



DELIVERABLE

Project title: LetItFlow: Active Distributed Workflow System for elderly

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D1.2-Quality management plan

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Main Authors:
Pedro A. Ruiz (Integrasys SA)

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ABBREVIATIONS

[List of used abbreviations]

1. INTRODUCTION

1.1 Scope and objectives of the deliverable

The quality management plan of the LETITFLOW project was created to provide a methodology to ensure the excellent implementation of tasks as described in the original project proposal and accepted by AAL CMU.

It is a collection of used principles and methodologies for ensuring the implementation of LETITFLOW project tasks in high quality. It also contains suggested templates to be used during the project (Annexes).

2. QUALITY MANAGEMENT PLAN

2.1 Purpose

The Quality Management Plan is a document that sets out the quality assurance procedures for the LETITFLOW project. Its aim is to assure that the results and deliverables of the project are of high quality and meet the specifications set in the project's Description of Work (DoW). After acceptance of the document by the consortium, this Quality Management Plan becomes an official project document, which should govern all partners.

2.2 Scope of the Quality Management Plan

This Quality Management Plan is to be used by:

- All consortium members (responsible for preparing and amending deliverables);
- Any partner's responsible person for approving works to be done by third parties, in order to complete any task associated to LetItFlow project.

2.3 Procedure description

The project coordinator has determined the activities that need to be planned. This Quality Management Plan has been prepared to demonstrate to the LETITFLOW consortium members that the quality system is appropriate and works in compliance with Consortium Agreement.

To ensure relevance of the quality plan, the project coordinator should conduct quality reviews, throughout the duration of the project, and when a contractual change occurs. The project management team (PMT) shall ensure that the quality plan is available to all concerned parties and that its requirements are met.

Note: According to the *Description of Work* the Project Coordinator is Integrasys. The PMT is set up from 1 person from each participating organization, and is the main decision body of the project consortium.

The PMT will be the main decision body of the project consortium consisting of a senior representative of each project partner. It will decide all crucial issues affecting the progress and success of the project, such as:

- Management of resources in order to meet schedules and goals;
- Ensure the quality management of the project;
- Investigating and tracking project costs; resolution of conflicts;
- Ensure that all partners comply with the legal obligations.

INTEGRASYS will be the project coordinator (Coordinator) and is responsible for fulfilling the following tasks:

- Monitor the compliance of the beneficiaries with their obligations based on the Consortium Agreement and the tasks undertaken in the Project Document;
- Provide efficient and clear communication between the beneficiaries and the Commission regarding the progress of the project;
- Prepare and administer reports, prepare and administer minutes of project meetings and summaries of the decisions made and further steps identified;
- Initiate and organize project meetings, including extraordinary meetings of the PMT;
- Transmission of requested necessary information related to the project between the beneficiaries.
- Sending reminders to assigned leaders of given tasks, asking for reports, processing and approving these;
- Providing and maintaining an online project management platform;
- Communicating with all project partners every two weeks to gain information about the progress of the project;
- Guiding risk management (monitor risk elements and initiate actions to avoid them during project progress).

2.4 Quality within the Project

This section specifies the activities to be implemented, including their sequence in order to ensure that the project and its deliverables conform to the project requirements.

A list of such activities is given below:

- Quality system review
- Document and data control
- Internal Communication Strategies
- Prototypes Identification and Traceability
- Inspection and Testing of Project Prototypes and their parts
- Deliverables review and Control of Non-Conforming Deliverables
- Corrective and Preventive Actions
- Project reporting and auditing

2.5 Responsibilities of the coordinator

The current Quality Management Plan is applicable to all activities related to the project. Hence, compliance of its execution with the Quality Management Plan is mandatory for all involved parties.

The project coordinator has the authority to manage and perform all quality work.

Some of his/her responsibilities are:

- Initiate any action or prevention
- Identify and record any relevant problem
- Initiate, recommend and or provide solutions through the reporting system
- Verify the implementation of solutions
- Monitor and control further processing, delivery installation of any preferred solution to ensure that any reported non-conformance has been corrected.

This Quality Management Plan is compiled by the project coordinator. The project coordinator after approval of the Project Management Team (PMT) will forward the final Quality Management Plan to the AAL CMU (at the time of LETITFLOW mid-term review)

Every change or revision should also be approved and authorised by the PMT.

2.6 Roles and responsibilities of the Consortium members in the project

Role	Project partner	Responsibility	Task
Coordinator	INTEGRASYS	Monitor and Submit any report (progress and financial report , the midterm review and final reports) to the AAL CMU	<ul style="list-style-type: none"> • Collect necessary data and information from the WP leaders for the reports • Prepare reports • WP leaders will send the following information: <ul style="list-style-type: none"> ○ Start from what was reported in the previous annual project report ○ Description of the performed work, person months, planned and actual budget. ○ Explain possible differences between planned budget and the description of work (DoW) • Coordinator will send every report to the consortium members • Consortium members will have a timeframe to send comments • If there are no objections coordinator will send the report to the AAL CMU • If there are remarks the coordinator will initiate a conciliation • The Coordinator will notify the partners, the NCP and AAL in written any project delay and its reasons • The consortium shall endeavour to make everything to reduce any adversely effect of the delay. • Responsible for the project web-site update • Responsible for managing the online project management platform • Responsible for the approval of any partner publication related to the project •
Coordinator	INTEGRASYS	Preparing the CA	The final version was signed by all partners

