

## QUALITY MANAGEMENT PLAN

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Activity No. and Title	A.M.3 Quality and Risk Management and Reporting
Deliverable	D.M.3.1 Quality Management Plan
Deliverable Responsible	MNIT (Muzeul Național de Istorie a Transilvaniei)
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## ABBREVIATIONS AND ACRONYMS

<b>AF</b>	Application Form
<b>BEF</b>	Bulgaria Economic Forum
<b>CCB</b>	Communication and Capitalisation Board
<b>CM</b>	Communication Manager
<b>DTP</b>	Danube Transnational Programme
<b>D</b>	Deliverable
<b>JS</b>	Joint Secretariat
<b>JS PO</b>	Project Officer at the Joint Secretariat
<b>LP</b>	Lead Partner
<b>MA</b>	Managing Authority
<b>MC</b>	Monitoring Committee
<b>PM</b>	Project Manager
<b>PP</b>	Project Partner
<b>PPR</b>	Partner Report prepared by each Project Partner and submitted to First Level Control
<b>PR</b>	Progress Report prepared by the LP on the basis of input from partners and submitted to the JS
<b>QMB</b>	Quality Management Board
<b>QAM</b>	Quality Assurance Manager
<b>QMP</b>	Quality Management Plan
<b>RCH</b>	Roman Cultural Heritage
<b>SC</b>	Steering Committee
<b>WP</b>	Work package
<b>WPL</b>	Work Package Leader

## PROJECT MANAGEMENT STRUCTURE

The ISTER project is divided into **8 WORK PACKAGES (WP)**:

- 2 technical WPs (**WP M\_Management** & **WP C\_Communication**);
- 4 implementation WPs (**WP T1\_Baseline screening and policy framework**, **WP T2\_Joining, activating and tutoring**, **WP T3\_Mapping and promoting Roman Network of Routes and Settlements**, **WP T4\_Exploitation and long-lasting effects**);
- 1 investment WP (**WP I\_Small-scale investment**);
- 1 preparatory WP (**WP P\_Preparation** which only includes activities that were already performed in the project preparation phase).

Each work package is led by a **Work Package Leader (WPL)**. Each WP is divided into **ACTIVITIES (Act.)**: E.g.: Act. 3.1, 3.2, 3.3. Each activity is led by an **Activity Leader (AL)**. The tasks are defined by the Activity Leader and carried out by the **contributing partners**.

