



SWAP

Sustainable solid WASTE management and Policies

QUALITY CONTROL PLAN

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Author(s)	Sabino, De Gisi, POLIBA





Versions

Version	Date	Main Author	Summary of updates
1	06/04/2021	Sabino De Gisi	-
2	15/09/2022	Sabino De Gisi	Update of QMB members; Updating the procedure for assessing the quality of milestones.



ABSTRACT

SWAP project consortium is deeply committed on assuring high quality results and to achieve these high standards, the project consortium defined the roles and responsibilities of each partner and the processes to be followed. A Quality Control Plan (QCP) has been created, characterised by realistic objectives to be achieved through the whole project life cycle as herein reported: to provide all stakeholders with guidance for the actions required by each of them; to exhibit the execution of the project quality plan in accordance with contractual requirements and to decide which internal members should review the deliverables to ensure quality.

The QCP is applicable to all project products and milestones, strict adherence to which is mandatory for all participants involved. The QCP is approved by the project's Management Board (MB) in accordance with the defined timetable. The QCP reports the measures taken during the project definition as well as the quality monitoring and supervision activities for the SWAP. POLIBA (P3) conducts this activity in close dialogue and co-operation with all partners.

The QCP is structured in the following main sections: Criteria for measuring the quality of different types of activities, outputs, and outcomes; Quality control of deliverables and milestones; Organizational structure; Quality control of the project; Peer review procedure for product acceptability for quality purposes.

KEYWORDS

Performance indicators; Procedure for quality assessment; Quality management; Success criteria; Supporting tools

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SYMBOLS AND ABBREVIATIONS

HEI	High Education Institutions
PC	Project Partner
MAR	Milestone Achievement Report
LFM	Logical Framework Matrix
PC	Partner Countries
QCP	Quality Control Plan
QMB	Quality Management Board
TVET	Technical and Vocational Education and Training
WP	Working Package



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1 CRITERIA FOR MEASURING THE QUALITY OF DELIVERABLES

During the quality control and monitoring process, the results will be compared with the project timeline and quantitative/qualitative indicators. Depending on the type of deliverable, indicators may refer to reports, teaching and learning materials, website, and others. For this purpose, an inventory of deliverable types has been defined, shown in [Table 1](#).

Table 1. INVENTORY OF DELIVERABLE TYPES

TYPE OF DELIVERABLE	DESCRIPTION
REPORT	<p>The project report gives a clear picture of what has been done and what, if anything, needs to be done to achieve the defined objectives. It is characterised by simplicity, clarity, approach, reliability, and accuracy.</p> <p>The report should contain, as minimum elements, the definition of the objectives to be pursued, the methodological approach that has been defined for the purpose, the obtained results, and their discussion.</p>
TEXT DOCUMENT	<p>It is a written document presenting a text or table of data, which is then used as the basis for the project Report. It may not have the characteristics of a project Report (simplicity, clarity, approach, reliability, and accuracy).</p>
TEACHING MATERIAL	<p>Is the material that is prepared and used by the teacher/trainer to help him/her in teaching his/her lesson effectively, to transfer the contents. It is possible to have: Slides; Visual (Charts, real objects, photographs, transparencies; etc.); Audio visual (video, multimedia, films, etc.); Audio (Cassettes, microphone, podcast).</p>
LEARNING MATERIAL	<p>Is the material that is used by the learner/trainee to help him/her learn effectively, in class or by yourself.</p> <p>It is possible to have a book, other written documents and more generally all cases applicable to teaching material.</p> <p>It is observed that if a learning material is used for teaching (e.g., a video), it becomes a teaching material for the teacher/trainer.</p> <p>In conclusion, they are not mutually exclusive, and can coexist depending on the goal (whether the aid is for the teacher or for the learner).</p>
EVENT	<p>An event can be described as a public assembly for the purpose of education or project management. Examples are workshop, seminar, debate, generally characterised by being organised live.</p> <p>In the case of a persistent Covid-19 pandemic crisis, events may be organised on-line.</p>
ONLINE PRODUCT	<p>An online product is a platform carrying project's related activities and tasks. Examples are the website and the open online learning management system. The online product should be kept up to date and regular updates should be accounted for the quality control.</p>



Subsequently, performance measurement indicators and success criteria are defined for each type of deliverable.

To facilitate the work of partners, appropriate feedback template tools are identified, shown in [Table 2](#).

Table 2. INDICATORS AND SUCCESS CRITERIA FOR MEASURING DELIVERABLES SUBJECT TO QUALITY REVIEW

	INDICATORS	SUCCESS CRITERIA	FEEDBACK TOOL
REPORT	<ol style="list-style-type: none"> 1. Feedback from the QMB; 2. Feedback from peers (components of other governance teams+ EU partners); 3. Feedback from the External Evaluator/experts. 	<ol style="list-style-type: none"> 1. QMB approval; 2. Positive feedback from peers (an average rating of at least 3 out of 4 in all items investigated); 3. Positive feedback from external Evaluator. 	<ol style="list-style-type: none"> 1. QMB meeting minutes' form; 2. Peers evaluation form (investigating domains like performance, innovation potential, sustainability, development potential, etc.); 3. External evaluator evaluation forms.
TEXT DOCUMENT	<ol style="list-style-type: none"> 1. Feedback from the QMB; 2. Feedback from stakeholders and peers; 3. Feedback from the External Evaluator/experts. 	<ol style="list-style-type: none"> 1. QMB Approval; 2. Positive feedback from target groups (an average rating of at least 3 out of 4 in all items investigated); 3. Positive feedback from external Evaluator. 	<ol style="list-style-type: none"> 1. QMB meeting minutes' form; 2. Target group evaluation form (investigating domains like clearness, completeness, future sustainability, etc.); 3. External Evaluator/expert Evaluation Form. <p>It is noted that a template is not necessary.</p>
TEACHING MATERIAL	<ol style="list-style-type: none"> 1. Feedback from the QMB; 2. Feedback from target groups (users involved in training/learning at any level, i.e. 	<ol style="list-style-type: none"> 1. QMB approval; 2. Positive feedback from target groups (an average rating of at least 3 out of 4 in all items investigated); 	<ol style="list-style-type: none"> 1. QMB meeting minutes' form; 2. Peers and stakeholder's evaluation form (investigating domains like usability, user



	teachers, trainers, learners); 3. Feedback from external Evaluator.	3. Positive feedback from external Evaluator.	interface, robustness, completeness, future sustainability, etc.); 3. External Evaluator/expert Evaluation Form.
LEARNING MATERIAL	1. Feedback from the QMB; 2. Feedback from target groups (users involved in training/learning at any level, i.e. teachers, trainers, learners); 3. Feedback from external Evaluator.	1. QMB approval; 2. Positive feedback from target groups (an average rating of at least 3 out of 4 in all items investigated); 3. Positive feedback from external Evaluator.	1. QMB meeting minutes' form; 2. Peers and stakeholder's evaluation form (investigating domains like usability, user interface, robustness, completeness, future sustainability, etc.); 3. External Evaluator/expert Evaluation Form.
			It is noted that the formal difference between teaching and learning material is in the purpose of the help, whether it is for the teacher/trainer or for the learner.
EVENT	1. Feedback from the QMB; 2. Number of actual participants, compared to the expected target number; 3. Participants level of satisfaction.	1. QMB approval; 2. Satisfactory number of participants (At least 50% of those eligible); 3. Positive participant feedback (on the content and organisation of the event).	1. QMB meeting minutes' form; 2. Event Agenda form; 3. Attendance List form; 4. Event Presentations Form; 5. Event Minutes form; 6. Participant Evaluation form (on the content and



			organisation of the event).
ONLINE PRODUCT	<ol style="list-style-type: none"> 1. Feedback from the QMB; 2. Number of quarterly accesses; 3. Number of monthly contents' updates. 	<ol style="list-style-type: none"> 1. QMB approval; 2. Increased accesses when new contents are publicly visible. 	<ol style="list-style-type: none"> 1. QMB meeting minutes' form; 2. Quarterly accesses form; 3. Peers and stakeholders evaluation form (investigating domains like usability, user interface, robustness, completeness, future sustainability, etc.).