Coordinator	INTEGRASYS	Organizing Project Meetings	<p>March, 2014</p> <ul style="list-style-type: none"> Settle the date of the meetings with the partners Propose an agenda Modify the agenda by partners' request Chair the meeting Prepare the minutes and invite partners to make remarks on them If there are remarks to the minutes the coordinator will initiate conciliation. If there are no remarks the minutes will be accepted
	INTEGRASYS	Intermediary between the AAL CMU and the Consortium partners	<ul style="list-style-type: none"> Report any partner's request to the AAL CMU
	INTEGRASYS	Follow up National and International payment	<p>If there is a delay on the payment and it affects the correct execution of the project, the coordinator shall inform AAL CMU and ask for help to speed up the payment. Nevertheless, it's the affected partners' responsibility to be in line with national regulations and funding authorities and to deliver on time;</p>
WP Leaders	SIVCO NOLDUS AIT INTEGRASYS	Responsible for the execution of the relevant WP	<ul style="list-style-type: none"> Organize the WP partners involved Organize meetings of its WP Follow-up the implementation of the WP Communicate immediately the coordinator any possible delay
Partners	ALL	Submit the financial and progress report to their national authorities	<ul style="list-style-type: none"> All partners shall submit financial and progress reports to their national authorities in due time. All partners shall report them according to their national rules and laws Communicate immediately the coordinator any possible delay in the National approval of any financial or progress report

2.7 Corrective and preventive actions

If the project coordinator or any WP leaders detect any delay or any other circumstances that could affect the correct development of the project, they shall adopt the following actions:

- Coordinator identifies needs for corrective actions: (e.g. by proposals from partners)
- Coordinator notifies WP leader.
- WP leaders discuss the issue with the task leader and come up with a solution. The relevant request is documented on the appropriate form of Annex 1 (or in an email with the same content).
- The project manager forwards to the PMT the solution proposed.
- The PMT decides on the matter. The decision shall be documented. The project coordinator sends this to all involved parties and checks that the actions are implemented.

2.8 Data communications protocols

Every file shall be VIRUS checked before being sent or provided. If a VIRUS is found, actions must be taken to purge the system infected and notify the sender to prevent a reoccurrence.

If acknowledgement of receipt is requested, an explicit request will be included by the sender in its email, and the recipient will have to send an acknowledgement of receipt back within the next 2 working days.

2.9 Deliverables

The following table determinates the type of deliverable, deadline, and its dissemination level.

The dissemination level is especially important since restricted information will be developed and disclosure during the project's life. Every consortium partner must know which information, data or documents are confidential.

Del. no.	Deliverable name	W P	Nature/type deliverable	Dissemination level	Delivery Date (month)
1.1	Project management platform	1	software	Restricted	2
1.2	Quality management plan	1	document	Public	2
1.3	Risk management plan	1	document	Public	9
1.4	Biannual project reports	1	Document	Public	6,12,18,24,30,36
1.5	Final project report	1	Document	Public	36
2.1	User needs and requirements	2	Document	Public/restricted	3
2.2	Change management process, scenario based design and technology survey	2	Document	Public	7
2.3	Architecture Specification (general&technical environment and pattern, SW components)	2	Document	Restricted	9
3.1	System interfaces definition	3	Document	Public	15
3.2	LetItFLOW modules implementation and description	3	Document + software	Public/restricted	21
4.1	LetItFLOW First Release Pilot platform	4	Document + software	Public/restricted	26
4.2	LetItFLOW Final Release Pilot platform	4	Document + software	Public/restricted	32
5.1	Design field trial methodology	5	Document	Public	31
5.2	LetItFLOW Final Release Pilot platform	5	Document + software	Public/restricted	36
6.1	Functional market analysis report	6	Document	public	12
6.2	Market segmentation report	6	Document	public	18
6.3	Business model	6	Document	Restricted	32

6.4	Exploitation plan	6	Document	restricted	36
6.5	Report on dissemination activities	6	Document	public	18,36

It is important to execute the deliverables on time; therefore a frequent review is mandatory during the implementation of the project.

2.10 Deliverable review

Each deliverable has to be reviewed by the PMT. Every member of the PMT must evaluate it according to the following matters and conclude if the deliverable is accepted or not. In order to make the process more efficient, two reviewers will be selected per deliverable. However, it will be the PMT the final responsible for the approval.

General comments

- Deliverable content thoroughness
- Innovation level
- Correspondence to project and programme objectives

Specific comments

- Relevance
- Response to user needs
- Methodological framework soundness
- Quality of achievements
- Quality of presentation of achievements
- Deliverable layout, format, spelling

The final rating of the Deliverable draft will be marked as:

- Fully accepted
- Accepted with reservation
- Rejected unless modified properly
- Rejected

Deliverable template has been created and shared within the consortium.

Process

1. The person responsible for the deliverable has to inform the project manager (at least 15 days in advance) about the expected delivery date of the deliverable.
2. The project manager at the same time will inform the PMT about the expected delivery date.
3. If the PMT agrees on the date, the project manager will forward the deliverable to the PMT adding in copy a technical person per partner.
4. The PMT has 5 working days to send a feedback report of the deliverable.
5. The project coordinator will make a synthesis of all feedbacks and send it to the PMT.
6. The deliverable author will review the deliverable and submit the final version to the project coordinator, explaining the actions taken as a result of the comments in the Integrated Peer Review Report. (Annex2)
7. The coordinator will submit the final deliverable version in Word and PDF format.
8. If The AAL CMU requests a revision of the submitted deliverable, the internal review will only be repeated if the changes suggested are significant. The PMT will decide if the revised deliverable has to be reviewed again.

3. ANNEXES

3.1 Annex 1

Suggested templates for corrective measures:

Deficiency details	Inspected by: Partner representatives
Reason	
Corrective action	Name: Implementation date:
Follow up and close out	Name: Date:

3.2 Annex 2

Summary of main feedback and action taken on deliverable review report

Topic	Particular	Actions to meet the comment	Reason of nonconformity
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