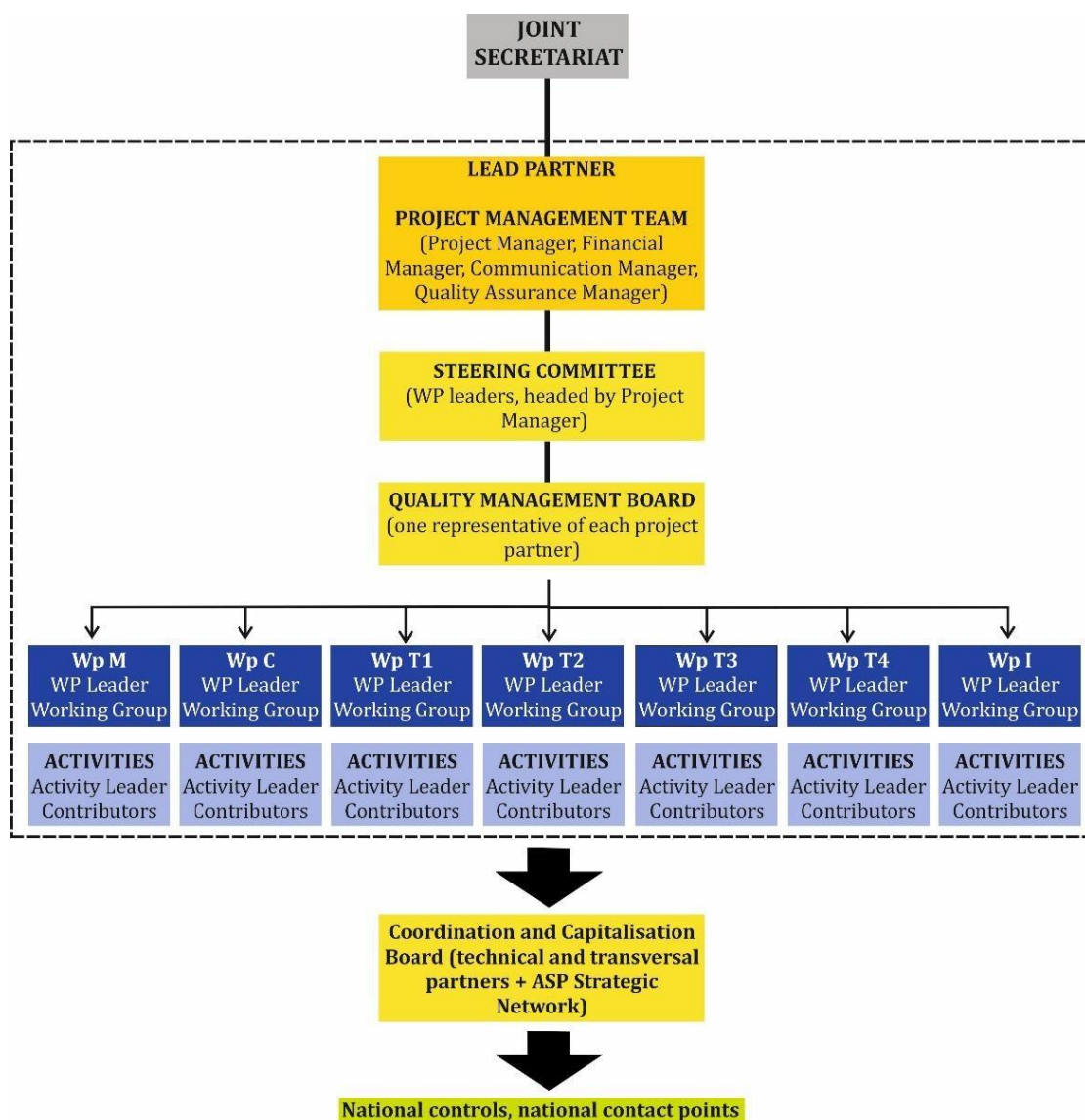
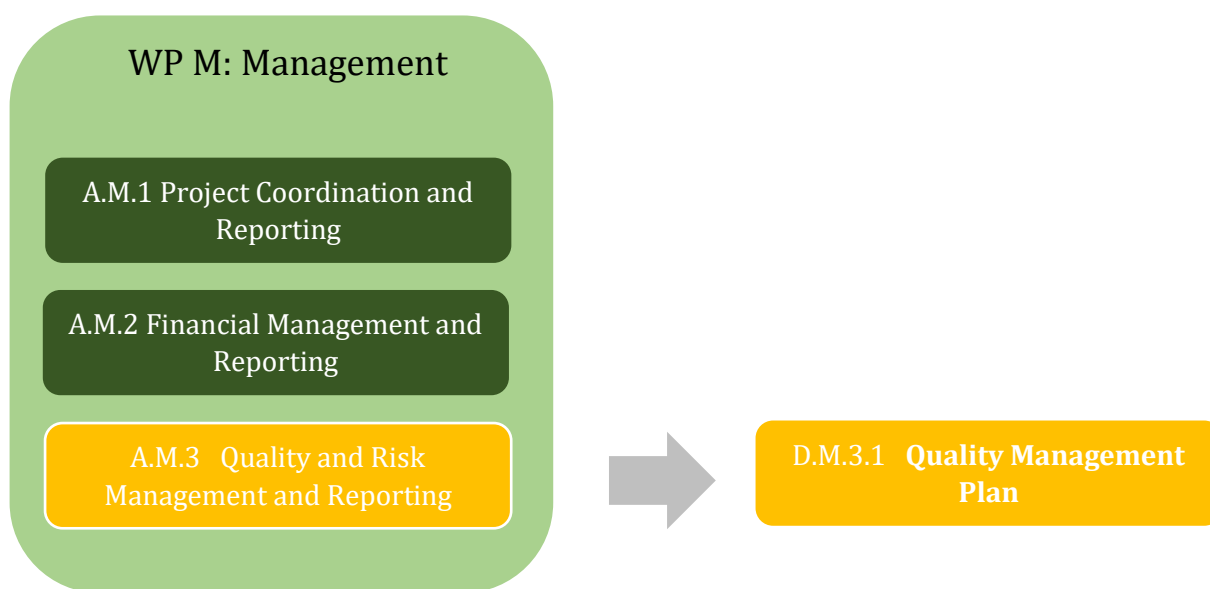


Figure 1 - ISTER project organizational structure

## EXECUTIVE SUMMARY: SCOPE AND OBJECTIVES

The purpose of the Quality Management Plan (QMP) is to describe how quality control will be managed throughout the lifecycle of the project. The Quality Management Plan provides general Guidelines for quality assessment methods and defines certain qualitative result indicators for both deliverables/ outputs and processes. The QMP outlines the quality objectives, key project deliverables and processes reviewed for top-level quality level, quality standards, control and quality assurance.

This Quality Management Plan is developed in the context of WP M: Management through Activity A.M.3: Quality and Risk Management and Reporting as shown in Fig.1:



*Fig.2 The QMP in the context of WP M*

The Quality Management Plan is articulated in **3 main sections**:

- (1) Quality Management for Deliverables**, defining the key project deliverables and quality requirements for each category
- (2) Quality Management for Outputs**, defining the key project outputs and quality requirements for them
- (3) Quality Management for Work Processes**, defining the key project processes and the quality assurance method

The main **quality assessment goals** concerning both deliverables and processes are:

- To provide a quality assurance guide for the actions required by each involved partner;
- To provide certain qualitative indicators and concrete quality standards for both deliverables and processes within the project.
- To exhibit the performance of the projects' quality plan in accordance to the contractual requirements.

The **Quality Management Plan** shall be used by:

- All the partners involved in the Project (Lead partner, Project partners and each WP working group) responsible for preparing and amending the deliverables.
- Anyone working on behalf of a Partner or any external stakeholder that will be involved in the deliverables reviewing or definition.
- Internal Reviewers appointed by the Steering Committee responsible for reviewing completed deliverables and sign-off.

## 1. PROJECT QUALITY MANAGEMENT

Project Quality Objectives are referred to the following two items:

### a. Deliverables

For each work package of the Project there is a series of deliverables as follows:

**Management (WP M):** Project, Management Plan, Quality and Risk management plans, Consortium meetings, Technical and Financial progress reports, Quality management reports;

**Implementation (T1):** Transnational Screening Framework and Baseline Screening report for classifying and cataloguing Roman Routes and settlements, Policy and regulatory report and Common Benchmarking Toolkit.

