverable Leader will be properly selected among the Task Leaders and the WP Leader. PM is responsible for monitoring and facilitating the process as well as for controlling the quality of the final document. All documents must follow a delivery process in order to assure their consistency and their quality and to minimize the risk that deliverables will be rejected at project reviews. All the deliverables will pass through two processes:

- a scientific internal review
- a formal quality check

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Each Deliverable's leader has to identify two peer reviewers who have not been involved in its creation. The reviewers could be either be part of the project, or someone from the outside, as appropriate. This scientific review will check that:

- the Deliverable covers the objectives stated in the Technical Annex
- the quality of the work described in the document is good and is in accordance with what is expected

The Coordinator and Quality Assurance Manager will be responsible of the formal quality check of the deliverables under the following points of view:

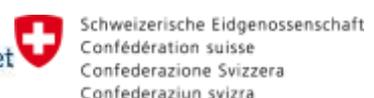
- the quality of the document is good (errors, organization of topics, readability, illustrations)
- the Deliverable is complete (there are no missing parts, non-existing references, topics not covered, arguments not properly explained)
- the Deliverable is clear and suitable to its potential readers (it is possible to find in it complete and clear answers to the questions raised by the stated objectives, in a form that can be useful for the Users of the work and/or for the continuation of the work)
- the Deliverable conforms to the quality standards stated in this document

#### 4.4 Scientific and Technical Quality

The following measures are in place to ensure high quality of the scientific results and the project deliverables:

- Task Leaders are experienced researchers and normally at least at the post-doctoral or senior engineering level. All Work Package Leaders are senior researchers with a strong scientific track record in the field of their work package and ample organisational experience.
- Each scientific deliverable is reviewed internally before its release as described in previous section. Scientific deliverables in text form are expected to be of a quality that allows peer-reviewed, international publication. Such publication is explicitly encouraged. Checklists for task leaders, authors and internal reviewers have been established to ensure a high quality standard and timely delivery of the reports. The checklists are included in Appendix A.
- The PC monitors the active work tasks and ensures that the evaluation criteria laid down in the DoW are addressed in the deliverables.
- The WPLs organize "tracks" relating to their work package during the annual project meetings with presentations on the scientific progress. These are followed by critical discussions in which all project members participates.
- User interfaces will be designed according to guidelines for accessibility and usability, and end users will assess the mock-ups created through focus groups and user tests.
- All field work will be absed on appropriate ethical guidelines. Ethical issues will be a permanent agenda point in consortium meetings.

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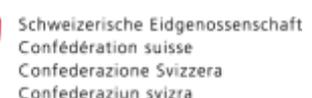


### 4.5 Key Performance Indicators

The following Key Performance Indicators (KPIs) measures have been identified as suitable ones for measuring the progress and success of the PersonAAL Project:

- Scientific excellence of the project's research activities:
  - Number of published works by Consortium partners;
  - Number of presentations given by Consortium partners in external events.
- Level of integration among partners:
  - Number of joint publications;
  - Number of visits to other partners and number of remote meetings involving multiple partners for carrying out joint work.
- Level of visibility of the initiative at the European and global level:
  - Average monthly hits on the project Web site;
  - Total number of documents downloaded from the project Web site;
  - Number of articles in blogs/magazines/news/radio.
- Commercial exploitation of the project:
  - Positive evaluation of the applications developed during the field trials.
  - Number of marketing presentations given by project partners to representatives of different groups of interest.

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## 5 SIGNIFICANT RISKS AND ASSOCIATED CONTINGENCY PLAN

Risk assessment will be extended to all main Tasks in the project. Due to the nature of the research and innovation, some risks may be high as chosen concepts may not perform as expected. This extends to areas such as dependencies on other technologies and acceptability of solutions. However, non-technical risks inherent to cooperative Research and Innovation projects also exist, including those related with partnership, market, privacy rules, regulation and legal issues. Risks also exist in areas such as IP, relations in the partnership, cost monitoring, timing and competition. In the project these risks will be monitored and actions will be taken in order to develop appropriate strategies to minimize any impact on eventual exploitation of the results.

Risk management is coordinated through WP5 and involves all project partners. The risk management process is iterated regularly during the project, and will be a fixed item on the agenda of each project meeting to ensure that:

- Identified risks are continuously monitored until judged acceptable;
- Regular evaluation is performed to identify new sources of risks;
- Regular update of the Risk Status Report are made, including risk mitigation actions;
- Risk mitigation actions are performed and monitored.

The following table presents an overview of the preliminary identified high-level risks and the envisioned risk contingency plans for the project.

Risk	WP	Likelihood	Impact
<p>R1 – A number of project management risks exist , related to:</p> <ul style="list-style-type: none"> <li>- Lack of communication</li> <li>- Late production of deliverables</li> <li>- Unclear project expectations and goals that might set the project in a wrong direction: deviation from original project objectives</li> <li>- A partner violates IP rights</li> <li>- A partner withdraws due to changed priorities, bankruptcy or other reasons</li> <li>- Unacceptable low performance of individual partners</li> <li>- Slow or inadequate mobilisation of consortium</li> </ul>	5	Unlikely	Serious

