

# Integrated strategy Initiative for Strengthening the supply of APPrenticeships in TEXtile sector

## TEXAPP

<b>T. 4. 1</b>	<b>QUALITY PLAN</b>
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<b>Work Package:</b>	4- Quality Assurance
<b>Date:</b>	20/12/2016

## Consortium

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P2	The Huddersfield and District Textile Training Company - UK
P3	Pirin - Tex - BULGARIA
P4	CITEVE – PORTUGAL
P5	TextilipariMűszaki ésTudományosEgyesület (TMTE) – HUNGARY
P6	TexClubTec - ITALY
P7	Bulgaria Association of Apparel and Textile Producers and Exporters (BAATPE) - BULGARIA
P8	Hellenic Clothing Industry Association (HCIA) - GREECE

## Contents

Consortium .....	2
Executive Summary .....	4
Introduction – Quality Assurance approach.....	5
1. Process Quality .....	6
1.1 Partner Cooperation and Collaboration .....	6
1.2 Project Implementation Processes.....	7
1.3 Technical Meetings (Consortium) .....	10
2. Product Quality.....	12
2.1 Deliverables Preparation .....	12
2.2 Events .....	14
3. Impact and Sustainability .....	15
4. External Quality Assessment .....	17
Annexes: .....	18

## Executive Summary

The Quality Plan sets out the quality assurance procedures for the TEXAPP project. Its aim is to ensure that the results and products of the project are of high quality and meet the specifications set in the project proposal. The Quality Plan includes a description of quality areas addressed, quality indicators and quality assurance related procedures and methods that will be implemented throughout the TEXAPP project duration. All major processes to implement the QA strategy are described as detailed as considered necessary. Supporting templates and tools are provided in the annex. This plan will be implemented jointly by the overall project partnership. Its implementation will be led by the Hellenic Clothing Industry Association (HCIA) who is responsible for all quality-related issues. Project monitoring in terms of aspects such as timely project implementation is not subject of the quality plan, but is integrated into the project management activities.

## Introduction – Quality Assurance approach

*The TEXAPP quality plans' major objectives are the assurance of:*

- *the projects methodological quality, in terms of validity of the activities carried out and project products developed,*
- *practical applicability and sustainability of the project results and*
- *a sound project implementation in terms of partner cooperation and collaboration and project processes.*

In order to meet these objectives, quality assurance processes and procedures are put in place on the following quality aspects:

### Process quality

Three dimensions of process quality will be investigated in the framework of this project. Those are (1) the quality of partner cooperation and collaboration in general, (2) the quality of project implementation processes, and (3) the quality of project partner meetings. For those aspects quality indicators are defined and appropriate evaluation/documentation tools are provided.

### Product quality

Product quality assurance will primarily be implemented by defining quality indicators, products (primarily deliverables prepared for publication such as reports, papers, products/services) must comply with, and a review process for such project deliverables. Particular quality assurance procedures are outlined for events.

### Project Sustainability

This quality dimension is cross-cutting through project processes and products and investigates the project performance in terms of measures to assure project sustainability. Sustainability indicators are defined and appropriate evaluation/documentation tools are provided.

The overall approach applied follows a combined quality concept that equally considers input, process, output and sustainability aspects as quality parameters. The following parts of this paper provide further information regarding the implementation of these quality assurance processes and procedures.

## 1. Process Quality

Three dimensions of process quality will be investigated in the framework of this project. Those are (1) the quality of partner cooperation and collaboration in general, (2) the quality of project implementation processes, and (3) the quality of project partner meetings. For those aspects quality indicators are defined and appropriate evaluation/documentation tools are provided.

### 1.1 Partner Cooperation and Collaboration

High quality partner cooperation and collaboration are integral parts of a high-quality project performance. The following dimensions of partner cooperation and collaboration are invested in the framework of the TEXAPP project:

***Quality indicators of partner cooperation and collaboration:***

- ***Continuous and efficient communication among partners is assured with appropriate tools.***
- ***Ongoing and coherent information management is assured with appropriate tools.***
- ***Partners have access to all information relevant for the overall project implementation.***
- ***Partners have a coherent understanding of the project, its methodical approach and terminology used.***
- ***Partners are actively involved in all relevant project processes.***
- ***Partners' interests and needs are continuously considered and integrated into the projects implementation.***

In order to follow the combined quality concept as outlined above, these indicators will be integrated in the implementation processes defined below. Nonetheless regular evaluations are undertaken in order to evaluate the effectiveness of the methods and tools applied and therefore to provide the basis for possible improvement. This will be done at the regular project management meetings in order to evaluate the previous project phase in between prior and current project meeting. The questionnaire used for this purpose is available in the annex.

