

Project no. 134546-LLP-1-2007-1-RO-ERASMUS-EN
Contract n. 2007-2589/001-001

Project acronym: **EUE-Net**

Project title: **European University – Enterprise Network**

Instrument: **Erasmus Network**

Quality Procedures and Templates

Start date of project: 1 October 2007

Duration: 3 years

Organisation name of the beneficiary
University Transilvania of Brasov
Draft, 1

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1. Introduction

“Quality procedures & templates”, presents the management structure of EUE-Net project, namely the governing bodies and persons, their inter-relations and responsibilities, the decision procedures and rules as well as provisional meeting arrangements. It also presents the quality procedures established including deliverables. Finally it presents a methodology to internally assess the project progress and quality of its achievements.

The proposed management and quality scheme is well-defined and flexible, thus allowing for robust project monitoring and handling of the problems that may arise.

2. EUE-Net Quality Plan

2.1. Purpose

The Quality Plan is the document setting out the quality assurance procedures for the EUE-NET 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 and found in the Outputs description. The Quality Plan becomes an official project document starting with its issue date and should govern all project actions. It has been written in accordance to ISO 9001 guidelines.

2.2. Scope of the Quality Plan

This Quality Plan is to be used by:

- The project management team and Special Interest Groups (SIG's)
- All Project Associated Partners, responsible for preparing and amending deliverables,
- Any responsible person of a Consortium Partner for approving works to be done by third parties, in order to complete deliverables.

2.3. Procedure Description

Quality planning is an integral part of management planning. As a pre-requisite to its preparation, the Quality assurance Manager has reviewed all requirements in order to determine the necessary activities that need to be planned. This Quality Plan has been prepared early in the project in order to demonstrate and provide the Consortium with the assurance that:

- a) the contract requirements and conditions have been reviewed,
- b) effective quality planning has taken place,
- c) the quality system is appropriate.

To ensure relevance of the quality plan, the Quality Manager should conduct quality reviews, throughout the duration of the contract, and when contractual changes occur. The Quality Manager shall ensure that the quality plan is available to all concerned and that its requirements are met.

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. Those responsible for ensuring that the required activities are carried out are identified within the subsequent chapters of this document. The Quality Plan includes explanation, necessary to show how quality requirements for activities are met. A list of such activities is given below:

- Responsibilities of the Quality Manager,
- Quality system review,
- Document and data control,
- Project Quality Board,
- Internal communication strategies,
- Deliverables
- Corrective and preventive actions,
- Control of quality records,
- Internal quality audits,
- Project reporting and monitoring.

3. Quality System Review

The Quality system is to be reviewed within the Executive Management Committee (EMC) meetings. In subsequent reviews the following will be taken into account:

- the results from project audits,
- the results from internal audits,
- the official project Outputs,
- the corrective action requests from all the above,
- the preventive actions on all the above,
- project participants staff training and adequacy for the tasks undertaken,
- level of used resources per category and adequacy of spent resources for the particular task.

The outcomes from the above shall be discussed at EMC meetings, and their results shall include:

- Satisfaction with the audits, corrective actions and the results of complaints,
- Dissatisfaction and requirements for further auditing or more corrective actions,
- Satisfaction with the corrective actions taken by the relevant partner(s).

An agenda of such a meeting may include some of the following topics:

1. Results of internal audits.
2. Corrective actions requests received.
3. Results of external audits.

4. Preventive actions.
5. Review of quality objectives.
6. Introduction of new quality targets.
7. Date of next meeting.

Records to be kept are minutes of the meeting which are to record those attending and the summary of the points raised/resolved. The records are to be produced and archived by the Project Manager.

This Quality Plan is compiled and documented by the Quality Manager and is authorised by the EMC. The Project Coordinator after EMC authorisation will distribute the final Quality Plan to the concerned parties. All subsequent changes / revisions should also be approved / authorised by the EMC.

4. Responsibilities of the Quality Assurance Manager

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

The project quality policy is as follows:

- To implement and maintain a quality system according to ISO 9001,
- to identify for all involved their responsibilities regarding quality,
- to ensure that all deliverables comply with the contract.

The Quality Manager (Prof Simona Lache) is responsible for the administration of the Quality Plan, and has the authority to identify problems during internal audits. In such cases, the Project Coordinator and the EMC are responsible for initiating actions, resulting in complete solutions to them. All problems are raised within the meetings, and the minutes should also record the agreed solution and the time bound action to be taken. There is a requirement to provide evidence that the problem has been cured.