**Implementation (T2):** Methodological framework for Stakeholders Mapping, Stakeholders Chain Map, Cross-learning Modules Toolkit: ToR and methodology and Local CBW for MLSG for 3 different Modules.

**Implementation (T3):** Aerial Photography documentation, Reports of Desk-analysis of aerial and satellite images and of Field surveys and excavation works, Design guidelines for GIS-based territorial Atlas of Roman routes in DR, Data base construction, Mock-up of GIS-based territorial Atlas of Roman routes legacy in DR, User requirements survey, Mock-up of ISTER interactive tool for Roman eco-cultural Route, User guide for the transnational interactive digital tool

**Implementation (T4):** Co-production model for the Policy handbook of recommendations (DR level), Local policy guidelines based on ISTER experience (for pilot cities), Common branding strategy of Roman eco-cultural route at DR level, ISTER Video Documentary - transnational marketing tool, ISTER milestone visual model, ISTER transnational capitalisation workshops (3 main networking events)

**Communication (C):** Communication and Capitalisation Board set up, Internal communication tool, Communication and Dissemination Toolkit (CDT), Dedicated webpage on the DTP website, ISTER E-newsletters, Social media publications, Consortium meetings, Local Thematic events / awareness-raising events, Program events: LP seminar annual DTP events, Communication Training, Thematic capitalization events, Scientific/ Non-scientific publications .

### b. Outputs

For each work package of the Project there is a series of outputs as follows:

**Investment (WP I) :** Small scale investments delivered by MNIT, AIM, VMJV, MGML, ZRS BISTRA PTUJ, RVOW, RADEI Belgrade, RAUSK, Roman City Carnuntum and Museum of Paks

**Implementation (T1):** ISTER Catalogue on Roman routes & settlements along the DR;

**Implementation (T2):** Multi-Layered Stakeholders' Group (MLSG) setup, Transnational capacity building workshop

**Implementation (T3):** GIS-based territorial Atlas of Roman Routes legacy in DR, Transnational Interactive digital tool - ISTER App for Roman eco-cultural route, Pilot actions (correlated with the investment WP)

**Implementation (T4):** ISTER Policy Handbook, ISTER Common Branding strategy, Memorandum of maintenance of GIS-based Atlas & Transnational interactive digital tool.

### c. Work processes

Some of the work processes to be considered in the ISTER project are the following:

- Deliverable preparation process
- Deliverable submission and review process
- Progress monitoring (6-monthly procedure)
- Reporting (on a 6-monthly basis).

## 1.1. QUALITY MANAGEMENT FOR DELIVERABLES

### 1.1.1. Key project deliverables

The complexity of the ISTER project leads to a wide variety of deliverable which may be classified as follows:

- Plans, Reports, Policy documents and Other Documents
- Training and Tutoring materials
- Workshops and Public events
- Publications, Newsletters and Promotion materials

! All the deliverables will be prepared according to the standards and procedures set by the project in the **Application Form**. **Each deliverable** responsible has the responsibility to communicate all additional standards and procedures associated with the respective deliverable to all contributing partners involved in the development process.

#### 1.1.1.1. Plans, Reports, Policy documents and Other Documents

In the context of the ISTER project two types of studies, documents and reports are considered. The first ones, and not concerning this Project Quality Management Plan, are internal documents and reports, related to the day-to-day running of the project and external deliverables which provide information concerning the work and research carried out, its progress and its results. The latter are the main project deliverables and outcomes, and they have to be carefully drafted with rich content, a clear structure and professional presentation. Moreover, their quality is closely monitored by the QMP and the Quality Managers appointed for the specific deliverables.

The deliverable documents and reports should have a uniform appearance, structure and referencing scheme. An indicative structure is given below:

- Cover Page (Appendix 3)
- Table of contents

- Executive summary
- Deliverable's content presentation
- References (if necessary)
- Additional detailed technical and other information, if necessary, will be given in Appendices

A **Plan** (like the following: Project Management Plan, Quality and Risk management plans) will be set up in order to offer overall guidance through specific guidelines and to be used by everyone involved in the project to facilitate communication within the partnership and to detail information and describe processes that will be undertaken in the project. **Reports** produce information which has been compiled as a result of research and analysis of the available data and information at European, Danube Region and partner state levels. Reports can cover a wide range of topics, but usually focus on transmitting information with a clear purpose, to a specific audience.

#### 1.1.1.2. Training and tutoring materials

Training and tutoring materials are a necessary part of any project or activity that involves exchange and accumulation of knowledge and depending on the learning objectives and length of the training project/activity, there can be a wide range of materials types.

Regarding the ISTER project, this deliverable refers to a series of **toolkits** as the following:

- 1) Guidelines (i.e. Design guidelines, local Policy guidelines)
- 2) Mock-ups (i.e. Mock-up of GIS-based territorial Atlas/ISTER interactive tool)
- 3) User guides (User guide for the transnational interactive digital tool)
- 4) Handbooks (i.e. Policy handbook)
- 5) Surveys

#### 1.1.1.3. Workshops and Public events

ISTER will positively contribute to the intercultural dialogue and exchange of knowledge between partners through the organisation of numerous project meetings and events, encouraging communication and cooperation between them.