## 1.2 Project Implementation Processes

Standard project implementation processes are defined for:

- Agreement and decision making on work package implementation plans incl. methodological approach and division of tasks (in order to incorporate the individual work packages into the overall project with its aims and objectives and to ensure necessary links between work packages)
- Agreement and decision making within WP implementation (in order to incorporate individual WP implementation steps into the overall work package and to ensure necessary links other WP and project elements)

The following quality indicators represent the qualitative dimension of these formal processes. They are to be integrated into and addressed in all steps of the process and by all project partners involved in order to ensure that they are not reduced to formal processes but have an added value for the projects continuous improvement and progression.

### ***Quality indicators on the methodological approaches applied:***

- ***Implementation drafts/proposals are in coherence with the overall projects and the specific WP/deliverable aim and objectives.***
- ***Links and interfaces with other work packages are considered in the implementation of a specific WP and/or WP step/element.***
- ***Specific interests and characteristics of the different partners involved in the project/ WP/ step/element implementation are considered.***
- ***Project and project results validity and sustainability are assured.***

- *The methodological approach applied is appropriate for the involved partners and stakeholders and reflects the state of the art.*

Partners responsible for the development and implementation of relevant WP steps/elements are asked to discuss these indicators and their integration into the WP/step/element during the WP discussions at project meetings. This is to be documented within the meeting minutes.

The following process is defined for agreement and decision making on the overall work:

	<b>What</b>	<b>Timeline for orientation</b>	<b>Who</b>
<b>1</b>	Provide comprehensive work package implementation proposal draft to project partnership	Prior to first WP discussion/ introduction (most likely during partner meeting)	Partner Responsible for this WP
<b>2</b>	Clarify, discuss and provide feedback on implementation draft to WP Responsible partner	At project meeting and within 7 days after the meeting	All partners involved in the WP
<b>3</b>	Integration of feedback into the draft and finalisation of the WP implementation plan	Within 10 days after feedback deadline	Partner Responsible for this WP
<b>4</b>	Final discussion and approval of WP plan between WP Responsible partner and project coordinator	Within 15 days after final version is available	Partner Responsible for this WP and Coordinator
<b>5</b>	Final WP implementation plan is send to project partners and posted on project website/ in virtual project space	Within 30 days after project meeting	Partner Responsible for this WP

A similar approach is applied for decision making and approval on/of crucial WP steps and elements such as research grids, questionnaires, interview guidelines or programmes:

	<b>What</b>	<b>Timeline for orientation</b>	<b>Who</b>
<b>1</b>	Provide draft of WP step/element to project partners	at the latest 20 days before planned implementation	Partner responsible
<b>2</b>	Clarify, discuss and provide feedback on draft to responsible partner	Within 5 days after draft has been provided	All partners involved in the WP
<b>3</b>	Integration of feedback into the draft and finalisation of the WP implementation plan	Within 10 days after feedback deadline	Partner Responsible
<b>4</b>	Final discussion and approval of WP plan between WP Responsible partner and project coordinator	Within 5 days after final version is available	Partner Responsible, Coordinator
<b>5</b>	Final WP implementation plan is send to project partners and posted on project website/ in virtual project space	As agreed in the WP implementation plan	Partner Responsible

Differences between quality assurance and project management processes are fluent in this regard. Therefore, also Project Management processes need to be considered as part of the quality assurance activities.

It is the task of the responsible partner to implement and document these processes. The partner responsible for Quality Assurance (P8) provides a documentation template (see annex) to be filled and provided by the WP leader after completion of the respective WP.

### 1.3 Technical Meetings (Consortium)

Technical meetings of the consortium are a key factor within a high-quality project implementation and especially with regard to a smooth and high-quality implementation of project processes. They are therefore subject of separate evaluation and quality assurance processes. The following quality indicators apply:

***Quality indicators on the realization of project partner meetings:***

- ***Project meetings are prepared and managed in the most (resource) efficient way in order to make best use of the available meeting time.***
- ***All partners are actively involved and actively contribute to the project partner meetings.***
- ***Meeting documentation is sufficient to ensure comprehensibility of meeting discussions, decisions and decision making processes also beyond the group of partner representatives attending the meeting and over the whole time of project implementation.***
- ***The meeting makes a considerable contribution to the overall project realisation and success.***
- ***The meetings make a considerable contribution to team building and smooth interaction between and among partners also besides the project meetings.***
- ***All partners send representatives to the meetings.***

