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# Quality Control and Monitoring Manual QCM

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Abstract	The manual outlines the main definitions related to quality management. It then defines processes for planning and executing the project activities in order to ensure the highest possible quality. The manual sets the minimum principles, requirements and processes needed to implement an effective quality assurance and control. It also provides templates to be used.
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## Contents

Quality Control and Monitoring Manual QCM .....	1
Objectives .....	5
1. Introduction .....	6
2. Quality Expectations .....	7
2.1. Quality of the project implementation .....	7
2.2. Quality of project deliverables .....	8
2.3. Quality of Project Management .....	10
2.4. General Project Guidelines .....	11
2.5. Amendments to the Manual .....	11
3. Internal monitoring .....	11
3.1. Project Quality Assurance Strategy .....	11
3.2. Quality responsibilities .....	12
3.3. Quality feedback by the target groups .....	14
3.4. Project Risk Management .....	15
4. External Monitoring .....	16
5. Partners' technical and financial reporting .....	17
ANNEXES .....	18
Annex A .....	19
Annex B .....	21
Annex C .....	25
Annex D .....	27
Annex E .....	30
Annex F .....	32
Annex G .....	34
Annex H .....	36
Annex I .....	38



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## ABBREVIATIONS

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EACEA:	Education, Audio-visual and Culture Executive Agency	EU:	European Union
GA:	Grant Agreement		
HEI:	Higher Education Institution		
DIARKAZ:	Dual Education for Industrial Automatization and Robotics in Kazakhstan		
LFM:	Logical Framework Matrix		
NEO:	National Erasmus Office	PA:	Partnership Agreement
		PST:	Project Support Team
QCT:	Quality Committee Team		
SC:	Steering Committee		
WP:	Work package		
WPL:	Work package Leader		



## Objectives

The “Quality Control and Monitoring Manual” is a deliverable within WP 5 entitled “Quality Plan” of the Diarkaz project.

The Manual will define the minimum quality requirements and provide the mechanisms for collecting, monitoring and analysing the management of the project, its implementation and deliverables. It also provides some templates for the events and deliverables in the project.



## 1. Introduction

The deliverable itself is produced based on clear responsibilities: the WPL (FHJ) drafts the manual, involves the Quality Committee Team (QCT) of the project and obtains feedback from all project managers.

The task leader then finalizes the manual which will be approved by the Steering Committee. The electronic version of the manual will be made available on the website of the Diarkaz project.

Starting with the general strategy for quality control and monitoring, the manual will define the specific procedures, levels of control and the responsibilities of activity and WP leaders, the QC project team, the Project Coordinator and the Steering Committee.

The QCM Manual will explicitly detail contractual and financial management procedures, to ensure efficient and effective project management. This will include the relevant templates and supporting documents. Templates will include: PPT presentations, reports, attendance forms, minutes, participants' feedback, risk monitoring forms, reviewers' forms.

This manual defines procedures for:

- Internal monitoring,
- quality and risk management,
- external monitoring and
- partners' technical and financial reporting.

The structure of the deliverable is as follow:

- Chapter 2 defines the quality expectations of the consortium regarding the project as a whole, its deliverables, i.e. the documents, workshops, meetings and other activities and the project management as well as the general guidelines to be followed.
- Chapter 3 defines the internal monitoring strategy and outlines the responsibilities of the project partners as well as the core principles of the risk management strategy.
- Chapter 4 describes the external monitoring strategy.
- Chapter 5 focuses on the financial and technical reporting duties of the partners

The Annexes to the document provide templates (which are also available separately) to be used by the project partners.

\*The Quality Committee Project Team (QCT) will be led by FHJ



## 2. Quality Expectations

The Quality Control and Monitoring Manual formalizes the approach that will be followed by the partners of the Diarkaz project to ensure the highest possible quality of the project activities, outputs, outcomes and project management.

