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Quality Management Report

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LIST OF ABBREVIATIONS

ABBREVIATION	DESCRIPTION
PU	Public
DoW	Description of Work
EC	European Commission
QM	Quality Manager
SC	Steering Committee
WP	Work Package
FP	Framework programme
DM	Dissemination Manager
MS	Microsoft
DMSF	Document Management System Features
QPR	Quarterly Project Report

REVISION CHART AND HISTORY LOG

REV	DATE	REASON
1	25/11/2013	First draft circulated to partners for discussion/send tp the assigned reviewers
2	6/12/2013	Final version for submission

EXECUTIVE SUMMARY

This deliverable constitutes the ROBINSPECT Quality Management Report, namely it specifies the processes to be followed in order to guarantee that the project results conform to the specific requirements and to facilitate the easy monitoring of the project execution.

Initially, the objectives regarding quality monitoring are defined and the responsibilities of the Quality Manager are described. The processes to be followed for initialisation/planning of WPs and tasks, for WPs and tasks performance monitoring, for project's meetings organisation, for reporting and monitoring the project work, as well as the process for reporting and scheduling dissemination events, are presented next. Then, a detailed process is defined regarding the internal and official documents preparation and naming, so that they have a common layout and they are easily traceable.

Finally, templates which correspond to each type of document that is foreseen to be circulated in terms of the ROBINSPECT project are proposed.

INTRODUCTION

Quality planning is an integral part of project management planning. As a pre-requisite to its preparation, the Quality Manager (QM) has reviewed all the requirements in order to determine the necessary procedures needed to guarantee that the project results conform to the requirements and that the project process is properly monitored.

This deliverable has been prepared early in the project in order to provide the Consortium with the assurance that:

1. all project deliverables and outcomes satisfy the project objectives and the requirements set in the Description of Work and in the Grant Agreement
2. all processes relevant to the project are organised and monitored with a high level of effectiveness and according to the terms of the Grant Agreement and of the Consortium Agreement.

This document constitutes the project Quality Manual, namely it is the document setting out the quality assurance processes for the project. This Deliverable is an official project document, which should govern all partners' and consortium's actions. It has been written in accordance to ISO 9000 guidelines, is to be used by all Consortium Partners, is applicable to all the activities which are related to the project, and hence, compliance with it is mandatory for all partners.

This deliverable is compiled and documented by the Quality Manager and is authorised by the Project Steering Committee. The Quality Manager shall ensure that the quality plan is available to all concerned and that its procedures and guidelines are met.

1. THE QUALITY MANAGER (QM)

The Quality Manager (Ms Evi Brousta of ICCS) is responsible for:

- Issuing of the Quality Management Report.
- Assurance of good governance of the project, meaning that processes of the Quality Management Report are adhered to.
- Coordinating the deliverables review procedure.
- Checking the project reports, other than deliverables, for consistency with the templates provided in the present.

The Quality Manager will report directly to the Project Co-ordinator and the project Steering Committee (SC).

2. MAIN PERFORMANCE PROCESSES

This section presents the quality processes to be followed regarding general WP performance and monitoring.

The ROBINSPECT project is divided into 9 Work Packages (WPs). Each WP has a WP leader, a planned start, end date and deliverables. Each WP is divided into Tasks. Each task has a task leader and a planned start and end date.

2.1 Data Communication

2.1.1 Project repository

For the ROBINSPECT project, Redmine online portal is used as a shared working space. Redmine is an open source and web-based project management tool (<http://redmine.robinspect.eu>). It includes collaboration tools, like a project wiki, document repository, calendar function, contact and mailing list overview, dissemination procedures and a dedicated help section. A free registration is required to work with Redmine.

ICCS has developed accounts for all project partners. The accounts are personal therefore multiple accounts have been provided per each partner. The credentials to all partners have been sent directly to each one.

However additional accounts can also be requested by partners if needed. To obtain an extra account – please follow these steps:

1. Enter the ROBINSPECT redmine portal: <http://redmine.robinspect.eu>
2. Click on register, at the top right corner
3. Enter your details
4. Wait for approval from the REDMINE administrator

5. Approval will be sent by the administrator so you can start using your account

All documents and data files are uploaded on the Redmine working place at the appropriate folder included in the DMSF. After uploading the file, an explanatory e-mail should be sent to all relevant recipients, including a short description of the file contents.