These types of deliverables include a series of **events** like as following:

- 1.) ISTER transnational capitalisation workshops
- 2.) Local thematic events
- 3.) Awareness-raising events
- 4.) Capacity building workshops (CBW) – at transnational and local level

All meetings, workshops, training seminars and other events planned in the context of the ISTER project must be professionally organised and meet the requirements concerning the nature and the numbers/type of target audiences. The deadline for completing necessary preparation activities depends on the event itself, but it must give enough time for participants' registration.

Additionally, the organiser will be responsible for the provision of all materials required for the event (if the event is offline-promotional or informative material, supporting documents, printed agendas, etc) as well as for the elaboration of reports/minutes on the held event upon its completion. If the event is online, the organizer will be responsible for creating a dedicated web



page that provides information about the agenda of the event and ensure the registration of participants. Also, the organizer will ensure the proper functioning of the technical part regarding the event organization platforms (ZOOM, Skype etc.).

Considering the pandemic situation, the events will be organised online, via different communication channels and platforms (such as ZOOM, Facebook live event, etc). In the unlike situation of offline meetings and events organisation, the organizer will take full responsibility to comply with the national and local rules and laws regarding social distancing, provision of sanitation materials and products, etc. However, the LP highly recommends to all partners to avoid physical meetings at least in the following months, until the vaccine will be available.

#### 1.1.1.4. Publications, Newsletters and Promotion materials

Promotion and dissemination materials should be properly developed and designed according the principles and guidelines provided by the **Communication Plan (WP\_C)**, coordinated by BEF, to respond to the target audiences in accordance with the set action plan. They need to follow the prevailing methodology, address the selected target groups, and achieve the goals set within the planned time frame. **The Communication Plan** establishes main directions for a proper and adequate dissemination of project activities and results at all levels (local, regional, national and transnational). CCB will prepare communication and dissemination toolkit (promotional materials and publications in English, while each partner will be responsible for translating them into national languages), as well as constantly updating their communication activity in the monitoring tool created by BEF. It is mandatory for all partners to consult the document and use the templates provided for a common and uniform communication and dissemination image.

Regarding ISTER project, these deliverables refer to a series of toolkits and materials, such as:

- 1) Communication and Dissemination Toolkit (CDT)
- 2) Communication and Dissemination materials
- 3) Video documentaries (i.e. ISTER Video Documentary - transnational marketing tool)

#### 1.1.2. Quality requirements of Deliverables

Quality control activities will monitor and verify that project deliverables and outputs meet defined quality requirements and verify that the processes conducted to manage and create deliverables/outputs are followed and are effective.

##### 1.1.2.1. Plans, Reports, Policy documents and Other Documents

The content of all plans, reports, policy documents and other documents depends on its nature, but as a general rule, it will follow the common templates created in **WP Communication by BEF (PP3)**. The content of the documents lies under the deliverable leader's responsibility, but all the participants involved in the deliverable creation should agree with its content and structure. Moreover, the documents should always meet a set of quality requirements, based on the criteria which are defined below and are classified in two groups:

## A. Content

- **Completeness:** Deliverables should be complete, reliable and clearly written in order to avoid misinterpretations or misunderstandings.  
Indicators: missing content, redundancy
- **Accuracy:** All information used in the deliverable should be checked for its correctness and be appropriately supported by references.  
Indicators: Error in Content, References, Insufficient Documentation
- **Relevance:** Deliverables should focus on key issues and take into consideration the scope of the specific project and its targeted audience.  
Indicator: Irrelevant information

## B. Appearance and Structure

- **Uniformity:** All deliverables should have uniform layout and structure according to existing template.  
Indicator: Lack of uniformity
- **Language:** All deliverables should be carefully checked for grammar, syntax and spelling errors.  
Indicator: Syntax, spelling and grammars errors

Quality Dimension	Assessment
Work carried out corresponds to that described in the Application Form / Subsidy Contract	YES - NO - n/a
Submitted for internal review within the deadline	YES - NO - n/a
Delivered in final form before the deadline in the AF/SC	YES - NO - n/a
Good English language and grammar	YES - NO - n/a
Documents formatted according to project templates	YES - NO - n/a
Accuracy and Quality of the Technical Content	Very Poor - Poor- Fair - Good - Very Good - n/a
Validity of the Scientific Approach	Very Poor - Poor- Fair - Good - Very Good - n/a
Compliance with Legal Framework and Procedures	YES - NO - n/a
Cost / Expenditure corresponding to Budget from AF/SC	YES - NO - n/a

### 1.1.2.2. Training and Tutoring materials

Quality Dimension	Assessment
Work carried out corresponds to that described in the Application Form / Subsidy Contract	YES - NO - n/a
Provided relevant information that guided users to replicate promising practices and emerging practices	YES - NO - n/a
Proposed tasks of the project easier to complete	YES - NO - n/a
Enhanced learning experience	YES - NO - n/a
Provided comprehensive explanations	YES - NO - n/a
Allowed the sharing of the findings and recommendations	YES - NO - n/a
More collaborative and transparent approach	YES - NO - n/a
Compliance with Legal Framework and Procedures	YES - NO - n/a
Cost/Expenditure corresponding to Budget from AF/SC	YES - NO - n/a
Compliance with the deadlines from the AF/SC	YES - NO - n/a