### 2.1. Quality of the project implementation

The aim of this project is to develop, implement, test and validate the undergraduate programme in the field of industry automatization and robotics (IAR), with implemented dual education, at three universities in Kazakhstan: Kostanay engineering and economics University named after M. Dulatov, Innovative University of Eurasia Pavlodar, and Zhangir Khan West Kazakhstan agrarian-technology University. In order to ensure successful implementation of this dual programme, the project will develop all the necessary documentation ranging from syllabus to teaching materials, practical training of academic staff and integration of tutors from industry into educational process. To strengthen the capacity of enterprises to be involved in the educational process of universities participating in dual education, the project will provide the possibility of lifelong learning training of professionals in the automation of technological processes and robotics (LLL program).

#### **Eight specific objectives of the project are:**

Specific objectives of the project are the following:

- 1) Promote the development and adjustment of curricula in accordance with the needs of industrial companies in the educational process of dual education technology.
- 2) Involve professionals from the industry in defining the specific training needs and elaborate the content for the periodical practical trainings within the dual technology of learning.
- 3) Transfer and implement the best practices from EU countries that have long-term experience in dual HE programmes by creating capacity for delivery of periodical practical trainings by academic and company staff.
- 4) Create tools and templates to facilitate the phased implementation of practical training in enterprises.
- 5) Demonstrate the benefits of dual education technology of HE for all involved stakeholders by piloting and evaluation of the adapted curricula, necessary tools and training materials.



- 6) Develop methodology for modification and realignment of existing undergraduate curricula in Science & Technology for implementation in practice-integrated dual paradigm (in the context of Kazakhstan).
- 7) Ensure continuous exploitation of results by proposing a dual education technology to other educational institutions and enterprises.
- 8) Disseminate project results and stimulate the creation of more dual HE programs in Kazakhstan.

## 2.2. Quality of project deliverables

The project deliverables are classified into tangible such as reports, publications, manuals, printed and electronically available promotional material as well as intangibles deliverables in form of organized events (conferences, trainings, study visits, info days etc...)

A common quality expectation for all deliverables is their relevance to reach the overall objective and the specific objectives, with a further focus on their development in an efficient and effective manner. Timely delivery following the project work-plan as identified in the Application Form as well as the Partner Agreement is expected.

Developed Logo of the project:



### 2.2.1. Quality of internal project communication and documentation

A consistent and common format for all document based deliverables (word document, power point presentations) is to be followed by all partners using templates provided within this Manual. Those templates must be used in order to ensure a common visual identity as well as to ensure a good quality of information in documents produced by the project. All templates can be found on:

<http://diarkaz.kineuprojects.kz/>

- Annex A – Agenda template
- Annex B – Report template
- Annex C – Attendance list
- Annex D – Participant feedback form
- Annex E – Study visit questionnaire





- Annex F – Risk monitoring sheet
- Annex G – PowerPoint document template
- Annex H – News and documents template
- Annex I – Event report template

## 2.2.2. Project Publications and Results

Project publications and results must display Erasmus+ Logo followed by the sentence "Co-funded by the Erasmus+ Programme of the European Union" To be placed on the cover or the first page and they must include the following disclaimer on the inner pages:

"The European Commission's support for the production of this publication does not constitute an endorsement of the contents, which reflect the views only of the authors, and the Commission cannot be held responsible for any use which may be made of the information contained therein."

See following website:

[https://eacea.ec.europa.eu/about-eacea/visual-identity\\_en](https://eacea.ec.europa.eu/about-eacea/visual-identity_en)

## 2.2.3. Quality of Diarkaz Events

All events within the project should be organized professionally. The organizers should provide in due time to the participants the draft agenda and a note on the logistics (informing about travel arrangements, venue, suggested hotels, etc.).

The meeting organizers ensure smooth registration processes (including list of attendees – Annex B) and the implementation of the meetings respecting appropriate time for event sessions and breaks as well as the availability of all necessary materials (e.g. training and promotional material). The organizers will also ensure the recording of minutes of the meetings. Where appropriate (e.g. for trainings, seminars) also feedback forms will be distributed among participants (Annex C) and event reports related to feedback forms will be prepared by organizers. Power point presentation should be prepared using appropriate template (Annex H).