In addition to the above, general criteria and corresponding success criteria are defined; they are applied transversely to each WP.

A summary of them is shown in [Table 3](#).

Table 3. GENERAL INDICATORS AND SUCCESS CRITERIA VALID FOR EACH WP.

INDICATORS	SUCCESS CRITERIA	FEEDBACK TOOL TEMPLATES
<ol style="list-style-type: none"> 1. Compliance of activities with time and budget (Were all activities planned for this WP completed on time and under budget?) 2. Achieving objectives (Have all planned deliverables been completed and all expected results achieved?) 	<ol style="list-style-type: none"> 1. The criterion is fulfilled if all activities have been completed on time and on budget. If not, the criterion is not met. Reasons for non-compliance must be investigated; 2. The criterion is fulfilled if all the objectives have been achieved. 3. If not, the criterion is not met. The reasons for non-fulfilment must be investigated. 	<ol style="list-style-type: none"> 1. Staff timesheet

The basic information in Tables 1-3 is used for the elaboration of the concrete operational tools, which will be used by each partner. They are shown in the [Annex I](#), where there is a table for each WP.

Deliverables will be evaluated by the QMB members.



Also, all indicators, measures and the feedback tools and analysis, will be included in the Internal Evaluation Reports. The purpose of the latter is to monitor the quality of intellectual outputs, specifically to ensure applicability of the project results to the needs and expectations of the target groups.

Finally, each WP leader is responsible to ensure timely submission of the respective WP deliverables as per the project timeline.

Below are some general rules for the development of assessment tools templates:

- General rules for the Feedback Tools Forms should be developed in order to ensure their consistency in formatting, use and placement of logos, titles, colours, size etc.
- Generic forms of the Feedback Tools Forms proposed above should be produced by the consortium at project initial stage so as to ensure that of all basic information needed to be collected is included in all related forms;
- The Feedback Tools Forms may need to be adjusted by the WP leaders in order to meet the specific evaluation needs of their WP deliverable (e.g., the Event Evaluation Form should be adjusted for each event in order to include fields/ themes related to the specific event content;
- Feedback Tools specific only to one WP should be developed by the WP leader.



2 QUALITY CONTROL OVER MILESTONE ACHIEVEMENTS AND QUALITY INTERNAL EVALUATION

Internal evaluation of the level and quality of achievement of project specific objectives will be conducted based on data on the quality assessments collected from the respective WP leaders through the (i) MARs (Milestone Achievement Report), (ii) Midterm (Reporting period 1) and (iii) Final Internal Evaluation Reports (Reporting period 2) (Figure 1).

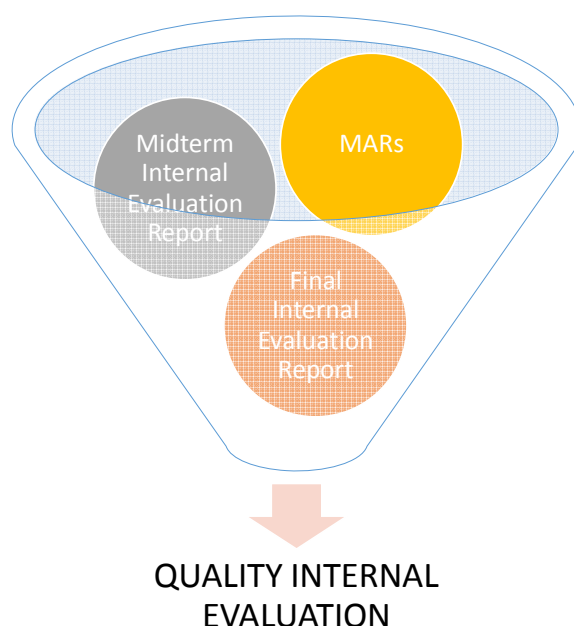


Figure 1. QUALITY INTERNAL EVALUATION INSTRUMENTS

2.1 Quality control over milestones achievements

MARs will include information on quality assessments, information on any deviations from predefined deadlines and indicators, justification of changes, suggested adjustments, and impact on overall progress (Table 4).

Table 4. MAIN CONTENTS OF THE MILESTONES ACHIEVEMENT REPORT (MAR)

COMPONENT	DESCRIPTION
WP objective	Provide a short description of the objectives of the WP
Planned completion date/Actual completion data	If the actual completion data is different from the planned date, please provide short reasons explanation
Short description of the activities, which had led to the achievement of the milestone	Provide a short, bulleted description of the activities that enabled the milestone to be achieved



List of deliverables/outputs/outcomes produced (according to the Logical Framework Matrix)	Provide a bulleted list of the deliverables/outputs produced
Impact on the project progress	Describe whether the work is proceeding according to the plan or whether there have been changes in progress. In the latter case, indicate whether there is a possibility of negative repercussions (negative impact) on the project or whether the objectives are achieved regardless. The MAR must report whether the WP objectives are achievable regardless or whether negative effects are expected
Suggested adjustments, e.g., changes introduced (if applicable)	If the impacts are negative (if applicable), any measures to be implemented (adjustments) must be described so that the project objectives can still be achieved
Deviations in the achieved results in comparison to the initial plan (if applicable)	Describe whether the results obtained are different from the expected (planned) results
Unexpected obstacles and threats (if applicable)	Describe unexpected obstacles and threats that occurred during the project
Inputs	Report the main project management data (staff time, equipment, mobilities, publications etc.)
Additional comments	Report any additional comments that may help the internal quality assessment process
Signature place and date	Date and place of signature by the MAR leader (WP leader)

The 14 MARs (Table 5) will be developed during the project and will be subjected to a quality assessment procedure by the WP leader. If the milestone is the responsibility of another partner, the directly responsible partner will compile the MAR; however, the WP leader as WP leader will submit the MAR to a quality assessment procedure.

Table 5. LIST OF MILESTONES AS PER APPROVED PARTNERSHIP AGREEMENT

WP	WL leader	Milestone	Milestone responsible	Title and time schedule
WP1	HUAF	M1.1	HUAF	Report "Solid Waste Management in Southeast Asia: What does the industry expect? [M1 (15/01/21) → M4 (15/04/21)]
WP2	EURO	M2.1	EURO	Delivery of the teaching material [M15 (15/03/2022)]
		M2.2	EURO	Seminars for academic staff training [M23 (15/11/22)]
		M2.3	UHST	Successful pilot semester [M11 (15/11/21) → M24 (15/11/22)]



		M2.4	UHST	Successful accreditation of the developed educational products [M25 (15/01/23) → M35 (15/11/23)]
WP3	RUA	M3.1	RUA	Delivery of the training [M5 (15/05/21) → M15 (15/03/22)]
		M3.2	IFOA	Train-the-trainee sessions [M16 (15/04/22) → M27 (15/03/23)]
		M3.3	TUAF	Implementation, monitoring and improvements of TVET products and qualification [M14 (15/02/22) → M33 (15/09/23)]
		M3.4	CMU	Successful pilot courses for informal sector representatives [M31 (15/07/23) → M36 (14/01/24)]
WP4	IFOA	M4.1	IFOA	Successful implementation and running of OOLMS [M5 (15/05/21) → M18 (15/06/22)]
		M4.2	COMPED	Feasibility studies for the training hubs [M11 (15/11/21) → M30 (15/06/23)]
		M4.3	IFOA	Implementation of “Multi-stakeholder governance teams” [M21 (15/09/22) → M36 (14/01/24)]
WP5	POLIBA	M5.1	POLIBA	Results from internal monitoring [M1 (15/01/20) → M35 (15/11/23)]
		M5.2	TUHH	Results from external monitoring [M1 (15/06/22) → M35 (15/11/23)]
WP6	MJU	-	-	-
WP7	TUHH	-	-	-
Total milestones		14		

An example of the structure of the MAR adopted in SWAP is given in [Annex II](#).

The achievement of the project milestones will be evaluated based on the feedback provided by the WP leaders.

The feedback of the WP leaders will be collected through the MARs before the preparation of the Interim and Final Internal Evaluation Reports.

The MARs will indicate any differences between planned and actual deadlines, changes introduced in the WPs, deviations in the results achieved, among others. The MARs will be accessible through the project cloud.