### 1.1.2.3. Workshops and Public events

Quality Dimension	Assessment
Number of participants according to the size and amplitude of the event	YES - NO - n/a
Type of targeted audience according to the nature of the event	YES - NO - n/a
Achieved the goals mentioned in the AF	YES - NO - n/a
New connections have been made that brought added value to the project	Very Poor - Poor- Fair - Good - Very Good - n/a
Increased local capabilities, shared ISTER knowledge or shared other experiences and related best practices mentioned in the AF	Very Poor - Poor- Fair - Good - Very Good - n/a
Relevant speakers supported the goal of the event	YES - NO - n/a
Enhanced communication and collaboration between different stakeholders	Very Poor - Poor- Fair - Good - Very Good - n/a
Promotion and publicity of the event	Very Poor - Poor- Fair - Good - Very Good - n/a
Compliance with Legal Framework and Procedures	YES - NO - n/a
Cost/Expenditure corresponding to Budget from AF/SC	YES - NO - n/a
Compliance with the deadlines from the AF/SC	YES - NO - n/a

#### 1.1.2.4. Publications, Newsletters and Promotion materials

Quality Dimension	Assessment
Compliance with the visual identity/design of the templates establish by BEF in CDT	YES - NO - n/a
Compliance with the number of publications, prints & media appearances establish by BEF in monitoring tool	YES - NO - n/a
Regular communication and promotion activities throughout each period of the Project	YES - NO - n/a
Constant updating the communication and promotion activities in the monitoring tool created by BEF	YES - NO - n/a
Work carried out for promotional activities and events corresponds to that described in the AF	YES - NO - n/a
Reached a wider database of stakeholders and interested parties according to the target group establish in the AF	YES - NO - n/a
Promote project findings, results or outputs	YES - NO - n/a
Good English language and grammar	YES - NO - n/a
Compliance with Legal Framework and Procedures	YES - NO - n/a
Cost/Expenditure corresponding to Budget from AF/SC	YES - NO - n/a
Compliance with the deadlines from the AF/SC	YES - NO - n/a

## 1.2. QUALITY MANAGEMENT FOR OUTPUTS

### 1.2.1. Key project outputs

The complexity of the ISTER project leads to a wide variety of deliverable which may be classified as follows:

- Plans, Reports, Policy documents and Other Documents
- Small scale investments
- Stakeholders Groups
- Training and Tutoring materials
- Workshops and Public events
- Technical (IT) products

**Investment (WP I)** : Small scale investments delivered by MNIT, AIM, VMJV, MGML, ZRS BISTRA PTUJ, RVOW, RADEI Belgrade, RAUSK, Roman City Carnuntum and Museum of Paks

**Implementation (T1)**: ISTER Catalogue on Roman routes & settlements along the DR;

**Implementation (T2)**: Multi-Layered Stakeholders' Group (MLSG) setup, Transnational capacity building workshop

**Implementation (T3):** GIS-based territorial Atlas of Roman Routes legacy in DR, Transnational Interactive digital tool - ISTER App for Roman eco-cultural route, Pilot actions (correlated with the investment WP)

**Implementation (T4):** ISTER Policy Handbook, ISTER Common Branding strategy, Memorandum of maintenance of GIS-based Atlas & Transnational interactive digital tool.

! All the outputs will be prepared according to the standards and procedures set by the project in the **Application Form**. **Each output** responsible has the responsibility to communicate all additional standards and procedures associated with the respective output to all contributing partners involved in the development process.

Specific requirements are linked with the Small-scale investments. This outputs comprises two main types of investments:

- 1) A **transnational investment**, similar for all PPs involved and referring to the on-site implementation of a set of milestones along the Roman Route (at least 10 per partner)
- 2) A specific **local investment**, tailor-made for each partner focused on the promotion of the Roman eco-cultural Route.

In order to achieve its goal, this outputs should follow the specific processes highlighted in the Application Form of the Project. For accuracy in the implementation of the milestones will be necessary a proper correlation with the deliverables and outputs from WP\_T1 and WP\_T3. Each territorial/thematic partner will conduct the SSI in its respective territory.

Quality Dimension	Assessment
Work carried out corresponds with the processes and steps described in the AF	YES - NO - n/a
Milestones designs correspond to the ISTER milestone visual model delivered in WP_T4	YES - NO - n/a
Milestones locations correspond to the areas identified through desk-based research (Activity T1.1)	YES - NO - n/a
Clear signage showed the investment funding & the name of the owner in each site subject of investment	YES - NO - n/a
Roman Routes remains unaffected by the processes performed to increase visibility	YES - NO - n/a
Quality physical development and maintenance work were made on the specific local investment	YES - NO - n/a
Visibility of the Roman Routes remains and of the milestones	Very Poor - Poor- Fair - Good - Very Good - n/a
Compliance with Legal Framework and Procedures	YES - NO - n/a
Cost / Expenditure corresponding to Budget from AF/SC	YES - NO - n/a
Compliance with the deadlines from the AF/SC	YES - NO - n/a

## 1.2.2. Quality requirements of Outputs

Output title:	
Type of output:	<input type="checkbox"/> Documented learning interaction <input type="checkbox"/> Strategy/ Action Plan <input type="checkbox"/> Tool <input type="checkbox"/> Pilot action
Contribution to PO indicator:	
Additional requirements	Summary of the output (max. 1500 characters) Added value (max. 1500 characters) Applicability and replicability (max. 1500 characters) Suggestions for improvement, if applicable (max. 1500 characters)
Output Quality Level	<input type="checkbox"/> Low <input type="checkbox"/> Average <input type="checkbox"/> Good <input type="checkbox"/> Excellent

## 1.3. QUALITY MANAGEMENT AND ASSURANCE FOR PROCESSES

The focus of quality assurance is on the processes used in the project. Quality assurance ensures that project processes are used effectively to produce quality project deliverables and outputs. The previous section presented the quality control criteria of the various deliverables and outputs. In this section are described the processes that will ensure those criteria.