Each event should be documented when appropriate by presentations (upon the approval of the presenter) or video materials (upon approval of authors).

Based on obligations of the beneficiaries, the partners shall inform the public, press and media (internet included) of the event which must visibly indicate "with the support of the Erasmus+ Programme of the European Union" as well as the graphic logos of the project and Erasmus+ Programme. Posters, roll-up and other promotional materials shall be displayed during the event.



## 2.2.4. Quality of Promotional Materials

Communication and dissemination activities of the project will adhere to the Dissemination and Exploitation Plan (WP4, T4.1) of the project. All promotional materials will reflect the visual identity of the project and the Erasmus+ Programme.

## 2.2.5. Quality of websites and other electronic tools

The project envisages setting up its web-site and a google platform as intranet tool for project management:

<http://diarkaz.kineuprojects.kz/>

[https://drive.google.com/drive/u/1/folders/1tRkpPiblcMd5I-akgWEgHdhb\\_y0Yk5VH](https://drive.google.com/drive/u/1/folders/1tRkpPiblcMd5I-akgWEgHdhb_y0Yk5VH)

All partners are asked to promote Diarkaz project on their websites and other electronic tools (SUCH AS Facebook; Twitter, LinkedIn, newsletter etc....) by providing short description of the project, logo and link to the Diarkaz website etc.

The project coordinator is responsible for setting up and maintaining the Diarkaz web-site with all information and materials received from project partners. The Diarkaz platform can be accessed by all partners depending on their assigned tasks and roles. It will be the single point of reference for the project documentation and communication among partners. The project coordinator will set up and maintain the project platform. Set up and maintenance of the website is responsibility of KEEU.

LinkedIn profile:

<https://www.linkedin.com/company/diarkaz-dual-education-for-industrial-automatization-and-robotics-in-kazakhstan/>

Website:

<http://diarkaz.kineuprojects.kz/>

## 2.3. Quality of Project Management

The project management structure was established at the project's Kick-off meeting to ensure effectiveness, decisiveness, flexibility and quality of work. It involves the Coordinator, a Steering Committee (SC), a Project Team\* of each partner. The Steering Committee will review the activities and decide on any necessary contingency measures in reorganization tasks and resources. The project management will be transparent and flexible but also strict enough to ensure the implementation of the project activities in order to achieve the project's objectives.



Each partner is equally and independently responsible for assigned activities, money use and reporting. Contact persons have the responsibility for the local management.

\* **Contact persons: Please see Annex xx – Diarkaz Contact List**

## 2.4. General Project Guidelines

Apart from the Quality Control and Monitoring Manual, the reference documents include:

- EACEA – Diarkaz Grant Agreement\*
- Diarkaz project Partnership Agreement
- Diarkaz detailed project description\*
- Diarkaz detailed project budget\*
- Diarkaz project dissemination and exploitation Plan\*

\*These documents are available on the project-platform and/or the homepage.

## 2.5. Amendments to the Manual

The procedures in this Manual can be amended by agreement of all partners or by a decision taken by the project's Steering Committee (SC). Any new version is communicated to all the partners and takes effect 15 calendar days after this communication.

## 3. Internal monitoring

Internal monitoring will be carried out by all partners, including self-evaluation by using the Logical Framework Matrix, Work Package description, budget, SC meetings, questionnaires / satisfaction surveys of target groups (e.g. participants of dissemination and events). The Diarkaz platform and homepage will also be used for monitoring of project activities.

### 3.1. Project Quality Assurance Strategy

The quality assurance includes four levels of quality control (1) Deliverable authors (Task-, and WP-leaders), (2) Deliverable reviewers, (3) Coordinator level, and (4) Steering Committee level and final approval:

#### 3.1.1. Deliverable authors, Task and WP leaders:



The 1st level corresponds to the activity level. The presentation of deliverables and activities of the project are a joint responsibility of the associated Task Leader and his/her team, partners involved in the activity and corresponding WP leader. It shall guarantee the quality and timeliness of the deliverable as identified in detailed Project Description and action (may be modified and agreed by the SC). They present a “final draft deliverable” to the deliverable reviewers (QCT).