Milestone Reports must be submitted to the QMB to be included in the Internal Evaluation Reports. The QMB must also communicate the MARS to the External Evaluator.



2.2 Midterm Internal Evaluation Report

The Midterm Internal Evaluation Report or even Reports from period 1 is expected to be processed at **M21** (15/09/2022 – 14/10/2022) according to the project schedule.

During this time, to ensure a high quality of the project, the consortium will have to continuously collect, analyse, and discuss data and feedback from SWAP participants.

Feedback will be provided mainly through questionnaires and discussions in the quality panels of the QMB meetings. Quality control and monitoring aimed mainly at identifying quality problems at an early enough stage to enable the partnership to take timely action for problem solutions and/or improvements. Another source of feedback will be the Milestone Reports (MARs) provided by the WP leaders after the completion of each WP, which include information on quality assessments, information on any deviations from predefined deadlines and indicators, justification of changes, suggested adjustments, and impact on overall progress.

Three MARs are expected to be developed during the implementation period covered by this report:

- M1.1 (Responsible: HUAF);
- M2.1 (Responsible: EURO);
- M3.1 (Responsible: RUA);
- M4.1 (Responsible: IFOA)

Their data must be included in the Midterm Internal Evaluation report.

Including MARs, the Midterm Internal Evaluation report will include:

- Evaluation of the Project achievements during the first one and a half year of implementation;
- Evaluation of the Consortium efficiency and viability;
- Analysis of the data collected from the feedback tools;
- SWOT analysis of the project consortium and project implementation;
- Strategies for addressing future challenges and for capitalising on strengths.

An example of the evaluation of the project achievements and the analysis of the data collected from the feedback tools can be found in [Annex III](#) and [Annex IV](#) respectively.

It is important to note that, as the report will be developed by members of the project consortium and feedback tools will be compiled by project members, the evaluation may not be fully objective. For this reason, an external evaluation of the project results and implementation will be subcontracted by the P1 partner (TUHH) to an external evaluator (who is not part of the project consortium).

The external evaluator will oversee conducting interviews and of leading and facilitating a **1-day quality control workshop** in accordance with the project timetable (M18, 15/06/2022). After that, the external evaluator shall produce, because of his/her ongoing work, an External Evaluation Report in the final phase of the project. The External Evaluation Report should summarise the results of the continuous peer review and should provide an assessment of the project's impact and the quality of the results achieved. It will also provide conclusions on the efficiency of the consortium.



2.3 Final Internal Evaluation Report

The Final Internal Evaluation Report or even Reports from period 2 is expected to be processed at **M36** (15/12/2023 – 14/01/2024) according to the project schedule.

As described in the section 2.2, feedback will be provided mainly through questionnaires and discussions in the quality panels of the QMB meetings. Another source of feedback will be the Milestone Reports (MARs) provided by the WP leaders. Ten MARs are expected to be developed during the implementation period covered by this report (**from M21 to M36**):

- M2.2 (Responsible: EURO);
- M2.3 (Responsible: UHST, EURO);
- M2.4 (Responsible: UHST, EURO);
- M3.2 (Responsible: IFOA, RUA);
- M3.3 (Responsible: TUAF, RUA);
- M3.4 (Responsible: CMU, RUA);
- M4.2 (Responsible: COMPED, IFOA);
- M4.3 (Responsible: IFOA);
- M5.1 (Responsible: POLIBA);
- M5.2 (Responsible: TUHH, POLIBA).

Their data must be included in the Final Internal Evaluation report.

Including MARs, the Final Internal Evaluation report will include:

- Evaluation of the Project achievements during the last year of implementation;
- Evaluation of the Consortium efficiency and viability;
- Analysis of the data collected from the feedback tools;
- SWOT analysis of the project consortium and project implementation;
- Strategies for addressing future challenges and for capitalising on strengths.

The same considerations mentioned for the interim report are applicable.

The external evaluator will be in charge of conducting interviews and also of leading and facilitating a **1-day quality control workshop** in accordance with the project timetable (M35, 15/11/2023). After that, the external evaluator shall produce, as a result of his/her ongoing work, an External Evaluation Report in the final phase of the project. The External Evaluation Report should summarise the results of the continuous peer review and should provide an assessment of the project's impact and the quality of the results achieved. It will also provide conclusions on the efficiency of the consortium.



3 THE QUALITY ASSESSMENT PROCESS, CONTROL STRUCTURES AND THEIR TASKS

Quality control shall be implemented throughout the project, as it is essential to identify any quality issues early enough to take timely remedial measures. Quality assurance requires continuous monitoring, strong commitment from all the partners, transparency, as well as regular communication between the project team members, following a clearly defined communication process. To this purpose, the following quality assessment procedure will be applied:

- The quality control structures of the project responsible for the validation of the quality of the different project deliverables and activities at different levels;
- Distribution of tasks among the partners in order to assure that all the feedback documents required for the quality assessment will be collected properly and on time;
- An internal Communication Plan, which sets up steps and rules required for a regular, efficient and transparent communication between the consortium members.

3.1 The quality control structures and their tasks

Two structures/bodies will be mainly involved to monitor and evaluate the quality of the project achievements, each one operating at a different level, in order to avoid miscommunications and overlaps:

- Quality Management Board (QMB);
- WP Leaders.

3.1.1 Quality Management Board

QMB is responsible for the administration and the implementation of QCP and has the authority to identify and tackle problems during internal audits. The members of QMB are reported in [Table 6](#).

Table 6. UPDATED LIST OF THE MEMBERS OF THE QUALITY MANAGEMENT BOARD (QMB) AS AT 06/09/2022.

PARTNER	NAME	MEMBER (name, surname)	Contact
P1	TUHH	Kerstin Kuchta (Chair)	kuchta@tuhh.de
P1	TUHH	Jose Chacón	jose.pablo.chacon@tuhh.de
P2	IFOA	Luca Boetti	boetti@ifoa.it
P3	POLIBA	Sabino De Gisi	sabino.degisi@poliba.it
P4	EURO	Violetta koutsogiannopoulou	vkoutsogiannopoulou@eurotraining.gr
P5	HUAF	Le Thi Thuy Hang	lethithuyhang@huaf.edu.vn
P6	TUAF	Truong Thi Anh Tuyet	truongthianhtuyet@tuaf.edu.vn
P7	RUA	Kim Soben	kimsoben@gmail.com
P8	UHST	Pin Tara	pintara30@gmail.com



P9	COMPED	Rithy Uch	rithy@comped-cam.org
P10	CMU	Patiroop Pholchan	patiroop@eng.cmu.ac.th
P11	MJU	Mujalin Pholchan	m.k.pholchan@gmail.com

QMB oversees the following tasks:

- Collect and check the completion of deliverables and milestone reports from the WP leaders;
- Check and prevent any procedural non-conformity;
- Identify and record any relevant problems;
- Initiate, recommend and/or provide solutions through the reporting system;
- Verify that action has been taken to solve problems;
- Interface the communication with the external evaluator;
- Supervise and report during the Quality Panels scheduled during the course of the project;
- Organize and facilitate the Quality Control Workshop;
- Supervise the implementation of Interim and Final Internal Evaluation Reports, which are to be drafted by project partner's institutions in charge of WP7 (P1).

3.1.2 WP Leaders

Each WP is led by a specific project partner, who will be charged with the following quality tasks, for the WP under their responsibility:

- Specify actions to be carried out by the participating partners according to the QMB and the Project Coordinator guidance and planning;
- Monitor the timeline of project deliverables;
- Collect partners' deliverables and synthesize them and forward them to the QMB on time to be checked;
- Report to QMB any problem they may identify during the WP implementation;
- Develop and/or adjust feedback tools for the activities of the WP;
- Deliver MAR to the QMB.

3.1.3 External evaluator

An external evaluation of the project results and implementation during the whole project life will be subcontracted to an external evaluator, who is not part of the project consortium.

The external evaluator is expected to complete the following tasks:

- To carry out/execute regular independent peer review of project results and implementation;
- To conduct interviews and also lead and facilitate a 1-day Quality Control Workshop;
- To produce, because of his/her work, an External Evaluation Report at project's mid-term as well as at its final stage.