The **Quality Manager of the Project** which is PP1 URBASOFIA is responsible for assuring that all the members of the **Quality Management Board** (comprises representatives of Project Partners) are fulfilling their tasks, such as proof reading, analysing and reviewing the project outputs from the qualitative point of view. Furthermore, it has to assure that all the project outputs are going through this process of proof reading before being sent to the JS.

A QM bears the responsibility for the information provided in the quality report. The quality assurance activity should always have a follow up, i.e. all recommendations/findings of the QM should be taken into account by the partnership and all the actions implemented based on these findings shall be included in the quality report of the specific output.

Therefore, QM is responsible for:

- reviewing all the project deliverables and outputs and providing feedback to the partnership and the deliverable/ output leader;
- ensuring that the findings of the deliverables are included in the final outputs to be submitted to the JS;
- validation of the deliverables and outputs before submission to the JS;
- informing the JS about any obstacles/ problems encountered during the process.

### 1.3.1. Internal and External Communication

ISTER project have a dedicated **WP for Communication** which will run continuously during the project lifetime, setting up a proper communication both internally (between project partners) and externally (targeting local stakeholders and a wider audience). **Communication and Capitalisation Board** consisted of at least one responsible from each technical partner, thematic partner and experts, as well as a **Communication Manager** from each project partner will be mainly responsible for communication, dissemination and capitalisation activities.

In order to ensure a quality communication, the following activities will be performed within the Communication WP:

- Communication and dissemination planning and preparation of a communication plan to set the main goals;
- Definition of key target groups and tailored actions and messages for each group;
- Development of tools, means and channels for internal communication (contact database, Google Drive/ Dropbox shared folder for storing materials and documents) and external communication (webpage, leaflet, brochure, poster, newsletters, publications);
- Setting up rules and guidelines for internal and external communication and interaction with DTP program structures.

The quality requirements of the deliverables may only be attained if the processes used to produce them also satisfy a set of quality standards. For ensuring **efficient and effective** internal and external communication in order to successfully achieving the project goals, the following **requirements** are set:

\* Efficient: capability to accomplish the communication tasks with the least amount of wasted time , effort or competency in performance

\* Effective: capability of producing a desired result or the ability to produce desired output

- **Consistency:** in communication and dissemination of the project results/other information about the activities within the project, in order to avoid poor communication and dissemination by the end of the project or excessive communication in a single period.
- **Active:** during the project lifetime each partner have to perform communication tasks and remain active in each established period
- **Consistency:** in the transmission of the message. The message must be concise, specific and clear, being easy to understand by the audience / partner
- **Responsiveness:** means to respond in a timely manner to the received message in order to ensure fluidity in the feedback process

### 1.3.2. Deliverable/ Output preparation process

In order to ensure the timely submission of ISTER Deliverables and Outputs, the preparation process has been articulated as follows:

- Table of Contents (TOC): 1,5 months before the due date (by D/ O responsible)
- First draft: 1 month before the due date (by D/O responsible)

- Final version of the draft: 3 weeks before due date (by D/ O responsible)
- Quality check by at least by 2 individuals in 1 week: review to be delivered 2 weeks before due date (by selected Consortium members)
- Revision and integration of D/O based on the outcomes of the review process: 1 week before due date (by D responsible)
- Final review by the LP/ QM and upload on the shared Google drive of Final version in PDF format by the due date for submission to JS/ reporting in the eMS.

TIMING	WHO	ACTION
1,5 months before the due date	D responsible O responsible	Table of Contents (TOC)
1 month before the due date	date D/ O responsible	First draft*
3 weeks before due date	Quality Check - at least by 2 individuals in 1 week (Consortium members identified for review)	Final version of the draft*
1 week before due date	D responsible O responsible	Revision and integration of the final version of the draft D based on the outcomes of the review/quality check process
By due date for submission	Coordinator / LP	Final review and Final version in PDF format

In order to ensure that the deliverables of the project are of high quality and meet the specifications , each Deliverable will be reviewed **externally by 2 partners** who did not take part in writing the Deliverable (possibly, external to the Task in which the Deliverable is produced). If some problem occurs, it is promptly reported by the Partner in charge of the Deliverable to the WP Leader, to be put to the attention of the Project Coordinator / Steering Committee. The internal submission deadline for Deliverables is set at three weeks ahead of the official date, to allow enough time for the quality procedure.