### **3.1.2. Deliverable reviewers (QCT):**

The 2nd level of control is elaborated by at least two reviewers who are not authors of the deliverable. The reviewers have 5 working days to respond by sending comments using the template Project deliverables checklist (Annex G). The deliverable authors have 5 more working days to conform to the reviewer comments or send their written objections. In this case the reviewers will have another 5 days to send back their final comments.

In case profound disagreements between reviewers and Task leaders arise, the 3rd level control of the deliverables will allow the project coordinator to have a final say – with the possibility to involve the rest of the consortium if deemed necessary.

### **3.1.3. Coordinator level:**

The 3rd level control is carried out by the Project Coordinator. If a draft deliverable has not passed the 2nd level; the Coordinator will take the necessary corrective actions in order to come up with acceptable deliverables. If necessary, the Coordinator may involve the rest of the consortium. A draft deliverable that has passed the 2nd level of control will still be checked by the Coordinator for final comments and when accepted it will be forwarded to the Steering Committee for formal approval (if required).

### **3.1.4. Steering Committee level and final approval:**

The 4th level control is done at the Steering Committee level. The Steering Committee is the highest decision making body of the partnership that takes the final decision for the approval of major deliverables.

## **3.2. Quality responsibilities**

This project recognizes different bodies with different roles and responsibilities when it comes to the project activities and the project quality assurance procedure.

Each Diarkaz activity has its leader; each deliverable has its author or co-authors. Each activity is part of a work package and each work package has its own leader.



### **3.2.1. Task Leader (main author of the deliverable) is responsible for:**

- coordinating the development of the deliverable(s) according to the deliverable template,
- assigning parts of the work to other partners involved in the activity,
- coordinating the work of other partners involved in the activity,
- aligning the contributions of the other partners involved in the activity, in order to produce the deliverable,
- the submission of the deliverable to the WP leader (1st level control), the QCT (2nd level control) and the coordinator (3rd level control),
- implementing the suggestions of the QCT team,
- sending the amended draft deliverable,
- reporting to the WP Leader, especially when problems occur during the implementation of the activity,
- cooperating with the WP Leader and other partners in the same WP in order to ensure the activity's progress in line with the time table as foreseen by the WP description (respecting any changes approved by the Steering Committee as recorded in the respective minutes).

### **3.2.2. Other partners involved in the activity, co-authors are responsible for:**

- the production of their part in the deliverable according to the Task Leader's instructions.
- providing contributions in compliance with the appropriated templates so that to ensure that the Task Leader will be able to put all contributions together in the desirable format.
- providing to the Task Leader all the complementary information regarding their work (i.e. references, bibliography, methodologies used, contact details of people interviewed etc.)
- implementing amendments to their contribution as a result of the amendments requested by the QAPT team.

### **3.2.3. WP Leader is responsible for:**

- delivery of up-to-date information on the WP progress, making sure that all activities are in the time frame defined in the Action Plan,
- coordinating the Work Package and ensuring that all the activities are contributing to the WP's objectives,
- ensuring that all of the contributing partners are smoothly cooperating in order to



accomplish the WP's objectives,

- sending alerts on time to remind about submission deadlines and the procedures to be followed and provides input and suggestions to the Task Leaders of the WP,
- providing to the Task Leaders comments and suggestions on the draft deliverables,
- verifying the satisfactory implementation of the recommendations.

#### **3.2.4. Quality Committee Team (QCT):**

- is appointed by the Coordinator.
- is responsible for the Quality Assurance exercise of deliverables,
- receives the draft deliverable from the Task Leader and provides feedback using the Checklist for review of deliverable (Annex A),
- sends the Checklist for review of deliverable to the Task Leader and the Coordinator,
- verifies the satisfactory implementation of the recommendations included in the Checklist for review of deliverable, in co-operation with the WP Leader,
- cooperates with the Project Coordinator on general issues related to the level of quality of the project's deliverables.

