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| **Work package type and ref.nr** | **QUALITY PLAN** | | | **7** |
| **Title** | **PROJECT QUALITY ASSURANCE** | | | |
| **Related assumptions and risks** | Assumptions:   * The project coordinator is committed to the achievement of excellent results and so are all partners. * The Quality Board and the external experts take care and are actively involved in project quality monitoring to ensure the high quality of results and provide recommendations for continuous improvement. * Project partners understand the importance of delivering results of a high quality for sustainability.   Risks:   * Low commitment by the internal and external quality control actors and experts and from partners to achieve quality results. This will be offset by underlying the importance of quality and explaining that the impact and sustainability will depend on the quality of its results. Phone calls, videoconferences and face-to-face meetings will be arranged if necessary, also at management level. | | | |
| **Description** | WP Objective:to ensure the activities are carried out with the best methodology and they are delivering relevant and solid results. High Quality performance is understood as a priority to achieve the project sustainability and thus efforts will be done by WP leader, in coordination with all partners and external experts.  An exhaustive *Quality Strategy* will be defined (M3) with procedures, techniques and tools to be applied depending on the nature of the different tasks. Responsibilities will be assigned for both internal & external Quality Monitoring in order to achieve the required quality levels during the project implementation and obtain impact and sustainability.  The MORALE project has been designed to have different interlinked tasks that will generate different outputs that will feed the next activity and be complementary among them. This is why a continuous improvement methodology will be applied to all activities of the project and assessed against this perspective.  The quality of the project activities and results will be monitored at two basis:  - **Internal basis:** SCC (WP1) composed by WP leaders and Quality Board (QB) (1 senior expert per partner).  - **External basis**: 2 external experts Jos Walenkamp and Alexander Degelsegger will be subcontracted to carry out the external quality control of the MORALE project and activities in 3 steps (beginning of the project, mid-term, end of activities) and they will also participate to the Regional Round Table and Supra Regional Final Conference.  They contribution will consist in a formative evaluation where they will provide an unbiased view on the project start up, implementation and results and suggest the implementation of corrective measures for continuous improvement.  **Interdependencies:** with all WPs to ensure high quality development of all activities and achievement of excellent results, impact and sustainability. | | | |
| **Tasks** | **T7.1 INTERNAL PROJECT QUALITY CONTROL (1-36)**  Objective: UA together with the input from all partners will prepare the project quality plan that will include all tools and procedures for internal and external quality monitoring. The MORALE quality plan will contain a special section for contingency and mitigation measures to be activated when necessary and will be updated on six- monthly basis. The internal quality plan will also include all tools for quality monitoring. This step will be of special importance taking into account the unstable political situation across the region.  Scheduled activities:   * Quality Board set up * Quality plan drafting * Consultation of external experts (KoM-project meeting M18, final event + videoconferences on six monthly basis + continuous update on project activities).   Results:   * Intangible: all project results achieved with high quality * Tangible: 1 quality plan including tools (satisfaction surveys for all project activities) and members of the Quality Board and its operational procedures.   The internal six monthly project management report will include a special section devoted to the analysis of the activities carried out so far.  **T7.2 EXTERNAL PROJECT QUALITY CONTROL (M1-36)**  Objective: The *Quality Plan* (D7.1.1) will also include a special section devoted to external QA monitoring. The External QA will be carried out with a formative approach, where all comments and suggestions will be integrated into the project deployment for increasing PCs’ benefit, continuous improvement and the enhancement of the sustainability of results.  In terms of tools used, external experts will employ a QA monitoring matrix (in addition to the Description of Action, work plan, LFM, internal QA reports and having a watch brief on project website, etc.) to keep a watch brief on the main project activities development methodology, quality and content/relevance of activities their quality and check if recommendations have been taken into account. External formative assessment will be possible thanks to the involvement of 2 experts in the field of Higher Education and NGO management and operation: Jos Walenkamp and Alexander Degelsegger with huge experience in working with international cooperation initiatives and capacity building, project evaluation and also with focus on social innovation. They will prepare the 2 reports, but also attend the first regional Round Table and Supra Regional Conference. They will also contribute to the *“National policy paper on NGOs in Syria and Lebanon”* report*.*  Scheduled activities:   * External QA monitoring tool (already in the MORALE quality plan) * Submission of key outputs to external experts * Consultation of external experts for 3 steps evaluation + participation in the Round Table I and Supra regional Conference.   Results:   * Intangible: excellence of the main project results * Tangible: recommendations from external experts in the form of 2 (M18 and 36) reports and external QC monitoring matrix update and comments. | | | |
| **Estimated Start Date (dd-mm-yyyy)** | 15/10/2018 | **Estimated End Date**  **(dd-mm-yyyy)** | 14/10/2021 | |
| **Lead Organisation** | BAU will be the WP leader and in charge of the coordination of the Quality Assurance monitoring activities with strong support from EU partners, the co-leader 4Elements and IUST. It will be also in charge of keeping the internal and external experts updated on the project developments, ask for their feedback and integrate their suggestions on the project development, always keeping all partners informed. It will be in charge of the external experts’ subcontracting. | | | |
| **Participating Organisation** | * UA WP will contribute to the quality plan drafting and contact with internal/external experts. It will be represented in the SCC and QB. * UOL will contribute to the quality plan drafting and contact with internal/external experts. It will be represented in the SCC and QB. * UNIBO will contribute to the quality plan drafting and contact with internal/external experts. It will be represented in the SCC and QB. * 4Elements (co leader) will support UA for quality plan drafting and contact with internal/external experts. It will also be represented in the QB. * IUST will support UA and will participate with 1 expert for the QB and contribute to integrate quality feedback in daily activities. It will also represented in the SCC. * AIU will participate with 1 expert for the QB and contribute to integrate quality feedback in daily activities. * DU will participate with 1 expert for the QB and contribute to integrate quality feedback in daily activities. It will also represented in the SCC. * SHIIARS will participate with 1 expert for the QB and contribute to integrate quality feedback in daily activities. * ARA will participate with 1 expert for the QB and contribute to integrate quality feedback in daily activities. * MUBS will participate with 1 expert for the QB and contribute to integrate quality feedback in daily activities. It will also represented in the SCC. * BAU WP leader, it will participate with experts for the QB and contribute to integrate quality feedback in daily activities. * LU will participate with 1 expert for the QB and contribute to integrate quality feedback in daily activities. | | | |