The External Evaluation Report will summarize the findings of the continuous peer review and will provide assessment of project impact and the quality of the results achieved. It will also make conclusions on the consortium efficiency. It will include an independent cost/benefit analysis of the project.

The External Evaluation Report will also make recommendations for strengthening the sustainability of the project results sustainability and for ensuring long-term impact.

The Report will be discussed at the final project meeting and will be published in the Partner Login Space on the project's website.

3.2 Communication Plan and timing of the peer review process

3.2.1 Communication plan

The Communication Plan will serve as a guideline for effective communications amongst the project partners, ensuring diffusion of appropriate information and mutual understanding.

It is an integral part of QCP and cover the following areas ([Table 7](#)):

- Audience, hence stipulating who will receive the information and for what purpose;
- Message, defining the information to be communicated;
- Media, referring to the information that will be communicated;
- Frequency/timing, defining how often or when the information will be communicated;
- Responsibility, defining who will be responsible for communicating the information;
- Feedback mechanism, identifying ways for returning feedback.

Table 7. SWAP QUALITY CONTROL COMMUNICATION PLAN

AUDIENCE	MESSAGE	MEDIA	TIMING	RESPONSABILITY	FEEDBACK
WP	Deliverable / MAR dead-line	Formal e- mail, Freedcamp e- mail; Informal Telegram message on the common group	Formal e- mail: 10 days before deliverable deadline from the project coordinator	Project coordinator	Comments regarding processes
QMB	Peer review of the deliverable / milestone	Formal e- mail, Informal Telegram	Formal e- mail: 10 days before deliverable	Project coordinator	Comments regarding processes



message on the common group	deadline from the project coordinator
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The above-described process is followed for all project deliverables, starting with WP1 deliverable, and continuing with all deliverables up to WP7. All MARs will be forwarded to External Evaluator.

For every WP that is completed, a QMB meeting will held face-to-face or online.

3.2.2 Steps and timing of the peer review process

The procedure of submission of the deliverable/milestone and contextual quality control aims at avoiding time consumption and at the same time being able to pursue quality objectives.

It consists of two substantial phases listed below:

1. **Phase 1 - pre-deadline, with a duration of 3-days;**
2. **Phase 2 – post-deadline, with a duration of 6-days.**

Referred to as the *Fast Feedback phase*, the **Phase 1** includes the following steps:

- The WP leader submits the product (deliverable/MAR) three days before the dead-line to the QMB together with an accompanying cover letter;
- The cover letter should contain the objectives to be achieved and a description of how these objectives were achieved (or not achieved). An example of a cover letter is shown in [Annex V](#);
- The product can be submitted either as draft or as completed work. However, it is essential that there is an index of the work;
- The QMB has one day to give the (fast) feedback. For this purpose, the Quality Manager (POLIBA) will prepare a **doodle** and communicate the link to all QMB members in a timely manner. This is fast feedback where each member of the QMB expresses a judgement, whether positive or negative, based on the (i) completeness of the product index and (ii) the achievement of the expected results, the latter possible from reading the cover letter;
- In case of negative feedback, the QMB member sends, together with the feedback, an email to the WP leader stating the reason for the negative feedback and suggestions for improvement;
- It should be noted that this phase 1 concerns a fast evaluation, so only “macro” inaccuracies should be highlighted;
- The pre-phase also has the task of bringing each member of the QMB closer to the problem (assessing the quality of the product!), a kind of preparatory activity.



Referred to as the *Detailed assessment phase*, **the Phase 2** includes the following steps:

- The WP leader submits the pre-verified product to the QMB within the dead-line of the schedule;
- Each QMB member has 3 days to review the product. In the case of reports/text documents, the revised product must be returned in track changes mode, with the name of the institution in the final extension (e.g.: *D.5.1_revised_POLIBA*);
- The WP leader has 3 days to revise the product, trying to accommodate comments made by QMB members;
- The final revised product is then uploaded by the WP leader to SWAP's cloud platform;
- Its approval will take place at the first meeting of the QMB, the date of which will be set not too far from the 6-day Phase 2 dead-line.

The graphical schematisation of the above can be seen in [Figure 2](#).

Lastly, it is noted that, the procedure described above can be successfully applied if the products (deliverables and milestones) have already been extensively discussed with the other partners in the days before the deadline. It is therefore suggested to upload product drafts to the Cloud as they evolve and to communicate, through informal channels, these updates.

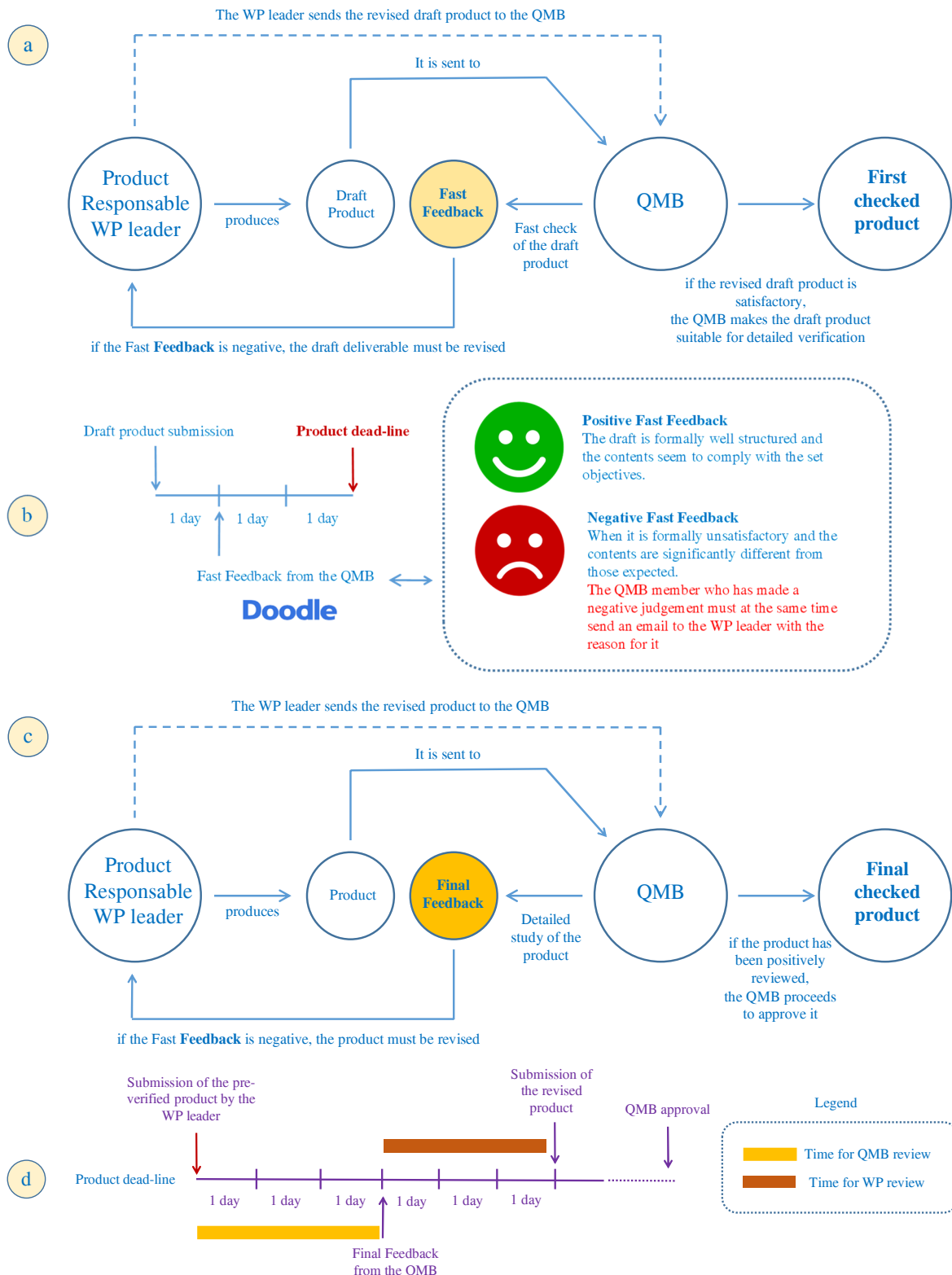


Figure 2. STEPS AND TIME OF THE PEER-REVIEW PROCESS OF PRODUCTS SUBMITTED FOR QUALITY VERIFICATION: (a) PHASE 1; (b) PHASE 1 DETAIL; (c) PHASE 2; (d) PHASE 2 DETAIL.