#### **3.2.5. Project Coordinator**

- cooperates with the QAPT and the Task Leaders on all matters arising relevant to ensuring the quality of the project's deliverables,
- accepts the deliverable or provides final comments to the Task Leaders and WP Leaders (3rd level control),
- cooperates with the WP Leaders in order to ensure that all WPs are progressing in conformity informs the QCT, the WP Leaders and the Task Leaders of any changes in the Partnership Agreement and the related Work Plan or any implicit changes in the implementation of the project that may affect the timing or the content of the relevant deliverables,
- officially submits all approved deliverables after their approval at 4th level control.

#### **3.2.6. Steering Committee (SC)**

Officially approves and finally accepts the deliverables.

### **3.3. Quality feedback by the target groups**

The satisfaction of stakeholders, beneficiaries and end users will also be investigated. It will take into account a variety of information from different sources using visits, interviews, questionnaires to target groups and consultation with the project



beneficiaries. A study visit questionnaire was also prepared (Annex D).

A template for feedback for different meetings / events was developed (Annex C). It needs to be adapted to the specific needs but the main items shall not be deleted.

Besides, a specific event report template (Annex A) is to be filled by project partners (organizers) for all Diarkaz events (workshops, info days, trainings, etc. – except SC meetings). Report will include summary review of statistical data and will help in a final reporting.

### **3.4. Project Risk Management**

As part of the internal quality management, a regular risk assessment will be carried and reviewed out during the Steering Committee meetings which shall lead to corrective actions and potential adaptations of the Work-Plan.

The risk management strategy addresses issues that could potentially endanger the achievement of the overall goal of the project and its objectives considering potential financial risks (overspending and underspending), timing (postponing of activities / deliverables), performance risks (project management) and sustainability of the project results. The main aim will be to provide a sound assessment, to anticipate challenges in a systematic way and to minimize the potentially negative overall impact.

The identification and assessment of new risks is a joint responsibility of all project partners who have to communicate them to the Project Coordinator and the Steering Committee, eventually suggesting also possible interventions and solutions, as soon as they get aware of those risks. In particular, partners may think of preventive actions (avoiding that the risk occurs) and corrective actions (decreasing the severity and impact), specifying also the resources that would be needed.

Also the external reviewers (representatives of NEO and EACEA) will be involved in the risk management. During their monitoring visits they will assess if there is a risk that the project will fail to meet its key indicators and if there is a risk that project partners will not be able to spend all the money according to the planned project budget.

All the partners should take care of the proper allocation of resources. There are several possible risks connected: the delay of the project implementation as defined in the project work plan; the rushed implementation of the work plan with low quality; an underspending during the project implementation (also causing a shift in the headings' ratio), meaning that the project timetable is followed with reference to technical deliverables, yet the relevant expenditures are not timely invoiced or validated etc.

The project partners all have to ensure that they allocate the needed resources to the project, both human and financial.



### 3.4.1. Practical approach to risk identification

The risks should furthermore be identified as early as possible in order to deal with them properly and to think about corrective and/or preventive actions.

In order to identify and monitor the risks within Diarkaz project, a Risk monitoring sheet includes the information on corrective and/or preventive actions (Annex E).

## 4. External Monitoring

External evaluation will be conducted by two experts from the outside of consortium. They will be engaged in order to evaluate the quality of the developed undergraduate program and LLL seminar. Two partners will publish the public call for two experts in the field of IAR. Two experts will have two months to evaluate the program and to write the report on external evaluation. The report will be publically available on website of the project. On the basis of the report, consortium will correct the study program if necessary.

Additional monitoring of the project will also be performed by National Erasmus Office or National Agency (NA) and EACEA.

NA performs three types of monitoring, based on deliverable achievement:

Preventive (in the first project year)

Advisory (after the first project year)

Control (after the end of project – sustainability check).

The monitoring by NA includes the assessment of various aspects of project implementation, such as relevance (is project still relevant in terms of its goals and achievements), efficiency (are the activities in work-packages done on time), effectiveness (how well are project specific objectives met), impact (at the level of departments, faculty, university, etc.) and sustainability (what would stay after the project is finished).