If acknowledgement is requested, an explicit request will be included by the sender at the end of the message (E-mail, fax, etc.), stating "PLEASE ACKNOWLEDGE". Then, the recipient is required to send a message acknowledgement within the next two (2) working days.

Files may be circulated as attachments to e-mails but they should always be uploaded to the Redmine working place, in which case an informatory e-mail will be sent to all relevant recipients.

2.1.2 E-mail addresses and headings

E-mail headings will always start with "ROBINSPECT". In the same way, compact e-mail addresses will be created to facilitate internal communication between Partners, for example the mailing list that includes the e-mail addresses of all partners is: robinspect-all@iccs.gr

2.1.3 MS Office suite

The main software tools to be used have been agreed as follows:

- MS Word for text editing;
- MS Excel: textual deliverable support, cost statements, etc.;
- MS PowerPoint: transparencies, slides, posters, etc.;
- Visio XML for the figures.

2.2 Process for initiation / planning of WPs and tasks

1. WP leaders ask Task leaders to initiate tasks and coordinate Task leaders work 10 days before task start date planned in the DoW;
2. Task leaders prepare plans and send them to WP leaders within 10 days;
3. Within 3 days, WP leaders integrate these plans into working document/detailed plans of the work to be performed, including allocation of responsibilities among partners involved in the WP.
4. The Quality Manager and the Coordinator monitoring the whole procedure for possible delays nevertheless WP leaders for managing and control the respective WPs.

2.3 Process for meetings organisation

1. The following meetings will be organized in the framework of the ROBINSPECT project: Project coordination meetings (meetings of the Steering Committee), Plenary Meetings, Technical meetings and EC Review meetings;
2. The first meeting of the Steering Committee (SC) is called by the Coordinator. The steering committee will meet at least four times a year;
3. Plenary or Technical meetings will be also held at least four times a year in order to assess the degree of completion of work, including technical results and deliverable preparation. Since WP leaders are also members of the SC and to reduce the number of required trips, meetings of the Steering Committee will be made to coincide with meetings of the WP leaders in plenary meetings. During the Steering Committee meetings WP leaders are also the partners' representatives;
4. During each meeting, the next meetings and meeting hosts are planned and agreed;
5. Three weeks before each scheduled meeting, the Coordinator prepares a draft agenda and uploads it on the Redmine working place informing via e-mail the expected participants. The first discussion item of the agenda must be the status of previously agreed actions;
6. Recipients should send comments on the agenda within 5 working days;
7. The Coordinator updates the agenda and submits final version at least 5 working days before the meeting;
8. During the meeting, the Coordinator is responsible for keeping minutes. Minutes shall include actions and actions list;
9. The Coordinator uploads the meeting minutes to the Redmine working place and informs the participants within 10 working days after the meeting end;
10. Recipients should send comments on the minutes within 10 working days;
11. The Coordinator uploads the final revised meeting minutes and informs the whole Consortium within another 2 working days.
12. For the planning and organisation of the meetings between the WP leaders and Task leaders responsible for following the above mentioned process is the WP leader who organises the meeting.

2.4 Project Reporting

The following reports are foreseen:

- **Quarterly reports (internal)**
 - Every **3 Months** (brief technical reports with progress per WP, PMs spent per WP) -
- **Mid-term reports**
 - **M7, M19, M31** (brief technical reports with progress per WP, PMs spent per WP)

- **Annual Periodic reports**

- Every **12 Months** (detailed technical reports with progress per WP, detailed PMs and resources spent, costs input into Participant Portal directly)
- Audit Certificate: when cumulative requested funding > 375 k€

2.4.1 Process for Quarterly Project Reporting

All participants are requested to send, in addition to all technical and financial reports requested by the EC, a brief technical and financial report to the Coordinator, every 3 months, using the templates to be provided. The Coordinator and WP leaders may use these partners' reports to produce early warnings, if for example there is a deviation in spending of resources, and to detect possible key issues / problems early enough.

The process to be followed is the following:

1. The Coordinator creates a folder for partners' reporting for the specific period in the Redmine DMSF and upload the empty technical and financial report templates in it as soon as the period ends. He then sends out a request for report and timeplan to the partners;
2. Partners and WP leaders fill-in the templates with the actual technical work they performed and hours spent per WP (if needed) in the reporting period and they upload it within 10 days;
3. WP leaders review the work and hours declared per Partner and synthesise an integrated description of work performed in the period for the WP within 10 days after Coordinator's initial request. WP leaders review the reported resources by each Partner and they send their comments, if any, to the Coordinator;
4. The integrated report per WP is sent by the WP leader to the Coordinator, who checks and consolidates the reports into the Quarterly Progress Report and uploads it to the Redmine working place informing all partners.

