



Comprehensive Risk Assessment of Basic Services and Transport Infrastructure

101004830 - CRISIS - UCPM-2020-PP-AG

Project management
Quality procedures manual

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1 QUALITY PROCEDURES MANUAL

1.1 Overview

The Quality procedures manual represents deliverable D1.5 of the Task 1.4 Quality assurance and Quality control, QA/QC.

The main objective of this task is to describe the mechanisms to be used throughout the project in order to ensure the quality level of the project deliverables and the project outcomes. The coordinator of this task is CMC, fully supported by IZIIS.

Quality assurance and Quality control (QA/QC) will confirm the quality of the deliverables and case study implementation and validation plans. Internal Review Panel (IRP) consisting of representatives of each partner will be established to provide QA/QC.

Quality control procedures are defined to facilitate important tasks and dependencies that are critical for the success of the project. This deliverable will also provide a guide to all CRISIS partners to establish effective collaboration within the consortium and ensure the highest level of quality of project documentation. The document outlines the success criteria for each deliverable, defines the structure of each deliverable, describes the quality review mechanisms and change control. It outlines the following:

- Quality assurance

It outlines the overall progress monitoring and reporting procedures to ensure the project achieves its objectives on schedule and within budget. It presents the methods that will be applied in order to ensure the high quality outcome of the project as well as the responsibilities of project partners and bodies related to this topic.

- Quality control for deliverables

It presents the control methods that will be applied in order to ensure the high quality outcome of the project as well as the responsibilities of project partners in this area. It describes the deliverable development approach.

- Quality control for publications

It presents the general principles and guidelines of creating publications from the project. It describes the main procedures for checking that no confidentiality is breached and the configuration management and change control to be used in the CRISIS project.

2 QUALITY ASSURANCE

QA provides control to the project direction, ensures that the outputs are of a high quality with respect to the nature of the project and that the project complies with relevant management standards and policies. The purpose of QA is to provide a basis for Project management agreements on the overall quality expectations, the products required with their associated quality criteria, the means by which quality will be achieved and assessed, and finally, the acceptance criteria by which the project's products will be judged. It serves as guide to the Project Coordinator to follow in order to ensure that quality reviews occur at appropriate points in the project, and reference for all project partners in order to understand their responsibilities, thus delivering high quality deliverables and outcomes.

2.1. Management bodies of QA

The management structure of CRISIS and the main roles of each management body are described in the project deliverable D1.2 Project Management Plan (Fig.1). The roles of the management bodies with regard to the quality assurance follows the chart given in Figure 1 and above mention PMO.