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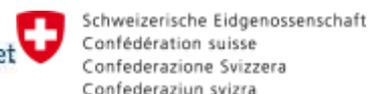
Risk	WP	Likelihood	Impact
<p><i>This is a project where integration plays a large role. A strong management by the project coordinator will ensure effective cooperation through good communication. Periodic reviews of the progress will be performed. Proactive management will ensure timeliness. All partners are very experienced in this domain and have produced a realistic development timeline. Deliverable templates will be set-up at project kick-off. Application of good practices for task documentation (continuous documentation during task execution). Clear identification of deliverable responsible (task leader). The objectives of the project are clear for all partners, and will be further detailed in the agreements and internal project communication. There is a clear understanding between the partners about IP rights, and this will be formalized in the agreements. All of the partners are committed to the direction of the project and have longstanding experience in working in projects that deal with development of technology in an international framework. In case of Partner withdrawal appropriate measures (replacement or redistribution of tasks) will be adopted by the consortium. Clear identification of points of contacts for all partners who are responsible for initiating the project (already performed) supports this assessment.</i></p>			
<p>R2 – A number of risks exist around business expectations and exploitation potential, for example:</p> <ul style="list-style-type: none"> <li>- The project lacks exploitation strategy</li> <li>- Not meeting the end users’ expectations</li> <li>- Competing solutions appear before the end of the project</li> </ul>	4	Possible	Harmful
<p><i>Strong requirements definition work will be developed as well as validation tasks. The consortium includes partners that have significant experience in meeting end users’ expectations in innovative processes. They will drive the project where possible, will be demanding towards technology developers and will be vigilant towards stated requirements. Focus on end users’ expectations will be regularly discussed during the project, and will be a significant topic at the kick-off meeting of the project. Furthermore, partners will continuously interact during the project with end users and will monitor progress (and direction) of the project with respect to the signals received from end users. A detailed Dissemination and Exploitation plan will be defined and refined along the project course. The Consortium will consider to take advantage of support actions offered by AAL program such as AAL2BUSINESS.</i></p> <p><i>This is an area with room for multiple solutions. If alternative solutions appear it will most likely be positive for the acceptance of the self-management solution that is developed in this project, instead of negative.</i></p>			

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Risk	WP	Likelihood	Impact
R3 – Difficulties in getting input or feedback from the project stakeholders (elderly and the care giver organisations).	2	Unlikely	Harmful
<p><i>Given the participation of end-user organisations in this project, as well as a university medical centre, and considering the proven track record of the partners in the project in healthcare related innovations, this risk is considered small. However, managing this potential risk will be one of focus areas during the first phase of the project.</i></p>			
R4 - Chosen technology does not perform as expected. There will be potential areas of concern. Some specific examples are: <ul style="list-style-type: none"> <li>- The maturity level of the technology is not as far advanced as expected.</li> <li>- The partners cannot agree on the details of the overall technical architecture.</li> </ul>	1, 3	Possible	Harmful
<p><i>The maturity level of the applied technology can lead to time consumption in the related developing tasks and delays in the tasks on the critical path (milestone deadlines). To cope with this challenge, the progress will firstly be continuously supervised in the regular project meetings and teleconferences, and resources reallocated between partners, if necessary. Secondly, the requirements will be defined and subsequently elaborated to detect possible technological constraints early in time. This processing can be iterated making the specification process lean. Thirdly, the applicability of the result from the business added-value viewpoint will be highlighted.</i></p>			

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## BIBLIOGRAPHY

- [1] PersonAAL DoW
- [2] PersonAAL Consortium Agreement

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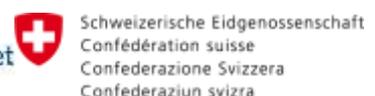


Schweizerische Eidgenossenschaft  
Confédération suisse  
Confederazione Svizzera  
Confederaziun svizra

## GLOSSARY

<b>AALA CMU</b>	Active Assisted Living Association Central Management Unit
<b>KPI</b>	Key Performance Indicator
<b>NCP</b>	National Contact Person
<b>NFB</b>	National Funding Body
<b>PC</b>	Project Coordinator
<b>SC</b>	Steering Committee
<b>QAM</b>	Quality Assurance Manager
<b>TL</b>	Task Leader
<b>WP</b>	Work Package
<b>WPL</b>	Work Package Leader

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## APPENDIX A

### Checklist for Task Leaders

The following list shall help task leaders to prepare the deliverables. The task leader should also read the checklist for the internal reviewers.

<input type="checkbox"/>	Description	Weeks before delivery	Explanation
<input type="checkbox"/>	Assignment internal reviewers	10 – 8	Each deliverable has to be reviewed by 2 project members not involved in its creation.
<input type="checkbox"/>	Creation	8	Setup skeleton of deliverable in the repository.
<input type="checkbox"/>	Contact coordinator & WP leader	8	Inform the coordinator & WP leader who the internal reviewers are and where to find the deliverable skeleton.
<input type="checkbox"/>	Send deliverable to internal reviewers, WP leader & coordinator	5	
<input type="checkbox"/>	Incorporate feedback from internal reviewers	3	
<input type="checkbox"/>	Send final version to coordinator & WP leader	1	

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### Checklist for Authors and Internal Reviewers

When preparing/reviewing a PersonAAL deliverable, please make sure that the following issues are addressed in addition to the quality criteria you apply for conference or journal papers.

<input type="checkbox"/>	Does the deliverable address explicitly and in sufficient depth the objectives as described in the "Description of Work"? If there are deviations, are they sufficiently motivated and explained?
<input type="checkbox"/>	Does the deliverable point out and explain the importance of the work for the project? Is the work put into relation with the overall goals?
<input type="checkbox"/>	Is related work cited and discussed sufficiently?
<input type="checkbox"/>	If the results of the deliverable were gained in a collaboration among different PersonAAL sites, please point out what the benefits were.
<input type="checkbox"/>	Are items referred to in other/later deliverables (e.g., requirements) traceable (e.g., by a numbering schema)?
<input type="checkbox"/>	Is the deliverable consistent with previous deliverables?
<input type="checkbox"/>	Is everything spell-checked?
<input type="checkbox"/>	Please add a glossary of acronyms and main terms.
<input type="checkbox"/>	When sending feedback to the task leader, please include the WP leader and coordinator in the cc.

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