### 1.3.3. Deliverable/ Output submission and review process

The submission process is based on continuous reviews and feedbacks that will allow the D/ O responsible to face and solve any problems they may appear. The process consists of the following steps:

- **Deliverable/ Output Responsible to WP Coordinator:** The Deliverable/ Output responsible sends the deliverable to the WP who should review it within a predetermined period of time.
- **Deliverable/ Output Responsible and/ or WP Coordinator to Quality Committee:** The Deliverable/ Output Responsible and/ or WP Coordinator reviews the deliverable assessing the degree to which it meets its objectives, comments on it and sends it to the Quality Committee.
- **Quality Committee to Project Manager:** The Quality Committee reviews the deliverable according to the prevailing quality criteria, comments on it and sends it to the Project Manager.
- **Project Manager to Deliverable Responsible:** The Project Manager reviews the deliverable integrates all comments into a peer review file and sends it to the Deliverable Officer for an



overall revision and the production of the final version. When the final version is ready it is communicated to all involved.

This procedure should not necessary be organised in a linear manner, more steps could be done in parallel, after the first version of the deliverable./ output is ready. The Deliverable/ Output Responsible should upload the document in the shared folder from Google drive and shall write an email to LP, WP coordinator and allocated Quality control members to fulfil the quality check in a pre-defined time.

The deliverables submission procedure involves a number of reviews before the final submission. Every review monitors the deliverable's compliance with the quality criteria. The final rating may be marked as:

- **Fully accepted:** In this case the deliverable is considered as the final version and is sent to the next level of revision (if necessary).
- **Revisions required:** In this case the author has a predetermined period of time to include or disregard those comments and finalize the deliverable.
- **Rejected:** In this case the deliverable should be rewritten and go through the described procedure again.

#### 1.3.4. Reporting

Lead Partner has to regularly report about the project progress proving that the implementation is in accordance with the Subsidy contract and approved AF. Therefore, the LP has to submit a Progress Report (**every 6 months**) describing the activities carried out and the outputs, deliverables delivered during the reporting period, as well as presenting the financial progress of the project.

The project is divided into **5 reporting periods** (6 months period). Project Partner Reports (prepared by each project partner) need to be submitted at the end of each 6-month period. **Progress Reports** have to be submitted **3 months** after the end of each reporting period. The **official deadlines** for reporting to the JS are as follows:

Period Number	Reporting Period	Deadline for submission of Progress Report to JS
1.	01/07/2020 – 31/12/2020	01/04/2021
2.	01/01/2021 – 30/06/2021	01/10/2021
3.	01/07/2021 – 31/12/2021	01/04/2021
4.	01/01/2022 – 30/06/2022	01/10/2022
5.	01/07/2022 – 31/12/2022	01/04/2023

In general, approximately 2 more months are needed for checking the Progress Report by the JS (around 30 days for the first check, additional 15 days for some additional explanations / documents and rechecking the Progress report by JS and 4 weeks for release of payments from the final approval of Progress report.

To ensure the quality of the reporting process the following standards have to be achieved:

- **Punctuality:** partners must compliance with reporting/submission deadlines in order to prevent possible blockages at a certain stage of the project.
- **Objectivity:** the information reported must be in accordance with the concrete activities carried out in a certain period of time (which can be validate through evidences and

facts). Information must be specific instead of vague or general in order to avoid interpretations or errors.

- **Accuracy:** reporting activity must be accurate in providing precise information and ensuring it is as correct as possible
- **Regularity:** in order to prove that the implementation activities are in accordance with AF reporting activity must be constant throughout the lifetime of the project
- **Timeliness:** the information reported must be up-to-date with reference to the specific reporting period

### 1.3.5. Progress Monitoring

For easier tracking of the project activities and time plan defined in the AF a **project GANTT chart** was developed which aim is to enable overall control of the project plan and achievement of planned outputs and results in the provided time frames, respecting the set milestones. The project GANTT chart includes names of WPs, activities, their duration, WP and Activity Leaders as well as planned outputs and deliverables per activity.

Implementation of the Workplan will be monitored with the help of the **Workplan tracking document** prepared for each Work Package in order to serve WP Leaders, Activity Leaders and contributing partners, as well as the LP to follow the progress of each partner by tasks which are agreed at project meetings and in between.

Process of updating the checklist will be the following:

1. The tracking file for each WP will be uploaded in a shared online folder for which all WP Leaders will receive access.
2. The responsibility of each WP Leader is to **update the tracking file each month** in two ways:
  - to update (add) **the tasks** if there were some new tasks defined in the last month
  - to update **the progress of each partner**.
3. If there will be a **deliverable or output** produced within a certain activity, WP Leaders will have to send the deliverable/output together with the **updated tracking file** (when it is prepared) to the Project Management Team.

Through the tracking system, the **Project Manager (LP)** will monitor the project progress, remind partners about deadlines for sending the agreed outputs and make sure that project is following implementation plan. The goal of this kind of monitoring is to assure better **acquaintance** with the project progress to everybody involved as well as better circulation of outputs.