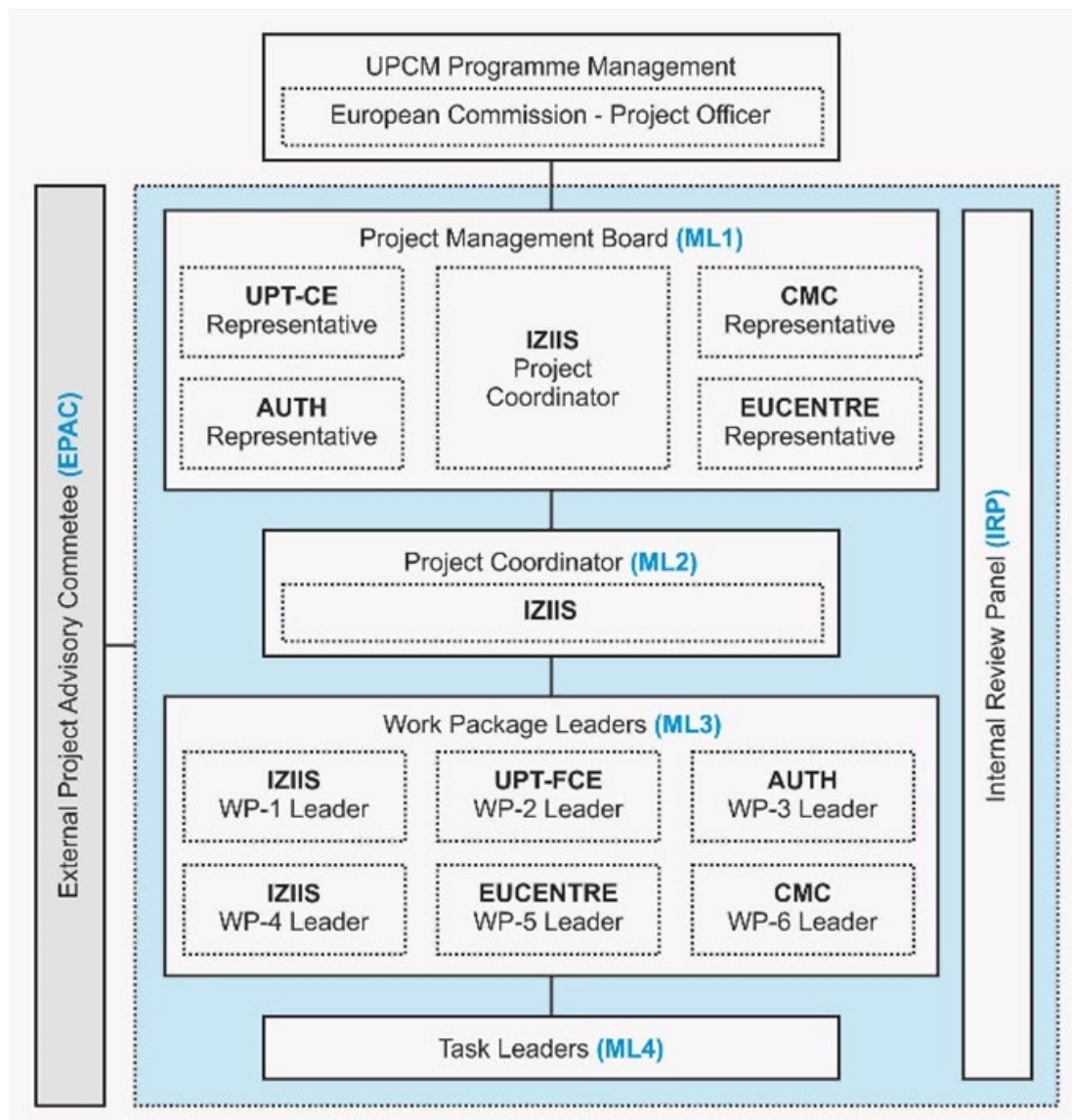


Figure 1. Project Management Organization (PMO)

2.2. Reporting

In practice, the overall project Quality assurance is facilitated through a process of project reporting by all partners. CRISIS has one reporting period, from month 1 to month 24.

Two progress reports will be produced, month 9 and month 17 summarizing the work carried out during the reporting period.

The final report will be submitted within 60 days following the end of the reporting.

The final report will deliver final technical report and final financial report, including the request for payment of the balance.

3 QUALITY CONTROL FOR DELIVERABLES

As described in the Annex I – Description of the action PART B project coordinator PC is responsible to collect and compile periodic reports/deliverables from partners and submit to the Commission. Internal Review Panel (IRP) is responsible for the quality control of the deliverables to the EC, coordinating closely on technical quality checks with the WPL.

Every deliverable, prior to its submission to the EC, is reviewed by the respective WP and quality review by IRP. If necessary, IRP will nominate a person having the appropriate technical competence for review the specific issues of deliverables.

The PC will make a final check of the deliverable for consistency and readability before submitting to the EC. Where necessary, the PC could request additional work of the partners on a deliverable, to ensure that it complies with the Annex 1, DoA.

3.1. Deliverable development plan

The project partner responsible for a deliverable, which is defined in the DoA, will develop a plan, which will describe the main objectives of the deliverable and allocate specific tasks in the report to the appropriate contributors.

Project coordinator will prepare general template for all deliverable which should contain the following elements:

- Work package
- Deliverable Number
- Lead Beneficiary
- Coordinator
- Contributing Beneficiaries
- Dissemination Level
- Version
- Due Date
- Submission Date
- Contributing Authors
- Table of contents
- Content

The task coordinators (COO), and WPL will take into account realistic timing for the submission of inputs, and therefore propose the plan well in advance, in order to meet the established date for its submission to the EC, as per the DoA.

3.2. Deliverable production plan and review process

Each deliverable is associated to a WP and it is related to a specific task. The COO is responsible for the quality assurance and suitable grouping of contributions in sections and sub-sections. The COO is not empowered to reject contributions but can signal problems to the PC and WPL. The COO, PC and WPL will work together to solve the problems and to ensure the quality and coherence of the contributions.

The first step of the deliverable production is the definition of the document structure. This structure, which will be actually the preliminary Table of Contents (ToC) of the document, has to take into account the short deliverable descriptions included in the DoA. The production of the ToC is the responsibility of the COO. In the same version of the document the COO will collect contributions which are expected from each partner engaged in this process. Along with the ToC the Editor will also provide an initial set of instructions related to the contributions and input (content, format, timeline), and will propose the schedule for the activities necessary for the development of the deliverable.

The COO sends the document structure to the WPL and all task beneficiaries (BEN) for comments and approval. Upon receiving the comments and input from the different contributors, the author will merge them into a single document. This first draft will then be circulated and asked for a second round of comments: each partner will check its consistency with the plans and give their feedback and approval. This iterative procedure will be repeated as necessary, until approval is given by all involved partners.

After this exchange, a final draft will be prepared by the COO and will be sent to WPL for the official review and validation. In turn, the WPL will send comments and proposed changes (if any) to the COO.