4 POTENTIAL QUALITY IMPROVEMENT MEASURES

There are different kinds of problems that could occur during the project implementation period, from major to minor ones, which could affect the successful implementation of specific activities and outcomes or even the whole project successful completion. [Annex VI](#) shows the template to be used to notify the project co-ordinator in time of any problems encountered.

Within this frame, three different kinds of problems are distinguished based on the way they need to be treated.

4.1 Problems related to conditions that are beyond project consortium's control

The following problems could affect the quality of the project deliverables and the achievement of project's objectives:

- Political or economic issues in the PCs as well as potential problems related to the risk of on-going restrictions and difficulties due to the COVID-19 pandemic;
- An overall deterioration of the business environments in the PCs, which could have a negative impact on the generally positive attitudes towards entrepreneurship.
- In case of serious financial or economic problems in the PCs, the business investors would be also less willing to support new venture initiatives and student business start-ups.

4.2 Problems related to project deliverables

Such problems can appear at any time and should be treated immediately, to make sure they affect as less as possible the progress of the related activity/output. Examples of potential problems include:

- OOLMS platform may not function properly; the OOLMS timely start could be threatened;
- Project partners may face delays with visa applications and therefore miss major project events;
- Delays with equipment procurement may postpone the launch of the SWAP accelerator programme in the PC HEIs;
- Insufficient interest and engagement among the secondary target groups (business investors, business partners, HEIs outside the consortium), which could undermine the results and impact.

Once these problems have been identified, revisions and corrective actions should be proposed by the quality control structures in place, which will also be responsible for checking the effectiveness of the corrective measures taken. These measures depend on the problem presented and may include the redesign of certain activities or outputs, redefining target groups and audiences, seeking specific expertise/counselling etc.



4.3 Problems with the partnerships

These problems include bad partner performance related to late or no completion of deliverables, poor quality of deliverables, and poor quality of communication.

They should be identified, mainly by the WP leaders who work closely with and monitor the partners within the frame of the WP activities. WP leaders should first discuss these problems with the partners concerned, and if no solution can be found, they should report the problem to the QMB, which will initiate necessary actions. If insufficient quality of intellectual outputs is identified by the external experts, the QMB will take immediate measures to ensure that the concerned parties remedy quality issues. If a partner is not able to deliver acceptable quality, and remedial actions are not effective, the tasks will be re-distributed within the partnership.

4.4 Refer to Deliverable 5.2

For further information on identification of risks and mitigation measures, see Deliverable 5.2.



Annex I



Table A1. Indicators and success criteria for measuring the quality of deliverables related to WP1 activities

WP1: Gathering information on current practices on Waste Management					
Lead Partner: HUAF					
Participating Partners: HUAF, POLIBA, MJU, RUA, COMPED, TUAF					
General criteria (on/off - applicable to each and all deliverables)					
Item		Checked by		Measurement tool	
a. Delivered on time?		WP leader		• QMB meeting minutes	
b. Delivered in all planned languages?		WP leader		• QMB meeting minutes	
c. Compliance with budget kept?		Each partner’s financial manager Project financial manager		• Financial reports to Lead Partner	
Deliverable-specific criteria					
Deliverable N.	Title (Leader)	Type of Output/ Outcome	Deliverable quality requirements		
			Indicators	Success criteria	Feedback Tool Templates
D1.1	Education on Solid Waste Management. The cases of Vietnam, Cambodia and Thailand (HUAF)	Report	1. Feedback from the QMB; 2. Feedback from peers (components of other governance teams+ EU partners); 3. Feedback from external Evaluator.	1. QMB approval; 2. Positive feedback from peers (an average rating of at least 3 out of 4 in all items investigated); 3. Positive feedback from external Evaluator.	1. QMB meeting minutes’ form; 2. Peers evaluation form (investigating domains like performance, innovation potential, sustainability, development potential, etc.); 3. External evaluator evaluation forms.
D1.2	Solid Waste Management in Southeast Asia: What does the industry expect? (TUAF)	Report	1. Feedback from the QMB; 2. Feedback from peers (components of other governance teams+ EU partners); 3. Feedback from external Evaluator.	1. QMB approval; 2. Positive feedback from peers (an average rating of at least 3 out of 4 in all items investigated); 3. Positive feedback from external Evaluator.	1. QMB meeting minutes’ form; 2. Peers evaluation form (investigating domains like performance, innovation potential, sustainability, development potential, etc.); 3. External evaluator evaluation forms
Notes:					



Table A2. Indicators and success criteria for measuring the quality of deliverables related to WP2 activities

WP2: Building capacity for improvement of graduates employability					
Lead Partner: EURO					
Participating Partners: EURO, UHST					
General criteria (on/off - applicable to each and all deliverables)					
Item		Checked by		Measurement tool	
d. Delivered on time?		WP leader		• QMB meeting minutes	
e. Delivered in all planned languages?		WP leader		• QMB meeting minutes	
f. Compliance with budget kept?		Each partner’s financial manager Project financial manager		• Financial reports to Lead Partner	
Deliverable-specific criteria					
Deliverable N.	Title (Leader)	Type of Output/ Outcome	Deliverable quality requirements		
			Indicators	Success criteria	Feedback Tool Templates
D2.1	Modules to be developed for academia (EURO)	Report of Selected Educational Products	1. Feedback from the QMB; 2. Feedback from target groups (users involved in training/learning at any level, i.e. teachers, trainers, learners); 3. Feedback from external Evaluator.	1. QMB approval; 2. Positive feedback from target groups (an average rating of at least 3 out of 4 in all items investigated); 3. Positive feedback from external Evaluator.	1. QMB meeting minutes 2. The evaluation forms of the target groups commenting on the practicality, relevance and quality of the material 3. The external evaluator’s evaluation form
D2.2	Teaching material on Sustainable Solid Waste Management for academia (HUAF)	Teaching material	1. Feedback from the QMB; 2. Feedback from target groups (users involved in training/learning at any level, i.e. teachers, trainers, learners); 3. Feedback from external Evaluator.	1. QMB approval; 2. Positive feedback from target groups (an average rating of at least 3 out of 4 in all items investigated); 3. Positive feedback from external Evaluator.	1. QMB meeting minutes’ form; 2. Peers and stakeholder’s evaluation form (investigating domains like usability, user interface, robustness, completeness, future sustainability, etc.); 3. External Evaluator/expert Evaluation Form.
D2.3	Improvement of the developed academic educational products (UHST)	Learning material	1. Feedback from the QMB; 2. Feedback from target groups (users involved in training/learning at any level, i.e. teachers, trainers, learners); Feedback from external Evaluator.	1. QMB approval; 2. Positive feedback from target groups (an average rating of at least 3 out of 4 in all items investigated); Positive feedback from external Evaluator.	1. QMB meeting minutes’ form; 2. Peers and stakeholder’s evaluation form (investigating domains like usability, user interface, robustness, completeness, future sustainability, etc.); External Evaluator/expert Evaluation Form.