Filename for the partners' technical progress report shall be "ROBINSPECT_PartnerName_QPRy.doc", where: Y = Quarter number. Filename for the partners' hours reports shall be "ROBINSPECT_PartnerName_QPRy.xls", where: Y = Quarter number.

Filename for the consolidated Quarterly Progress Report shall be "ROBINSPECT_QPRy.doc".

2.4.2 Process for Periodic reportings (6-month and Annual)

According to the EC grant agreement conditions, all partners must send reports of work performed and resources spent per reporting period to the Coordinator, using the templates to be provided.

The process to be followed is similar to the previous one and is the following:

1. The Coordinator creates a folder for partners' reporting for the specific period in the Redmine DMSF and upload the empty technical and financial report templates in it as soon as the period ends. He then sends out a request for periodic report and timeplan to the partners;
2. Partners fill-in the templates with the technical work they performed, hours spent per WP and other expenses incurred in the reporting period and they upload it within 20 days;
3. WP leaders review the work and expenses declared per Partner and synthesise an integrated description of work performed in the period for the WP within 30 days after Coordinator's initial request. WP leaders review the reported resources by each Partner and they send their comments, if any, to the Coordinator;
4. Each report per WP is sent by the WP leader to the Coordinator, who checks and integrates the reports into the Periodic Progress Report;
5. The Coordinator checks that the resources declared by partners are in accordance to the numbers they have inserted in the online Form C editor. If yes, he/she inserts the partners' input into the Periodic Progress Report and uploads it to the Redmine working place informing all partners.

Filename for the partners' periodic technical progress report shall be "ROBINSPECT_PartnerName_Py.doc", where: Y = ROBINSPECT Period number, while for the resources report it will be "ROBINSPECT_PartnerName_Py.xls". Filename for the consolidated Periodic Report shall be "ROBINSPECT_Py.doc".

2.5 Dissemination Event scheduling and reporting

The Following are considered as dissemination events

- Exhibition stands and demos;
- Realization of project's workshops;
- Press releases;
- Public project presentations;
- Publications in relevant Journals;
- Presentations in Conferences;
- Participation in non-project workshops, forums and/or events;
- Production of newsletters, leaflets, posters etc.;
- Organisation of special sessions in conferences;
- Websites/applications
- Flyers

- Articles published in the popular press
- Videos
- Media briefings
- Thesis
- Interviews
- TV clips
- Posters

For any dissemination activity the following process should be followed:

1. The partner intending to perform a dissemination action completes the “Dissemination Request” form and sends it to the Dissemination Manager (DM) at least 2 weeks before submission to the external actor.
2. The DM circulates the form to the Coordinator and the members of the Steering Committee and asking for approval/comments.
3. The SC has five working days to react negatively or positively to this activity. No response is assumed as being positive; the DM informs the dissemination activity lead partner to proceed and records the dissemination activity into the main registry of dissemination actions.
4. If there is even a single negative response then the issue is being discussed among the coordinator, the DM and the involved partners;

The ROBINSPECT, FP7 logo and the EC flag should be used in each publication (whenever possible) and the following acknowledgment should be added to each publication:

“The research leading to these results has received funding from the EC FP7 project ROBINSPECT (Contract N.611145). Authors would like to thank all partners within the ROBINSPECT consortium”

The above rules will be strictly applied and checked by the DM in order to:

- Avoid repetition of publication of the same work;
- Avoid misunderstandings between Participants and publication of one’s work without proper referencing
- Secure optimum use of dissemination resources of the project;
- Avoid unauthorised publishing of data;
- Guarantee proper archiving of all dissemination material;
- Check that all relevant persons involved in the work are listed as authors;

- Always include EC and 7th FP references.

3. SUPPORTING PROCESSES

3.1 Deliverables' review

Each official project deliverable, except from activity and final reports, QPRs, website, and leaflet, will be reviewed regarding content and layout by two appointed reviewers of the consortium. The reviewers per deliverable are shown in the table below.