Upon receiving the comments from the WPL, the COO incorporates them into the deliverable, produces the final version of it and sends it back to the WPL for the very final check. The WPL checks if all comments have been applied and sends the deliverable to the COO with declaration of approval. The COO sends the deliverable to the PC. Finally, the PC submits deliverable to the EC.

In summary, all deliverables prepared by the CRISIS consortium, before being submitted to the EC, must undergo a two-step review:

1. WP internal review (WPL)
2. IRP and PC final review

To ensure that this process can be followed through, the following time plan will be used:

1. A draft ToC will be provided by the COO, 8-10 weeks before the deadline.
2. A final ToC will be provided by the COO, 8 weeks before the deadline.
3. A complete draft of the deliverable should be made available by the COO at least 4 weeks before the due date.

4. The draft version should be reviewed within the WP (WPL) by at least 3 weeks before the due date.
5. At least 3 weeks before the due date, a pre-final version should be available for review by IRP and PC.
6. Comments should be integrated, and the final version be made available to the PC, WPL, and COO, 7 days before the deliverable is due, for a final check.
7. It is up to the COO responsible for the deliverable to ensure that this schedule is maintained.

4 QUALITY CONTROL FOR PUBLICATIONS

Due to the significance of the dissemination and exploitation activities in achieving the objectives of the project, CRISIS manages and coordinates its diverse dissemination activities through a dedicated WP (WP6 - Exploitation, dissemination, and communication). A coordinated dissemination and exploitation of the project results is a key objective for all partners during all phases of the CRISIS project. In order to maximize the impact of its results, CRISIS will engage in a diverse set of dissemination and exploitation activities throughout and after the duration of the project. These activities encompass standardization contributions, open source contributions and leadership, knowledge transfer and training activities, as well as scientific publications, public demonstrations, commercial evaluations and others.

Dissemination quality control focuses on the operational techniques and activities used by those involved in the project to:

- Establish publication rules for the duration of the project.
- Fulfil the requirements for quality.
- Fulfil the rules for acknowledging the EC funding.
- Fulfil the rules for Open Access.

For those disseminations where (part of) the costs for the preparation and presentation are claimed under CRISIS, the following rules apply during the duration of the project and 3 months afterwards. Disseminations comprise of making any project material available to others outside the project, e.g., in the form of presentations, paper submissions or code. There is further information in the Consortium Agreement.

4.1. Acknowledgement

Acknowledgement to the EC for its funding must be clearly indicated on every publication and presentation for which project funding will be claimed.

Typical text is as follows:

This work was conducted within the framework of the CRISIS project, which is funded by the European Commission under the Union Civil Protection Mechanism (Grant Agreement No. 101004830).

4.2. Disclaimer

It is recommended to include a disclaimer on every publication and presentation. Typical text is as follows: *The content of this report / publication, represents the views of the author only and is his/her sole responsibility. The European Commission does not accept any responsibility for use that may be made of the information it contains.*

4.3. Open access

The EU recommends open access publications, and the project has committed to follow an open access policy in its Description of Action. Open access to scientific information is expected to bring benefits in terms of:

- Acceleration of the research and discovery process, leading to increased returns on R&D investment.
- Avoidance of the duplication of research efforts, leading to savings in R&D expenditure.
- Enhanced opportunities for multi-disciplinary research, as well as inter-institutional and inter- sectorial collaborations.
- Broader and faster opportunities for the adoption and commercialization of research findings, generating increased returns on public investment in R&D and the potential for the emergence of new industries based on scientific information.

Open access can also increase openness and transparency, thereby contributing to better policymaking, and ultimately benefit society and citizens.

CRISIS understands open access as being the practice of providing on-line access to scientific information that is free of charge to the end-user. In the context of R&D, this scientific information' refers to peer-reviewed scientific research articles (published in academic journals) and to scientific research data (data underlying publications, curated data and/or raw data).

The first decision to be taken by the project on whether to publish open access documents will come after the more general decision on whether to go for a publication directly or to seek first protection using Intellectual Property Rights (IPR). If the scientific research will not be the subject of IPR, but will rather be published directly, then the project is aware that open access must be granted to all scientific publications.

To the extent that this is feasible, given the constraints applied by the publisher of journal articles and conference proceedings, CRISIS partners can freely choose gold or green open access approach to peer-reviewed scientific research articles.

To the extent allowed by the publisher, these and other scientific publications will also be made available on the CRISIS website ("green" open access approach). This process may be delayed, as some scientific publishers may wish to recoup their investment by selling subscriptions and charging pay- per-download/view fees during an exclusivity period. In addition, partners themselves may want to delay this open access until they have exploited the findings through conference papers and journal articles.

References

- [1] [Documents download module \(europa.eu\)](#) Grant Agreement-101004830-CRISIS.pdf
- [2] CRISIS D 1.2 Project Management Plan (submitted)
- [3] CRISIS D 6.2 Dissemination strategy (submitted)