Notes:

Table A3. Indicators and success criteria for measuring the quality of deliverables related to WP3 activities

WP3: Measures and reform policies for the HEIs offering TVET					
Lead Partner: RUA					
Participating Partners: RUA, IFOA, TUA, CMU					
General criteria (on/off - applicable to each and all deliverables)					
Item		Checked by		Measurement tool	
g. Delivered on time?		WP leader		• QMB meeting minutes	
h. Delivered in all planned languages?		WP leader		• QMB meeting minutes	
i. Compliance with budget kept?		Each partner’s financial manager Project financial manager		• Financial reports to Lead Partner	
Deliverable-specific criteria					
Deliverable N.	Title (Leader)	Type of Output/ Outcome	Deliverable quality requirements		
			Indicators	Success criteria	Feedback Tool Templates
D3.1	Courses to be developed for TVET (RUA)	Training materials	1. Feedback from the QMB; 2. Feedback from peers, other governance PC teams+ EU partners); 3. Feedback from the stakeholders/expert; 4. Feedback from external Evaluator.	1. The QMB approval; 2. Positive feedback from peers (an average rating of at least 3 out of 4 in all items investigated); 3. Consultation meeting with stakeholders/experts; 4. Positive Feedback from external Evaluator.	1. The QMB’s minute of meeting; 2. Evaluation form from peers, PC partner teams+ EU partners); 3. Minute of meeting; 4. Report of external Evaluator
D3.2	Training material on Sustainable Solid Waste Management for TVET (CMU)	Training materials	1. Feedback from the QMB; 2. Feedback from peers, other governance PC teams+ EU partners); 3. Feedback from the stakeholders/expert; 4. Feedback from external Evaluator.	1. The QMB approval; 2. Positive feedback from peers (an average rating of at least 3 out of 4 in all items investigated); 3. Consultation meeting with stakeholders/experts; 4. Positive Feedback from external Evaluator.	1. The QMB’s minute of meeting; 2. Evaluation form from peers, PC partner teams+ EU partners); 3. Minute of meeting; 4. Report of external Evaluator
D3.3	Educational products for informal workers (COMPED)	Learning Materials	1. Feedback from the QMB; 2. Feedback from target groups (users involved in training/learning at any level.	1. QMB approval; 2. Positive feedback from target groups (an average rating of at least 3 out of 4 in all items investigated);	1. QMB meeting minutes’ form; 2. Peers and stakeholder’s evaluation form (investigating domains like usability, user interface,



			i.e. teachers, trainers, learners); 3. Feedback from external Evaluator.	3. Positive feedback from external Evaluator.	robustness, completeness, future sustainability, etc.); 3. External Evaluator/expert Evaluation Form.
D3.4	Improvement of the developed training products (TUAF)	Learning material	3. Feedback from the QMB; 4. Feedback from target groups (users involved in training/learning at any level, i.e. teachers, trainers, learners); Feedback from external Evaluator.	3. QMB approval; 4. Positive feedback from target groups (an average rating of at least 3 out of 4 in all items investigated); Positive feedback from external Evaluator.	3. QMB meeting minutes' form; 4. Peers and stakeholder's evaluation form (investigating domains like usability, user interface, robustness, completeness, future sustainability, etc.); External Evaluator/expert Evaluation Form.
Notes:					



Table A4. Indicators and success criteria for measuring the quality of deliverables related to WP4 activities

WP4: Synergic development of educational strategies and policies for academia and TVET					
Lead Partner: IFOA					
Participating Partners: IFOA, COMPED					
General criteria (on/off - applicable to each and all deliverables)					
Item		Checked by		Measurement tool	
j. Delivered on time?		WP leader		• QMB meeting minutes	
k. Delivered in all planned languages?		WP leader		• QMB meeting minutes	
l. Compliance with budget kept?		Each partner's financial manager Project financial manager		• Financial reports to Lead Partner	
Deliverable-specific criteria					
Deliverable N.	Title (Leader)	Type of Output/ Outcome	Deliverable quality requirements		
			Indicators	Success criteria	Feedback Tool Templates
D4.1	Open On-line Learning Management System (IFOA)	On-line product	1. Feedback from the QMB; 2. Feedback from target groups (users involved in training/learning at any level, i.e. teachers, trainers, learners); 3. Feedback from external Evaluator.	1. QMB approval; 2. Positive feedback from target groups (an average rating of at least 3 out of 4 in all items investigated); 3. Positive feedback from external Evaluator.	1. QMB meeting minutes' form; 2. Peers and stakeholder's evaluation form (investigating domains like usability, user interface, robustness, completeness, future sustainability, etc.); 3. External evaluator evaluation forms.
D4.2	User handbook (IFOA)	Text document	1. Feedback from the QMB; 2. Feedback from target group (learners); 3. Feedback from external Evaluator.	1. QMB approval; 2. Positive feedback from target groups (an average rating of at least 3 out of 4 in all items investigated); 3. Positive feedback from external Evaluator.	1. QMB meeting minutes' form; 2. Target group evaluation form (investigating domains like clearness, completeness, future sustainability, etc.); 3. External evaluator evaluation forms.
D4.3	Course designer handbook (IFOA)	Text document	1. Feedback from the QMB; 2. Feedback from target group (learners); 3. Feedback from external Evaluator.	1. QMB approval; 2. Positive feedback from target groups (an average rating of at least 3 out of 4 in all items investigated); 3. Positive feedback from external Evaluator.	1. QMB meeting minutes' form; 2. Peers and stakeholder's evaluation form (investigating domains like usability, user interface, robustness, completeness, future sustainability, etc.);



					3. External evaluator evaluation forms.
D4.4	Training Hubs Feasibility studies (HUAF/TUAF/RUA/UHST/CMU/MJU)	#6 Text documents	1. Feedback from the QMB; 2. Feedback from external Evaluator.	1. QMB approval; 2. Positive feedback from external Evaluator.	1. QMB meeting minutes' form; 2. External evaluator evaluation forms.
D4.5	Guidelines for management of multi-stakeholder governance teams (IFOA)	Text document	1. Feedback from the QMB; 2. Feedback from components of multi-stakeholder governance teams of hubs in PCs; 3. Feedback from external Evaluator.	1. QMB approval; 2. Positive feedback from stakeholders (an average rating of at least 3 out of 4 in all items investigated); 3. Positive feedback from external Evaluator.	1. QMB meeting minutes' form; 2. Selected stakeholder's evaluation form (investigating domains like readability, clearness, completeness, etc.); 3. External evaluator evaluation forms.
D4.6	Report on implementation and functioning of training hubs (HUAF/TUAF/RUA/UHST/CMU/MJU)	Report	1. Feedback from the QMB; 2. Feedback from peers (components of other governance teams+ EU partners); 3. Feedback from external Evaluator.	1. QMB approval; 2. Positive feedback from peers (an average rating of at least 3 out of 4 in all items investigated); 3. Positive feedback from external Evaluator.	1. QMB meeting minutes' form; 2. Peers evaluation form (investigating domains like performance, innovation potential, sustainability, development potential, etc.); 3. External evaluator evaluation forms.
Notes:					



Table A5. Indicators and success criteria for measuring the quality of deliverables related to WP5 activities.

WP5: Project´s quality control plan					
Lead Partner: POLIBA					
Participating Partners: POLIBA, TUHH					
General criteria (on/off - applicable to each and all deliverables)					
Item		Checked by		Measurement tool	
Delivered on time?		WP leader		QMB meeting minutes	
Delivered in all planned languages?		WP leader		QMB meeting minutes	
Compliance with budget kept?		Each partner´s financial manager Project financial manager		Financial reports to Lead Partner	
Deliverable-specific criteria					
Deliverable Ref. N.	Title (Leader)	Type of Output/ Outcome	Deliverable quality requirements		
			Indicators	Success criteria	Feedback Tool Templates
D5.1	Definition, sharing and implementation of the quality plan (POLIBA)	Report	1. Feedback from the QMB; 2. Feedback from peers (components of other governance teams+ EU partners); 3. Feedback from the External Evaluator/experts.	1. QMB approval; 2. Positive feedback from peers (an average rating of at least 3 out of 4 in all items investigated); 3. Positive feedback from external Evaluator.	1. QMB meeting minutes´ form; 2. Peers evaluation form (investigating domains like performance, innovation potential, sustainability, development potential, etc.); 3. External evaluator evaluation forms.
D5.2	Risk management and mitigation (EURO)	Report	1. Feedback from the QMB; 2. Feedback from peers (components of other governance teams+ EU partners); 3. Feedback from the External Evaluator/experts.	1. QMB approval; 2. Positive feedback from peers (an average rating of at least 3 out of 4 in all items investigated); 3. Positive feedback from external Evaluator.	1. QMB meeting minutes´ form; 2. Peers evaluation form (investigating domains like performance, innovation potential, sustainability, development potential, etc.); 3. External evaluator evaluation forms.
D5.3	Quality Assurance Committee Meetings (POLIBA)	Event	1. Feedback from the QMB; 2. Number of actual participants, compared to the expected target number; 3. Trainees level of satisfaction.	1. QMB approval; 2. Satisfactory number of participants; 3. Positive participant feedback (on the content and organisation of the event).	1. QMB meeting minutes´ form; 2. Event Agenda form; 3. Attendance List form; 4. Event Presentations Form; 5. Event Minutes form; 6. Participant Evaluation form (on the content and organisation of the event).
D5.4	External evaluator report (TUHH)	Report	1. Feedback from the QMB; 2. Feedback from peers (components of other	1. QMB approval; 2. Positive feedback from peers (an average rating of at least 3 out of 4 in all items investigated);	1. QMB meeting minutes´ form; 2. Peers evaluation form (investigating domains like performance, innovation potential, sustainability, development potential, etc.);



			governance teams+ EU partners); 3. Feedback from the External Evaluator/experts.	3. Positive feedback from external Evaluator.	3. External evaluator evaluation forms.
Notes:					