Those indicators are realised through the implementation of the following meeting processes:

	What	Timeline for orientation	Who
<b>1</b>	Meeting is scheduled under involvement of all partners concerned	At the latest 2 months before the meeting is supposed to take place	Project coordinator / meeting host
<b>2</b>	Meeting information (agenda, travel information, etc.) is provided to partners	At the latest 1 month before the meeting takes place	Project coordinator/ meeting host
<b>3</b>	Meeting preparatory documents (WP status reports, draft deliverables, draft WP plans, etc.) are provided to the meeting participants for preparation	At the latest 1 week prior to the meeting	Project coordinator/ WP Responsible partner
<b>4</b>	Draft meeting minutes (incl. handouts provided at the meeting, presentations used, etc.) are prepared and circulated among partners for feedback (and silent approval)	At the latest 20 days after meeting took place	Project coordinator
<b>5</b>	If applicable, revised meeting minutes are circulated among partners	At the latest 30 days after meeting	Project coordinator

Further quality indicators are evaluated based on an evaluation questionnaire to be filled by all meeting attendees and partner representatives after the meeting took place.

## 2. Product Quality

Product quality assurance will primarily be implemented by defining standards, products (primarily deliverables prepared for publication such as reports, papers, products/services) have to comply with, and a peer review process for such project deliverables. Particular quality assurance procedures are outlined for events.

### 2.1 Deliverables Preparation

All project products/deliverables prepared for publication such as reports, papers, products/services go through a review and authorisation process that involves all project partners. The following quality indicators are considered at different stages of this process:

#### ***Quality indicators on products/deliverables prepared for publication:***

##### ***The product(s)/deliverable(s) ...***

- ***complies with the formal criteria displayed in the provided templates regarding its layout and structure.***
- ***is in coherence with the deliverable description in the project proposal and fulfils its planned purposes in the framework of the WP and the overall project.***
- ***sources of data/information are clearly described.***
- ***proves objectivity, reliability and validity in terms of data provided and used, analysis results, argumentations, reasoning and conclusions.***
- ***reflects the recent status of development in terms of its content.***
- ***is structured and/or written in a way that facilitates its (results) use by its target group(s).***
- ***contains relevant information for the target group.***
- ***provides an added value to the current status of development/discussion on its topic.***

The review and authorisation process involves the following stages:

	What	Timeline for orientation	Who
<b>1</b>	Provide draft product deliverable to partnership	15 days prior to planned delivery date in project/WP implementation plan	Partner responsible
<b>2</b>	Clarify, discuss and provide feedback on draft to responsible partner based on quality indicators above	Within 5 days after availability of draft	Project partners
<b>3</b>	Integration of feedback into the draft deliverable and provision of the deliverable to the Coordinator and Quality Assurance responsible partner (P8)	Within 10 days after feedback deadline	Partner responsible
<b>4</b>	Review of deliverable regarding formal criteria and coherence with deliverable description in the project proposal	Within 5 days after revised version has been provided	Coordinator, Quality Assurance responsible partner (P8)
<b>5</b>	In case of public papers, preliminary version is posted on the projects website	As soon as deliverable is reviewed regarding formal criteria and coherence (step 4)	Coordinator

The Quality Assurance responsible partner (P8) is responsible for the moderation of this process.

This review process is applied to the following deliverables/products and has the nature of a minimum evaluation for quality assurance purposes.

Extended or specified evaluation measures can be specified for major project products (such as the TEXAPP Hub) in order to for instance implement a wider evaluation of a product among its aspired target group. Further measures are to be agreed on by project coordinator, concerned WP responsible partner and the Quality Assurance responsible partner (P8) and on request by any of the project partners.

## 2.2 Events

All major events (national and final conferences etc) will be evaluated against the following quality indicators by conducting a participant evaluation at the end of the event:

### ***Quality indicators on multiplier events:***

#### ***The event(s) ...***

- ***is structured/ implemented in a way that meets the target group's needs.***
- ***provides relevant and reliable information to the target group.***
- ***provides an added value to the current status of development/discussion on its topic.***
- ***contains innovative elements that are of relevance for its target group.***
- ***overall concept and implementation promises high potential for sustainability.***
- ***provides information that it is part of the TEXAPP project and has been funded by the ERASMUS+ programme.***

Events are to be evaluated based on an evaluation form to be handed out to participants at the end of the event in paper version. Implementing partners ensure that about 50% of the event participants, participate in the evaluation. The evaluation results are to be provided by the national partner responsible for the event organisation/ evaluation in a summarizing table to be provided. The individual evaluation forms are to be kept by the implementing partner at least until approval of the projects final report by the EACEA. The evaluation results, a (scanned) list of participants and photos – video documents are to be provided within one month after the event electronically to the Quality Assurance responsible partner (P8) and Evaluation responsible partner (P5) for documentation and evaluation.