The Quality Manager is the person who has the authority to manage and perform all quality work. This is documented in the present manual and is meant to encompass the following aspects:

- a. Initiate action to prevent the occurrence of any non-conformity,
- b. identify and record any relevant problem,
- c. initiate, recommend and/or provide solutions through the reporting system,
- d. verify the implementation of solutions,
- e. monitor and control further processing, delivery or installation of any preferred solution to ensure that any reported non-conformance has been corrected.

All the above responsibilities and authorities will be exercised through the Project Coordinator and the EMC.

5. Project Quality Board (PQB)

The PROJECT QUALITY BOARD (PQB), in general is responsible, for:

- assuring the conformity of all deliverables, with the initial criteria defined for them and guaranteeing that the deliverables are in accordance with the specifications in the EUE-NET Description of Work,
- consulting the Work Group (WG) Leaders and the Work Package (WP) Leaders, on the expected technical characteristics of the deliverables.

Thus, the main Tasks of this board are:

- Overview of the technical reports produced.
- Quality control of all deliverables submitted.
- Guidance (upon request) to the WG and WP Leaders on the expected characteristics and contents of the relevant Deliverables.

Its main objective is to ensure that:

- All the outputs are consistent, with their contractual requirements.
- All the project reports / documents do have the highest quality, regarding their overview / context.

The Quality Manager, as chairman of the Project Quality Board (PQB), will report to the Project Co-ordinator and through him to the Core Group.

The PQB consists of:

- The QM (chair), namely Prof Simona Lache.
- The WP Leaders

6. Main performance processes

6.1. Introduction

The EUE-NET project is covering the area of cooperation of University world with the non-academic sector and is divided in 5 Special Interest Groups. Each SIG has a SIG leader and at least a technical output foreseen.

The EUE-NET project is divided into WorkPackages (WPs). Each WP has a WP leader, a planned start and end date and expected Outputs.

The above are defined in the EUE-NET original application.

6.2. Process to initiate / planning of WPs and tasks

1. WG leaders request WP leaders to initiate task.
2. WP leaders return working document/detailed plans.

6.3. Process for WPs and tasks performance

3. Each responsible person for performing part of a task notify the results obtained to the WP leader by email as soon as the task finishes.
4. WP partners send comments, if any, on this report within 5 days. The author revises the results and submits the final ones to the WP leader.
5. If one or more tasks result into a deliverable, the deliverable main author synthesises the internal tasks into the expected deliverable.
6. The deliverable main author submits the deliverable to the coordinator for review.
7. As soon as all deliverables in a WP are submitted to the European Commission through the Coordinator, the WP is completed.

6.4. Process for meetings organisations

1. The meetings of the SIG's are called and hosted by the Coordinator.
2. During the first meeting of the partners, the next meetings and meeting hosts are planned and agreed.
3. At least 1 month before each scheduled Project International Management Committee (IMC) and Executive Management Committee (EMC), the Coordinator prepares a draft agenda (using the format of **Annex 14**) and sends it to expected participants.
4. Recipients should send comments on the agenda within 10 working days.
5. The agenda author (Coordinator) updates the agenda and sends final version at least 10 working days before the meeting.
6. During the meeting, the Project Secretary is responsible for keeping minutes, which are then written in the template of **Annex 13**.
7. The Coordinator or the Cluster leader sends the meeting minutes to the expected participants within 10 working days after the meeting end.
8. Recipients should send comments on the minutes within 10 working days.
9. The Coordinator or the Cluster leader sends the final revised meeting minutes to the whole Consortium within another 2 working days.

6.5. Reporting and monitoring

Within 10 days after the reporting period completion, all WP leaders are requested to provide, in addition to all formal work and cost reports, mentioned in the Description of Work, a brief progress and cost report to the Coordinator.

In addition, inside the reporting period the WP leaders may raise at anytime warning alarm if any of the following deviations is found out for any of the activities or the project deliverables:

The deviation monitoring related to budget and timescale established will be reviewed every 6 months.