ID	Deliverable name	Lead participant	Reviewer 1	Reviewer 2	Due
D9.1	Quality Management Report	ICCS	RISA	TECNIC	M2
D1.1	User requirements	RISA	CAS	UC3M	M3
D8.1	Web site of the project (it will be updated throughout the project) and the Twitter and the LinkedIn tool	RISA	ICCS	VSH	M3
D1.2	Specification of the ROBINSPECT system	CAS	ICCS	RISA	M7
D8.2	Dissemination Plan and Plan for the use of foreground (Draft)	RISA	ICCS	EOAE	M7
D2.1.1	Extended Length Mobile Robotic System Prototype for Tunnel Inspection	UC3M	CAS	CNR	M12
D3.1	Initial algorithms for detecting tunnel cracks and other defects through the use of visual descriptors	ENPC	ICCS	RISA	M12
D4.1.1	Prototype of sensor system suited for measuring the width and depth of cracks tested in the laboratory	CNR	UC3M	TECNIC	M12
D5.1.1	Deterministic Model of structural assessment (first version)	DBA	RISA	TECNIC	M12
D4.1.2	Prototype of sensor system suited for measuring the width and depth of cracks tested in the laboratory	CNR	UC3M	TECNIC	M16
D5.1.2	Deterministic Model of structural assessment (second version)	DBA	RISA	TECNIC	M17
D2.1.2	Extended Length Mobile Robotic System Prototype for Tunnel Inspection	UC3M	CAS	CNR	M18
D6.1	Integration Platform (Version 1) made	CAS	EOAE	ENPC	M20

	available to WP7				
D4.2	Refined sensor system suited for measuring the width and depth of cracks on field	CNR	UC3M	ENPC	M22
D2.2	Refined Extended Length Mobile Robotic System for Tunnel Inspection	UC3M	CAS	CNR	M24
D3.2	Active semi-supervised learning in detecting tunnel cracks and other defects and final 3D measurements	ENPC	TECNIC	ICCS	M24
D3.3	Vision-based 3D measurements	ICCS	ENPC	CNR	M24
D5.2	The structural assessment Tool	RISA	DBA	TECNIC	M24
D6.2	Integrated System (Version 2) made available to WP7	CAS	EOAE	ICCS	M27
D4.3	Final sensor system suited for measuring the width and depth of cracks on field	CNR	UC3M	ENPC	M29
D2.3	Ready ROBINSPECT Extended Length Mobile Robotic System for Tunnel Inspection	UC3M	CAS	CNR	M30
D3.4	Improved vision results through relevance feedback schemes	ICCS	ENPC	CAS	M30
D5.3	Refined version of the Structural Assessment Tool	RISA	EOAE	VSH	M32
D6.3	Recommendations towards future evolution of the system	CAS	ICCS	CNR	M33
D7.1	Evaluation and benchmarking of the integrated ROBINSPECT robotic system	EOAE	VSH	ENPC	M36
D8.3	Plan for the use of foreground (Final)	CAS	ICCS	RISA	M36
D8.4	Brochure and CD demo of the ROBINSPECT system (Final)	CAS	VSH	ENPC	M36
D8.5	Report on the Dissemination of Results	RISA	ICCS	DBA	M36

Table 1: Responsibilities for deliverable review

All reviewers after having studied the Deliverable under consideration must evaluate it with respect to the following issues and must conclude whether the deliverable is accepted or not. They should comment on the following:

- General comments. These may refer to deliverable contents, thoroughness, innovation level, correspondence to project and programme objectives.
- Specific comments, namely on relevance, methodological framework soundness, quality of achievements, quality of presentation of achievements and comments on layout, format, spelling, etc.

The final rating of the Deliverable draft will be marked as:

- Fully accepted
- Accepted with reservation
- Rejected unless modified properly
- Rejected

According to the comments, the reviewers will also make suggestions to the authors. The relevant comments and suggestions will be included in a Deliverable Peer Review Report, using the template provided.

