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Promotion of Innovation Culture in the Higher Education in Jordan
561996-EPP-1- 2015-1-JO-EPPKA2-CBHE-JP

WP 5 - Project assurance and efficiency (Quality Plan)

Technical Implementation Report – Quality Assurance measures –May 2018

CRE.THI.DEV.

May 2018



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1 Executive Summary

In the scope of the INVENT project, and particularly according to what is foreseen by ERASMUS PLUS Programme, this report contains the Quality Assurance measures that have been implemented from April 2017 until May 2018.

2 Introduction

This report is sent to the Project Coordinator in order to compile the Progress report on implementation of the action from April 2017 until May 2018.

3 Objectives of the Deliverable

The objective of this report is to inform the Project Coordinator about the progress of Quality Assurance issues so that he compiles the overall report to be sent to Education, Audiovisual and Culture Executive Agency (EACEA)

4 Results

In the scope of the INVENT project, and particularly according to what is foreseen in the WP5 Project assurance and efficiency, the consortium decided that it is to the benefit of the satisfaction of its quality objectives to prepare a Project Quality Plan Manual.

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

In this context, the main purpose of the Quality Plan Manual 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 is 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.

The main purpose of the Project Quality Plan 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 INVENT project lifecycle. In particular:





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- 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 to be applied throughout the project duration
- To provide guidelines for adequate implementation and thereby assure that certain quality standards in the performance of our 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.

The Quality Plan Manual was drafted by CRE.THI.DEV (Quality Manager) and submitted to the other members of the Quality Committee (JUST, University of Cyprus, ARCA,P&B, MU and AULE) for comments and amendments. The final version of the Quality Plan Manual (version 1.0) was issued on 5 January 2017.

The Quality Plan Manual foresees for activities of internal and external evaluation. Internal evaluation is carried out by the partners of the project and external evaluation is carried out a) by the external monitor as well as b) by the target groups of the different activities of the project (e.g participants in dissemination or training activities). Evaluations are carried out mainly with the aid of specific questionnaires that are included as annexes to the Quality Plan Manual. Google forms is used for the circulation of the questionnaires to the members of the consortium.

From April 2017 up to May 2018 the following evaluations have taken place:

a) Internal evaluation of deliverable “Communication plan and toolkit”. This deliverable was accepted by the partnership with no changes.

b) 2nd internal evaluation of the project. All 20 questions scored above 81% satisfaction (75% satisfaction is the acceptance limit). 15 questions either showed an increase in satisfaction either remained stable, while only 5 questions showed a small decrease in relation to the 1st internal evaluation. These were the following:

How do you evaluate the consortium’s efficiency to resolve problems? – from 96,67% (1st evaluation) to 94% satisfaction.

How do you evaluate the effectiveness and clarity of communication with other agencies eg. the National Agency, EEA Grants Managing Authority? – from 85,45% (1st evaluation) to 81,67%.

How do you evaluate the quality of the relationship among the partners and team-development? – from 91,67% (1st evaluation) to 88,33%.





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How do you evaluate the adherence to the Work Plan by all partners? – from 83,33% (1st evaluation) to 81,67%.

How do you evaluate the quality of materials/guides/reports/products throughout the life-cycle of the project? – from 91,67% (1st evaluation) to 88,33%.

The results of the evaluation were taken into consideration by the coordinator of the project.

c) Internal evaluation of the meeting in Porto, Portugal (April-May 2017) and Athens, Greece (October 2017).

d) Evaluation of the dissemination activities held by the Jordanian Universities was performed locally.

e) Evaluation of the training activities in European partners' countries for CTI staff, by the trainees.

Finally, a quality event took place in Athens, Greece from 3-5 May 2018.