These measures are applied to the following events:

WP	TASK	TITLE
3	T.3.1	Piloting of the company assessment tool
3	T.3.8	Piloting of the training programme
6	T.6.4	National Conferences (6)
6	T.6.4	Joint Closing Conference

### 3. Impact and Sustainability

This quality dimension is cross-cutting through project processes and products and investigates the project performance in terms of measures to assure project sustainability. Sustainability indicators are defined and appropriate evaluation/documentation tools are provided below.

The topic sustainability is already an integral part of the quality assurance areas, indicators and measures outlined above. In order to further emphasize the quality aspect sustainability, the following quality indicators are introduced complementary to the ones above for this specific topic:

#### ***Quality indicators on project sustainability:***

- ***Relevant stakeholders (e.g. relevant authorities and their experts, target group members and their representatives,) are actively involved in project activities throughout the overall course of the project and are regularly consulted in the project implementation.***
- ***Relevant stakeholders are regularly informed about project activities and results via appropriate communication channels.***
- ***Project results are of use for and provide an added value to the project partner organisations.***

- *Project results and information about project activities are regularly disseminated within the partners own organisations and connected to the regular activities of the organisation.*
- *Partners develop individual and joined strategies for further use, development and dissemination of project results beyond the projects framework.*
- *The quality assurance measures in the TEXAPP quality plan are continuously implemented throughout the overall project duration.*

Regular partner evaluations are conducted by the Quality Assurance responsible partner (P8) and Evaluation responsible partner (P5) at the time of project meetings to evaluate project performance in terms of the sustainability indicators. The last indicator will only be subject of a meta-evaluation being part of the interim and final project quality report.

An additional final evaluation at the projects end will be conducted by the Evaluation responsible partner (P5) involving all project partners in order to identify a larger picture of the project performance and with a special focus on the quality dimension “sustainability”. The final evaluation will among others incl. a final measurement of the quantitative and qualitative indicators defined by project management and partners jointly.

This final evaluation will identify recommendations for future project work in terms of project management, follow up and project content/findings.

## 4. External Quality Assessment

External quality assurance and evaluation will be procured at project start up. For this purpose, an external evaluator will be contracted. The evaluator has the following profile:

### *Profile of the external evaluator:*

- *Evidence of past experience working with the Textile and Fashion Sector,*
- *Evidence of involvement in the implementation of EU-funded projects connected to the Sector either as coordinator or partner,*
- *Evidence of involvement with National Authorities responsible for Apprenticeships,*
- *Past experience conducting external evaluation or as reviewer is an asset,*
- *Evidence of good communication skills (both verbal and written) in English.*

### Tasks of the external evaluator:

The external evaluator will have access to the internal reports from the partnership and will receive the project outputs in a sequence from alpha versions through beta versions to final products. He/she will also be included in e-mail correspondences for monitoring of partnership activity.

The external evaluator will be responsible for giving feedback to the partnership after each report has been received and also for making recommendations that can be used for corrective actions to ensure best possible results. Two external Quality Assurance Reports will be delivered by the external quality evaluator at the middle and at the end of the project funded period. One Interim external evaluation report to be used for the project's Interim Report and for making improvements and one Final Quality Assurance Report before end of the project funded period to be used for the project's Final Report (together with WP5 – Evaluation).

## Annexes:

**(Annex 1)** Questionnaire for evaluation of partner cooperation and collaboration and adaptation for initial and final evaluation

**(Annex 2)** Partner questionnaire on project impact and sustainability and adaptation for initial and final evaluation

**(Annex 3)** Meeting evaluation form

**(Annex 4)** Template for documentation of QA-relevant WP processes

**(Annex 5)** Event evaluation form

**(Annex 6)** Event evaluation summary table (to be specified/ revised at later stage of project work)

**(Annex 7)** Design Guidelines

**(Annex 8)** List of Participants

**(Annex 9)** Meeting agenda template

**(Annex 10)** Meeting minutes' template

**(Annex 11)** Project deliverable template

**(Annex 12)** Project presentation template

### Project Coordinator



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Co-funded by the  
Erasmus+ Programme  
of the European Union

Erasmus+ KA3

VET-Business Partnerships on Work-based  
learning and Apprenticeships

Project duration:

01<sup>st</sup> October 2016-30<sup>th</sup> September 2018

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