6.6. Internal Communication Strategies

Internal communication strategies regarding the documents circulation are established between the coordinator and the associated Partners and the project local team members. The communication with the partners is made respecting the document circulation as stipulated in the individual contracts concluded between the beneficiary and each project partner.. Out of these, a permanent communication will be established within the local project team and the coordinator for:

- Technical reports on WPs
- Outputs;
- Financial statements;

6.7. Data Communication protocols

All documents and computer data files sent either on memory stick or CD or by Internet. Files are to be VIRUS checked before issue and to be screened on receipt. If a VIRUS is found then action is to be implemented to purge both the system infected and to notify the sender to prevent a re-occurrence.

If acknowledgement is requested, an explicit request will be included by the sender at the end of the message (E-mail, fax, etc.), stating “PLEASE ACKNOWLEDGE”. Then, the recipient is required to send a message acknowledgement within the next two (2) working days.

7. Supporting processes

7.1. Outputs

7.1.1. Content

After each output is internally reviewed by the WP leader, Quality Manager (QM) and the Project coordinator. By the end of the project all outputs will be reviewed by an external reviewer appointed by sub-contract.

The external reviewer after having studied the outputs, must evaluate it with respect to the following matters, as stated below and must conclude whether the deliverable is acceptable or not:

General comments

- Deliverable contents thoroughness.
- Correspondence to project and programme objectives.

Specific comments

- Relevance.

- Quality of achievements.
- Quality of presentation of achievements.
- Deliverable layout, format, spelling, etc.

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

- Fully acceptable
- Acceptable with some improvements suggestions.
- Unacceptable unless substantially modified.
- Unacceptable.

7.2. Document and data control

The Quality Manager is responsible for ensuring that all documents are controlled effectively. The system contains two levels of documentation under the control of the Quality Manager in association with the members of the PQB.

Level 1: The control of document referencing.

Level 2: The control of formal deliverables overall quality.

7.2.1. Document referencing

There will be a unique project document coding system for all internal documents besides project Deliverables, as indicated below:

| Document Code | Document Type | Template to be used |
|----------------------|---|---|
| O | Output | Deliverable Template, Peer Review Report, Summary of main Feedback and Actions taken, Non Conforming Report, Corrective Actions Request |
| RR | Deliverable Review Report | Peer Review Report Template |
| A | Meeting agendas | Meeting agenda Template |
| M | Minutes, Action Lists, Decision Lists | Meeting minutes Template |
| C | Correspondence between Partners | Internal Report Template |
| L | Legal documents | Internal Report Template |
| COM | Commercial documents | Internal Report Template |
| GI | Documents of general interest | Internal Report Template |
| QA | Quality Assurance, Audits, Inspections, Internal Audits | Internal Audit Report |
| OTH | Other subjects | Internal Report Template |

Table 1: EUE-NET project document coding system.

There is a unique document referencing scheme. This is not applicable however for informal data and views exchange between Partners. It is only valid for official Project documents, falling in one of the above categories of the previous section.

7.2.2. Documents layout

Official Project Deliverables should have a first page template as in **Annex 9**. They should also use the page layout (headers / footers) suggested in the same Annex.

Meeting agendas follow the template of **Annex 14**.

Meeting minutes follow the template of **Annex 13**.

7.3. *Corrective and preventive actions*

1. Task leader identifies needs for corrective actions (e.g. by proposals from partners).
2. Task leader notifies WP leader.
3. WP leader discusses the issue with the task leader and comes up with the proposed solution. The relevant request is documented on the appropriate form of **Annex 11**. There, also a proposal on corrective action is being done using the form **Annex 12**.
4. The solution is forwarded to the EMC via the task leader.
5. The EMC decides on the matter. The decision shall be documented in the meeting minutes. The Secretary sends this to all involved and checks that the actions are implemented.

7.4. *Internal quality audits*

In special cases, when a problem of paramount importance comes up, the Core Group may decide that an Internal Audit Procedure will be carried out.

This will be done on the corresponding site, where the problem has appeared. All personnel listed below will have to travel to the corresponding site:

- The Project Coordinator.
- The members of the EMC.
- The Quality Manager.

All the findings of the Internal Audit will be documented in the Internal Audit Report (included in **Annex 12**) by the QM.

The QM will issue corrective actions, which again will be documented by him in the corresponding form, in order to make all the discrepancies obsolete, within the appropriate time period. Follow up actions will be arranged, so as to ensure the effectiveness of the corrective actions.