Table A6. Indicators and success criteria for measuring the quality of deliverables related to WP6 activities

WP6: Project dissemination and sustainability					
Lead Partner: MJU					
Participating Partners: MJU, TUHH, CMU, HUAF, IFOA					
General criteria (on/off - applicable to each and all deliverables)					
Item		Checked by		Measurement tool	
Delivered on time?		WP leader		QMB meeting minutes	
Delivered in all planned languages?		WP leader		QMB meeting minutes	
Compliance with budget kept?		Each partner’s financial manager Project financial manager		Financial reports to Lead Partner	
Deliverable-specific criteria					
Deliverable Ref. N.	Title (Leader)	Type of Output/ Outcome	Deliverable quality requirements		
			Indicators	Success criteria	Feedback Tool Templates
D6.1	Dissemination plan (MJU)	Text document	1. Feedback from the QMB; 2. Feedback from stakeholders and peers; 3. Feedback from the External Evaluator/experts.	1. QMB Approval; 2. Positive feedback from target groups (an average rating of at least 3 out of 4 in all items investigated); 3. Positive feedback from external Evaluator.	1. QMB meeting minutes’ form; 2. Target group evaluation form (investigating domains like clearness, completeness, future sustainability, etc.); 3. External Evaluator/expert Evaluation Form. Is noted that a template is not necessary.
D6.2	SWAP website (TUHH)	Online product	1. Feedback from the QMB; 2. Number of quarterly accesses; 3. Number of monthly contents’ updates.	1. QMB approval; 2. Increased accesses when new contents are publicly visible;	1. QMB meeting minutes’ form; 2. Quarterly accesses form; 3. Peers and stakeholders evaluation form (investigating domains like usability, user interface, robustness, completeness, future sustainability, etc.).
D6.3	SWAP dissemination portfolio (CMU)	Text document	1. Feedback from the QMB; 2. Feedback from stakeholders and peers; Feedback from the External Evaluator/experts.	1. QMB Approval; 2. Positive feedback from target groups (an average rating of at least 3 out of 4 in all items investigated); Positive feedback from external Evaluator.	1. QMB meeting minutes’ form; 2. Target group evaluation form (investigating domains like clearness, completeness, future sustainability, etc.); 3. External Evaluator/expert Evaluation Form. It Is noted that a template is not necessary.
D6.4	Sustainability and exploitation plan (MJU)	Events	1.Feedback from the QMB;	1. QMB approval;	1. QMB meeting minutes: form; 2. Event Agenda form; 3. Attendance List form; 4. Event Presentations Form;



			2.Number of actual participants, compared to the expected target number; 3.Trainees level of satisfaction. 4.Number of teaching or training materials; 5. Number of quarterly accesses. Number of followers	2. Satisfactory number of participants; Positive participant feedback (on the content and organisation of the event).	5. Event Minutes form; 6. Participant Evaluation form (on the content and organisation of the event).
		Online product	1. Feedback from the QMB; 2. Number of actual participants, compared to the expected target number; 3. Participants level of satisfaction.	1. QMB approval; 2. Satisfactory number of participants (At least 50% of those eligible); 3. Positive participant feedback (on the content and organisation of the event).	1. QMB meeting minutes’ form; 2. Event Agenda form; 3. Attendance List form; 4. Event Presentations Form; 5. Event Minutes form; 6. Participant Evaluation form (on the content and organisation of the event).
Notes:					



Table A7. Indicators and success criteria for measuring the quality of deliverables related to WP7 activities

WP7: Project management and coordination					
Lead Partner: TUHH					
Participating Partners: TUHH					
General criteria (on/off - applicable to each and all deliverables)					
Item		Checked by		Measurement tool	
Delivered on time?		WP leader		QMB meeting minutes	
Delivered in all planned languages?		WP leader		QMB meeting minutes	
Compliance with budget kept?		Each partner’s financial manager Project financial manager		Financial reports to Lead Partner	
Deliverable-specific criteria					
Deliverable Ref. N.	Title (Leader)	Type of Output/ Outcome	Deliverable quality requirements		
			Indicators	Success criteria	Feedback Tool Templates
D7.1	Partnership Agreement (TUHH)	Report	1. Feedback from the QMB; 2. Feedback from peers (components of other governance teams + EU partners); 3. Feedback from the External Evaluator/experts.	1. QMB approval; 2. Positive feedback from peers (an average rating of at least 3 out of 4 in all items investigated); 3. Positive feedback from external Evaluator.	1. QMB meeting minutes’ form; 2. Peers evaluation form (investigating domains like performance, innovation potential, sustainability, development potential, etc.); 3. External evaluator evaluation forms.
D7.2	Management Manual (RUA)	Text document	1. Feedback from the QMB; 2. Feedback from stakeholders and peers; 3. Feedback from the External Evaluator/experts.	1. QMB approval; 2. Positive feedback from target groups (an average rating of at least 3 out of 4 in all items investigated); 3. Positive feedback from external Evaluator.	1. QMB meeting minutes’ form; 2. Target group evaluation form (investigating domains like clearness, completeness, future sustainability, etc.); 3. External Evaluator/expert Evaluation Form. It is noted that a template is not necessary.
D7.3	Financial management handbook (TUHH)	Text document	1. Feedback from the QMB; 2. Feedback from stakeholders and peers; 3. Feedback from the External Evaluator/experts.	1. QMB Approval; 2. Positive feedback from target groups (an average rating of at least 3 out of 4 in all items investigated); 3. Positive feedback from external Evaluator.	1. QMB meeting minutes’ form; 2. Target group evaluation form (investigating domains like clearness, completeness, future sustainability, etc.); 3. External Evaluator/expert Evaluation Form. It is noted that a template is not necessary.
D7.4	Financial management seminars and consultation (event – minutes) (TUHH)	Text document	1. Feedback from the QMB;	1. QMB Approval;	1. QMB meeting minutes’ form;



			<ul style="list-style-type: none"> 2. Feedback from stakeholders and peers; 3. Feedback from the External Evaluator/experts. 	<ul style="list-style-type: none"> 2. Positive feedback from target groups (an average rating of at least 3 out of 4 in all items investigated); 3. Positive feedback from external Evaluator. 	<ul style="list-style-type: none"> 2. Target group evaluation form (investigating domains like clearness, completeness, future sustainability, etc.); 3. External Evaluator/expert Evaluation Form. <p>It is noted that a template is not necessary.</p>
D7.5	Internal Communication Plan (POLIBA)	Report	<ul style="list-style-type: none"> 1. Feedback from the QMB; 2. Feedback from peers (components of other governance teams+ EU partners); 3. Feedback from the External Evaluator/experts. 	<ul style="list-style-type: none"> 1. QMB approval; 2. Positive feedback from peers (an average rating of at least 3 out of 4 in all items investigated); 3. Positive feedback from external Evaluator. 	<ul style="list-style-type: none"> 1. QMB meeting minutes' form; 2. Peers evaluation form (investigating domains like performance, innovation potential, sustainability, development potential, etc.); 3. External evaluator evaluation forms.
D7.6	Final financial and content reports to the EACEA (TUHH)	Report	<ul style="list-style-type: none"> 1. Feedback from the QMB; 2. Feedback from peers (components of other governance teams+ EU partners); 3. Feedback from the External Evaluator/experts. 	<ul style="list-style-type: none"> 1. QMB approval; 1. Positive feedback from peers (an average rating of at least 3 out of 4 in all items investigated); 2. Positive feedback from external Evaluator. 	<ul style="list-style-type: none"> 1. QMB meeting minutes' form; 2. Peers evaluation form (investigating domains like performance, innovation potential, sustainability, development potential, etc.); 3. External evaluator evaluation forms.
Notes:					



Annex II



SWAP

Sustainable solid WASTE management and Policies

MILESTONE ACHIEVEMENT REPORT

WPx

Project Acronym	SWAP
Work Package	FILL IN
WP Leader	FILL IN
Date	FILL IN
Place	FILL IN





WP objective:

Describe ...