The process to be followed is:

1. The deliverable main author uploads the final draft of the deliverable on the Redmine working place and informs the WP leader, Coordinator and the QM. This should be done **20 working days** before the deadline set in the DoW.
2. The QM forwards immediately the deliverable to the relevant reviewers together with the empty "Peer Review Report", using the template provided.
3. The reviewers within **10 working days** do study and revise the deliverable and complete the "Peer Review Report", which they send to the QM.
4. The QM upon receiving the above reports synthesises them into the consolidated "Peer Review Report" within **3 working days**. This consolidated "Peer Review Report" is uploaded in the Redmine working place by the QM, who informs in parallel the main deliverable author, the WP leader and Coordinator.
5. The deliverable authors revise within **5 working days** the deliverable, as required and upload the final, revised version informing the WP leader, the Coordinator and the QM. They also upload the consolidated "Peer Review Report", where they will have explained their responses and actions taken in relevance to each comment raised.
6. The Coordinator submits the final deliverable to the European Commission.

3.2 Document and data control

There will be a unique project document coding system for all internal reporting documents, as indicated below. This unique document referencing scheme is not applicable to informal data and views exchange

between Partners via simple e-mail but only for official Consortium documents. If a partner selects not to classify one communication, she/he may not raise claims later, if another partner has not considered it.

Document Code	Document Type	Template to be used
RR	Deliverable Review Report	Peer Review Report Template
IR	Internal Technical Report	Internal Report Template
DR	Dissemination Request Form	Dissemination Request Template
PR	Work packages Plans and Progress Reports	Internal Report Template
A	Meeting agendas	Meeting agenda Template
M	Minutes, Action Lists, Decision Lists	Meeting minutes Template
OTH	Other subjects	Internal Report Template

Table 2: ROBINSPECT project document coding system and template to be used

The codification for the names of the project internal documents (except from official Deliverables and quarterly reports) follows below.

First letters:	"ROBINSPECT"
Underscore	
Next 3-4 letters:	Abbreviated name of the author Partner
Underscore	
Next 2-3 letters:	Type of document as in Table 2
Underscore	
Next letters:	"v" and number of revision of this specific report.
Underscore	
Next letters:	Short explanatory title for the document. In case of meetings this can be the location and date of the meeting.

Table3: ROBINSPECT internal documents coding system.

Examples:

"ROBINSPECT_ICCS_IR_v1_QualityManual.doc" means first version of an internal report by ICCS, entitled "Quality Manual".

Project deliverables will be written using the provided template. Since they are already coded in the Description of Work, their naming will be as follows:

First letters:	"ROBINSPECT"
Underscore	
Next 3-4 letters:	"D" + deliverable number according to description of work
Underscore	
Next 2-3 letters:	"v" and number of revision of the deliverable

Example:

"ROBINSPECT_D1.12_v3.doc", means the third version of D1.12 deliverable.

Official Project Deliverables should have a first page template as in the provided template. They should also use the page layout (headers / footers) suggested in the same template. Furthermore, they should abide to the following rules:

- Have a list of abbreviations used within the Deliverable;

- Have a table of contents;
- Have a list of Figures (including the ones of the Annexes);
- Have a list of Tables (including the ones of the Annexes);
- Start with an one-page Executive Summary;
- End the main part with a Conclusions section of around 1 page;
- Include a References section after the Conclusions section;
- Include all detailed technical and other information in Annexes.
- It will be also useful to have a list of notations when equations are used.

Templates are provided for meeting minutes and agendas and for all powerpoint presentations relevant to ROBINSPECT.

4. LIST OF TEMPLATES TO BE USED

The templates, which correspond to each type of document that is foreseen to be circulated in terms of the ROBINSPECT project, are:

- Internal reports template; - to be provided by M3
- Quarterly Progress Report Template; - to be provided by M3
- Periodic Progress Report Template (word and excel); - to be provided by M5
- Deliverables document template;
- Deliverable Peer Review report template;
- Dissemination Request form template;
- Template for meeting minutes;
- Template for meeting agendas;
- Template for slides.

5. CONCLUSIONS

In this report, the processes to be followed in order to guarantee that the project results conform to the specific requirements and to facilitate the easy monitoring of the project execution are presented. The objectives regarding quality monitoring are firstly defined and the responsibilities of the Quality Manager are described. The processes to be followed for initialisation WPs and tasks, for WPs and tasks performance monitoring, for project's meetings organisation, for reporting and monitoring the project work, as well as the process for reporting and scheduling dissemination events, are also presented. In addition a detailed process is defined regarding the internal and official documents preparation and naming for reasons of consistency and traceability. The Quality Manager following and monitoring the procedures described in this document will make sure that the project is run according to laid down management principles and that reporting of the ROBINSPECT project is of high quality.