Based on the progress of these aspects, the NA sends the report on their findings to EACEA.





## 5. Partners' technical and financial reporting

A guideline for the technical and financial reporting which will be distributed to all partners.

PST team and Coordinator will check the supporting documents for financial reporting sent to the Project Coordinator as hard copies twice a year. During their review, they will take into consideration following assessment criteria:

- conformity of the expenditures with the budget of the project;
- eligibility of the expenditures;
- correctness and completeness of all supporting documents and certified copies of invoices;
- correctness of the calculations and applied exchange rates;
- that any changes which occurred between budget categories are eligible and justified;
- financial biannual reports must be signed in original by the appointed contact person of partner institution;
- expenditures must be in conformity, including full eligibility, with the allocated budget

In case that information in Biannual Report are not complete or justified, the PST team will help and make recommendations on how this situation can be rectified prior to the final approval of the Biannual report by the Coordinator. The Report approved in this way is the basis for the transfer of next instalment to the partner institution.



## **ANNEXES**

**Different supporting documents have been elaborated  
for the overall enhancement of the project quality  
assurance plan.**



## Annex A

# Agenda template



## TITLE OF THE MEETING AGENDA

Location:

Time:

Contacts:

### DAY I

Time, location	
10 <sup>00</sup> – 11 <sup>00</sup> h	Registration of participants
<b>Part I</b>	
Opening and welcome speeches	
11 <sup>00</sup> – 11 <sup>30</sup> h	
11 <sup>30</sup> – 12 <sup>00</sup> h	
12 <sup>00</sup> – 12 <sup>30</sup> h	Break
<b>Part II</b>	
Title	
12 <sup>30</sup> – 12 <sup>40</sup> h	
12 <sup>40</sup> – 12 <sup>45</sup> h	
12 <sup>45</sup> – 12 <sup>50</sup> h	
12 <sup>55</sup> – 13 <sup>00</sup> h	
13 <sup>00</sup> – 13 <sup>05</sup> h	
13 <sup>05</sup> – 13 <sup>10</sup> h	
13 <sup>10</sup> – 13 <sup>15</sup> h	
13 <sup>15</sup> – 13 <sup>20</sup> h	
13 <sup>20</sup> – 13 <sup>25</sup> h	
13 <sup>25</sup> – 15 <sup>30</sup> h	Lunch break
<b>Part III</b>	
Title	
15 <sup>30</sup> – 15 <sup>50</sup> h	
15 <sup>50</sup> – 16 <sup>10</sup> h	
16 <sup>10</sup> – 16 <sup>30</sup> h	
16 <sup>30</sup> – 16 <sup>50</sup> h	
16 <sup>50</sup> – 17 <sup>20</sup> h	Coffee break
17 <sup>20</sup> – 17 <sup>40</sup> h	

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## Annex B

### **Report template**



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# TITLE

## SUBTITLE

contacts:

Prof. Dr. Mirko Savić, University of Novi Sad, [savicmirko@ef.uns.ac.rs](mailto:savicmirko@ef.uns.ac.rs)



Project acronym:	DIARKAZ
Project full title:	Dual Education for Industrial Automatization and Robotics in Kazakhstan
Project No:	609757-EPP-1-2019-1-RS-EPPKA2-CBHE-JP
Funding scheme:	ERASMUS+
Project start date:	January 15, 2020
Project duration:	36 months

Abstract	This document is the template for all project reports.
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Title of document:	Report template
Work package:	
Activity:	
Last version date:	
File name:	
Number of pages:	
Dissemination level:	

#### VERSIONING AND CONTRIBUTION HISTORY

Version	Date	Revision description	Partner responsible

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## Heading 1:

Text: After welcome speeches, Prof. Dr. Mirko Savic, University of Novi Sad started the presentation of the project. He introduced the participants with all partner institutions – 4 EU partners, 4 state universities and 1 private institution from Serbia. Afterwards, all meeting participants were introduced and representatives from partner institutions gave some remarks regarding their expectations from the project.