Describe ...

Describe ...

Planned completion date:

Actual completion date*:

*If different from the planned date, please provide short reasons explanation

Short description of the activities, which had led to the achievement of the milestone:

Describe ...

Describe ...

Describe ...

List of deliverables/outputs/outcomes produced (according to the Logical Framework Matrix):

Describe ...

Describe ...

Describe ...

Impact on the project progress:

Describe ...



Describe ...

Describe ...

Suggested adjustments, e.g. changes introduced (if applicable):

Describe ...

Describe ...

Describe ...

Deviations in the achieved results in comparison to the initial plan (if applicable):

Describe ...

Describe ...

Describe ...

Unexpected obstacles and threats (if applicable):

Describe ...

Describe ...

Describe ...

Inputs (staff time, equipment, mobility, publications etc.):



Describe ...

Describe ...

Describe ...

Additional comments:

Describe ...

Describe ...

Describe ...

Annex III



Table A8. Example of evaluation of achievements of completed WP (e.g., WP1)

WP1: Gathering information on current practices on Waste Management Lead Partner: HUAF Participating Partners: HUAF, POLIBA, MJU, RUA, COMPED, TUAF						
General criteria (on/off - applicable to each and all deliverables)						
Item		Checked by		Measurement tool		Findings - Comments
m. Delivered on time?		WP leader		• QMB meeting minutes		
n. Delivered in all planned languages?		WP leader		• QMB meeting minutes		
o. Compliance with budget kept?		Each partner’s financial manager Project financial manager		• Financial reports to Lead Partner		
Deliverable-specific criteria						
Deliverable N.	Title (Leader)	Type of Output/ Outcome	Deliverable quality requirements			Findings - Comments
			Indicators	Success criteria	Feedback Tool Templates	
D1.1	Education on Solid Waste Management. The cases of Vietnam, Cambodia and Thailand (HUAF)	Report	1. Feedback from the QMB; 2. Feedback from peers (components of other governance teams+ EU partners); 3. Feedback from external Evaluator.	1. QMB approval; 2. Positive feedback from peers (an average rating of at least 3 out of 4 in all items investigated); 3. Positive feedback from external Evaluator.	1. QMB meeting minutes’ form; 2. Peers evaluation form (investigating domains like performance, innovation potential, sustainability, development potential, etc.); 3. External evaluator evaluation forms.	
D1.2
Overall comments or problems:						
Describe						

Note for compilation: add description in green spaces.



Annex IV



SWAP

Sustainable solid WAsTe management and Policies

EVENT/WORKSHOP FEEDBACK TOOL

Project Acronym	SWAP
Work Package	FILL IN
WP Leader	FILL IN
Event name	FILL IN
Date	FILL IN
Place	FILL IN





Host institution:

Dear Colleagues,

Thank you for your participation in the partner meeting. Please take a few minutes to fill in this questionnaire, to contribute to the improvement of the partner meetings performance.

PART 1: Personal details

Name (Optional): ...

I have participated in:

Session/event:	<input type="checkbox"/> YES <input type="checkbox"/> NO
The Planetary Sessions (management, quality, dissemination, etc.) meeting	<input type="checkbox"/> YES <input type="checkbox"/> NO

PART 2: Overall event evaluation

N.	Question	Judgment (*)				
		Very satisfied	Satisfied	Average	Dissatisfied	Very dissatisfied
1	Overall, how satisfied are you with the event?					
2	How satisfied are you with the information you received prior to the event?					
3	How satisfied are you with the support you received in the process of planning your trip?					
4	How satisfied are you with the Agenda of the event? (in terms of structure and balance between topics)					
5	How satisfied are you with the materials provided at the meeting? (in terms of information they provided and usefulness for the purposes of the project implementation)					



6	How satisfied are you with your participation in the event in terms of networking?					
7	How satisfied are you with the venue and the facilities?					
8	How satisfied are you with the hosting of the event?					
9	How satisfied are you with the side activities of the event? (visits, diners etc.)					
10	How satisfied are you with the overall flow of communication within the Partnership during the event?					

Please write down any problems you identified, reasons for dissatisfaction or improvement suggestions regarding the above topics:

.....

*: Mark with an X the judgement you have chosen.

PART 3: Evaluation of the event/workshop

N.	Question	Judgment (*)				
		Very satisfied	Satisfied	Average	Dissatisfied	Very dissatisfied
1	How satisfied are you with the content of the event / session?					
2	How satisfied are you with the duration of the event / session?					
3	How satisfied are you with the presentations of the event / session?					
4	How satisfied are you with the discussion and progress in the parallel session you have participated in?					
5	How satisfied are you with the work plan that was formed?					

Please write down any problems you identified, reasons for dissatisfaction or improvement suggestions regarding the above topics:

.....

*: Mark with an X the judgement you have chosen.

PART 4: Evaluation of the Plenary Sessions



N.	Question	Judgment (*)				
		Very satisfied	Satisfied	Average	Dissatisfied	Very dissatisfied
1	How satisfied are you with the discussion and progress of the Project quality assurance activities?					
2	How satisfied are you with the discussion and progress of the Project dissemination and exploitation activities?					
3	How satisfied are you with the discussion and progress of Project Management and finances?					
4	How satisfied are you with the discussion and progress of the ongoing activities?					

Please write down any problems you identified, reasons for dissatisfaction or improvement suggestions regarding the above topics:

.....

*: Mark with an X the judgement you have chosen.

Thank you for your time.



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SWAP

Sustainable solid WASTE management and Policies

Annex V



SWAP

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COVER LETTER FOR PRODUCT SUBMISSION TO QUALITY

Project Acronym	SWAP
Work Package	FILL IN
WP Leader	FILL IN
Product to be submitted for quality control	FILL IN
Date of submission	FILL IN





Dear QMB members,

Please find enclosed the document entitled "....." by ... (name and surname), and myself to be considered for quality verification according to the Quality Control Plan.

Key product information is summarised below:

Type of product (deliverable/MAR)	Please report which one of the two types is eligible for quality verification
Product objectives	Please provide a concise description of the objectives that the product is intended to achieve
Expected results	Please, report a summary description of the results obtained or not obtained, specifying why
Did you interact with other partners in developing this product?	Answer: yes or no
Self-assessment of expected results	Give a sincere evaluation of the product, whether you consider it satisfactory or not

Please note that if the fast evaluation is negative, together with the feedback on the doodle, you must send me a short report on the reasons for the negative evaluation and any recommended adjustments.

Looking forward to your fast feedback, I wish you good work,

Place and date

Signature



Annex VI



SWAP

Sustainable solid WASTE management and Policies

PROBLEM REPORT/ CORRECTIVE - PREVENTIVE MEASURES FORM

Project Acronym	SWAP
Work Package	FILL IN
WP Leader	FILL IN
Date of submission	FILL IN





Dear QMB members and Project Coordinator,

In accordance with the contents of the Quality Control Plan, I report the following problem:

Problem reported by:	
Date:	
Problem description:	
Causes of the problem:	

Action undertaken to resolve the problem:	
Timeline:	
Responsible:	

Action undertaken to avoid the problem from occurring again:	
Timeline:	
Responsible:	

Looking forward to your reply, I wish you good work.

Place and date

Signature