The results of the Internal Quality Audits will be distributed to all WP partners, the EMC and the Coordinator.

The QM will be responsible for the implementation of this procedure. In all other cases, the progress of the project will be monitored by him through contacts (mainly by E-mail) with all the partners involved. All day to day and trivial barriers of the project have to be dealt with in this way.

Project no. 134546-LLP-1-2007-1-RO-ERASMUS-ENW
Contract n. 2007-2589/001-001

Project acronym: **EUE-Net**

Project title: **European University Enterprise Network**

Instrument: **Erasmus Network**

Deliverable title

Due date of deliverable: Month
Actual achievement date: Month

Start date of project: 1 Oct 2007

Duration: 3 years

Organisation name of the project coordinator
University Transilvania of Brasov

Draft, 1

| Project co-funded by the European Commission within the LLP programme (2007-2013) | | |
|--|---|--|
| Dissemination Level | | |
| PU | Public | |
| PP | Restricted to other programme participants (including the Commission Services) | |
| RE | Restricted to a group specified by the consortium (including the Commission Services) | |
| CO | Confidential, only for members of the consortium (including the Commission Services) | |

Annex 11: EUE-NET Decision for corrective Action

EUE-NET Decision for Corrective Action

| | |
|--|----------------|
| CORRECTIVE ACTION DECISION | Number: |
| Title: | Date: |
| SECTION 1 Description of issue | |
| Relevant WP: | |
| SECTION 2 Reasoning / Cause | |
| SECTION 3 Immediate corrective action to be taken | |
| To be implemented by Date | |
| SECTION 4 Follow Up Action and Effectiveness Monitor | |
| List Changes to be made: | |
| 1. | |
| 2. | |
| 3. | |
| 4. | |
| 5. | |
| 8. | |
| The Corrective/Preventive Action has been completed and has/has not effectively cured the problem. Further action has been requested on Corrective Action Request No..... | |

EUE-NET decision for corrective action.

Annex 12: EUE-NET Internal Audit Form

EUE-NET

**INTERNAL AUDIT DEFICIENCY
REPORT. No. _____**

| | | |
|------------------------|------------------------------|------------------|
| AUDITED PARTNER | | REF.: NO: |
| REFERENCE: | QUALITY/ STANDARD | DATE: |

| | | |
|---|---|-----------------------------|
| PART 1 Deficiency Details | | |
| | Inspected by: | Cat: |
| | Partner Representative: | Date: |
| TO: | FOR ACTION TO COMPLETE PARTS 2 AND 3 | |
| PART 2 CAUSE | | |
| PART 3 CORRECTIVE ACTION | | |
| | Name: | Implementation Date: |
| | Date: | |
| PART 4 FOLLOW UP AND CLOSE OUT | | |
| | Name: | Date: |

Table 2: EUE-NET internal audit report.

Annex 13: Template for meeting minutes

Project EUE-NET Meeting, Brasov

Minute

Time: 13.30 -14.30 hrs

Venue: Transilvania University of Brasov, Product Design and Robotics Dept., Romania

Date: Friday, 19 May 2008.

1. Attendees:

2. Topics

3. Other Aspects

Annex 14: Template for meeting agendas

Project EUE-NET

Agenda – DRAFT

Product Design and Robotics Department, Transilvania University, Brasov, Romania,

Fromto

Example:

1. Monday 7 February 2008, 10:00hrs – 13:00hrs

1. Welcome in PDR Department Prof. Gh Mogan
2. Visit of the department research facilities
3. Meeting with department staff

2. Monday 7 February 2008, 15:00hrs – 18:30hrs

1. Presentation of EUE-NET project content Prof. D. Talaba
2. Presentation of the proposed work plan for the first year Prof. D. Talaba

3. Tuesday 8 February 2008, 9:00hrs – 13:00hrs

1. Visit at Steel Plus Company
2. Presentation of the EUE-Net Project, running within the department

Tuesday 25 February 2006, 15:00hrs – 18:30hrs

Presentations on the plans for cooperation within the partnership:

1. Specific measures and ways of involvement of IFMA Clermont-Ferrand in EUE-NET

Prof. Gr. Gogu

2. Specific measures and ways of involvement of Heriot Watt Edinburgh in EUE-NET

Mr. G Robinson

30/01/2008