**Deliverables/results/outcomes**

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| **Expected Deliverable/Results/**  **Outcomes** | Work Package and Outcome ref.nr | **D7.1.1** | | | |
| Title | **Internal Project Quality Control** | | | |
| Type | Teaching material  Learning material  Training material | | Event  Report  Service/Product | |
| Description | UA will draft the MORALE quality plan from the very beginning of the project to be presented at the KoM for the approval by all partners.  Internal quality monitoring will be interlinked with all project activities .  **INDICATORS:**  1 quality plan (contemplating internal/external QA), including QA tools and updated on six monthly basis. | | | |
| Due date | 14/10/2021 | | | |
|  | Languages | English | | | |
| **Target groups** | Teaching staff  Students  Trainees  Administrative staff  Technical staff  Librarians  Other | | | | |
| Project partners, all target groups, funding authority | | | | |
| **Dissemination level** | Department / Faculty  Institution | | Local  Regional | | National  International |

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| **Expected Deliverable/Results/**  **Outcomes** | Work Package and Outcome ref.nr | **D7.2.1** | | | |
| Title | **External Quality monitoring** | | | |
| Type | Teaching material  Learning material  Training material | | Event  Report  Service/Product | |
| Description | External quality assurance measures will be included in the quality plan and the actors will be the 2 subcontracted experts with huge experience in the sustainable NGOs management and operation and related disciplines, international cooperation and that will carry our a three stages external evaluation at Project beginning/Mid term/end.  As explained in T7.1 the MORALE quality plan will include a special section devoted to external QA monitoring.  **INDICATORS**:  - 2 external quality assurance formative assessment reports from experts in 18 and 36. | | | |
| Due date | 14/10/2021 | | | |
|  | Languages | English | | | |
| **Target groups** | Teaching staff  Students  Trainees  Administrative staff  Technical staff  Librarians  Other | | | | |
| Project partners, all target groups, funding authority | | | | |
| **Dissemination level** | Department / Faculty  Institution | | Local  Regional | | National  International |