## Annex C

### **Attendance List**



Meeting:	
Date:	
Location:	
Organized by:	



Name	Organization	Signature



## Annex D

# Participant feedback form



## Event Evaluation

Thank you for attending this event. In our effort to improve the organization and the impact of these events we invite you to complete the following questionnaire. In most of the questions you will be asked to rate your satisfaction on a scale by ticking the appropriate answer. In some of the questions you will be asked to describe your personal opinion in a few words and to give suggestions for future improvements of the content and overall organization of the event.

We thank you in advance!

<b>Event Title</b>	
--------------------	--

Participant from Diarkaz consortium	YES <input type="checkbox"/> NO <input type="checkbox"/>
-------------------------------------	---

<b>Event Date</b>	
<b>Event Venue</b>	

<b>RANKING</b>	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>	<b>n/a</b>
	<b>Not at all satisfied</b>	<b>Rather dissatisfied</b>	<b>Moderately satisfied</b>	<b>Satisfied</b>	<b>Most satisfied</b>	
The programme (contents)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The agenda (schedules)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The venue and facilities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The presentations	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The discussions	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The event dinner and subsistence	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Relevance of the information	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Cooperation and interaction with the other participants.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>



	1	2	3	4	5	n/a
	Not at all satisfied	Rather dissatisfied	Moderately satisfied	Satisfied	Most satisfied	
The materials distributed are useful and informative.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The methods of working were suitable for the topics and for the participants.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The overall organization was professional	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Suggestions:

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Any Further comments:

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## Annex E

### **Study visit questionnaire**



## Questionnaire for quality management

Name: .....

Organization: .....

**1. Did the overall organization (e.g. venue, hotel, meals, time management) of the visit meet your expectations?**

Clearly Yes                       Clearly No                       Somewhat

Comments

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**2. Did the company visits meet your expectations?**

Clearly Yes                       Clearly No                       Somewhat

Comments

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**3. Did the know-how transfer at /institution/ meet your expectations?**

Clearly Yes                       Clearly No                       Somewhat

Comments

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**4. Did you make any decisions regarding your own project participation because of your experiences in /location, city/?**

Clearly Yes                       Clearly No                       Somewhat

Comments

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## Annex F

# Risk monitoring sheet





## Risk monitoring sheet

To be updated after each Steering Committee meeting

Risk title	Risk level*	Description of the risk	Cause of the risk	Corrective action(s) has/ve been/can be done to decrease the severity of the risk	Decisions

\*Risk levels

1 – minimal 2 – minor 3 – moderate 4 – significant 5 – severe



## Annex G

### **PowerPoint document template**



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of the European Union





## Annex H

### **News and documents template**



**NEWS and DOCUMENTS for DIARKAZ Web site**

Partner:	
Author:	
News / Deliverable title:	
Text of news or short description of deliverable:	
<b>Attachments (if any)</b>	
Agenda	Title of document (PDF)
Attendance sheet:	Title of document (PDF)
Photos for gallery:	(ZIP, jpg)
Report:	Title of the book:
Deliverable:	Title of document (PDF)
Presentations	List of presentations (PDF)
Other personal remarks:	



## Annex I

# Event report template



## Event report

Author:	
Event Title:	
Event Date:	
Event Venue:	
Type of event:	
(National, international, press conference, promotional event etc.)	
Short description:	
Organizer (s):	
Agenda of the event:	
Total number of participants:	
Links to further information:	
Other personal remarks:	
Here you can include the information about the DIARKAZ project:	
Presentation of DIARKAZ at the event?	
What was the subject of your presentation?	
Invitation was sent off to participants on:	
Information Material was sent off to participants on:	
Date of Initial Participant List Compilation:	
Date of Final Participant List Compilation:	
Participant list compilation	
Total Number of Participants Invited	
Date of Agenda Finalization:	

\*This template has to be filled by project partners (organizers) for all DIARKAZ events (except SC meetings). Furthermore, this template can be used to inform colleagues and partners about other events attended (promotional activities). In the second case please just fill in the first page and delete the chapters thereafter.