## 2. ANNEXES

### 2.1. Quality control responsible

Deliverable/ Output		Coordinator	Contributor	Due Date	Quality review
<b>DELIVERABLES</b>					
D.M.1.1	ISTER Project Management Plan	LP	URBASOFIA	08/2020	Pietro Elisei (URBASOFIA)
D.M.3.1	Quality Management Plan	LP	URBASOFIA	09/2020	n/a
D.M.3.2	Quality Management Reports	URBASOFIA	Input from quality reviewers per deliverable	12/2022	Felix Marcu (LP)
D.M.3.2	Risk management plan	LP	URBASOFIA	09/2020	Pietro Elisei (URBASOFIA)
D.T1.1.1	Transnational Screening Framework for classifying and cataloguing Roman Routes and settlements	ZRS BISTRA PTUJ	URBASOFIA LP GI-PP8	10/2020	Torsten Beck (pakora)
D.T1.1.2	Initial documentation from territorial partners	n/a	PPs: 2, 3, 5, 6, 7, 8, 10, 12, 13, 15	10/2020	Danilo Ceh (ZRS BISTRA PTUJ) Felix Marcu (MNIT)
D.T1.1.3	Baseline Screening report for classified and catalogued Roman Routes and settlements	ZRS BISTRA PTUJ	PPs: 2,3,5,6,8,10, 12,13,15	11/2020	Torsten Beck (pakora) Pietro Elisei (URBASOFIA)
D.T1.2.1	Policy and regulatory report	URBASOFIA	PP3-BEF PP4-DDTG PP7-ZRS BISTRA PTUJ PP11-PAKORA All partners	04/2021	Danilo Ceh (ZRS BISTRA PTUJ) Torsten Beck (pakora)

D.T1.2.2	Common Benchmarking Toolkit	PP7-ZRS BISTRA	PP1 – URBASOFIA PP3-BEF PP4-DDTG PP7-ZRS BISTRA PTUJ PP11- PAKORA All partners	04/2021	Sebo Santa (DDTG) George Tabakov (BEF)
D.T2.1.1	Methodological framework for Stakeholders Mapping	URBASOFIA	PPs: 2, 3, 4, 5, 6, 10, 12, 13, 15	10/2020	Felix Marcu (LP) Torsten Beck (pakora)
D.T2.1.2	Stakeholders Chain Map	n/a	LP, PPs: 2, 3, 4, 5, 6, 10, 12, 13, 15	11/2020	Pietro Elisei (URBASOFIA) Felix Marcu (MNIT)
D.T2.2.1	Cross-learning Modules Toolkit: ToR and methodology	URBASOFIA	LP PPs: 1, 4, 6, 14, 15	08/2021	Pietro Elisei (URBASOFIA) Felix Marcu (MNIT)
D.T2.3.1	Local CBW for MLSG_Module 1: Roman Route heritage as a driver for touristic, local/ regional development	PP4-DDTG URBASOFIA	LP, PPs: 2, 3, 5, 6, 10, 12, 13, 15	12/2021	Pietro Elisei (URBASOFIA), Sebo Santa (DDTG)
D.T2.3.2	Local CBW for MLSG_Module 2: Roman Route heritage as an enabler for policy and regulatory framework	PP4-DDTG URBASOFIA	LP, PPs: 2, 3, 5, 6, 10, 12, 13, 15	02/2022	Pietro Elisei (URBASOFIA), Sebo Santa (DDTG)
D.T2.3.3	Local CBW for MLSG_Module 3: Roman Route heritage as a means for exchange and collaboration	PP4-DDTG URBASOFIA	LP, PPs: 2, 3, 5, 6, 10, 12, 13, 15	04/2022	Pietro Elisei (URBASOFIA), Sebo Santa (DDTG)

D.T3.1.1	Aerial Photography documentation	LP	LP, PPs: 2, 5, 7, 10, 12, 15	06/2021	Blaz Barboric (GI), Pietro Elisei (URBASOFIA)
D.T3.1.2	Report of Desk-analysis of aerial and satellite images.	LP	LP, PPs: 2, 5, 7, 10, 12, 15	08/2021	Blaz Barboric (GI), Pietro Elisei (URBASOFIA)
D.T3.1.3	Report of Field surveys and excavation works	LP	LP, PPs: 2, 5, 7, 10, 12, 15	12/2021	Blaz Barboric (GI), Pietro Elisei (URBASOFIA)
D.T3.2.1	Design guidelines for GIS-based territorial Atlas of Roman routes in DR	PP8-GI	LP, PPs: 1, 2, 5, 7, 10, 12, 15	04/2021	Pietro Elisei (URBASOFIA) Manfred Schrenk (BOKU)
D.T3.2.2	Data base construction	PP8-GI	LP, PPs: 1, 2, 5, 7, 10, 12, 15	06/2021	Danilo Ceh (ZRS BISTRA PTUJ) Manfred Schrenk (BOKU)
D.T3.2.3	Mock-up of GIS-based territorial Atlas of Roman routes legacy in DR	PP8-GI	LP, PPs: 1, 2, 5, 7, 10, 12, 15	08/2021	Felix Marcu (LP) Pietro Elisei (URBASOFIA)
D.T3.3.1	User requirements survey	PP9-BOKU Support from PP8	LP, PPs: 2,3,5,7,10,12,15	06/2021	Blaz Barboric (GI) Pietro Elisei (URBASOFIA)
D.T3.3.2	Mock-up of ISTER interactive tool for Roman eco-cultural Route	PP9-BOKU Support from PP8	LP, PPs: 2, 3, 5, 7, 10, 12, 15	01/2022	Blaz Barboric (GI) Pietro Elisei (LP)
D.T3.3.3	User guide for the transnational interactive digital tool	PP9-BOKU Support from PP8	LP, PPs: 2, 3, 5, 7, 10, 12, 15	04/2022	Blaz Barboric (GI) Pietro Elisei (LP)
D.T4.2.1	Co-production model for the	URBASOFIA	LP, PPs: 2, 3, 4,	06/2022	Torsten Beck (pakora)

	Policy handbook of recommendations (DR level)		5, 6, 7, 10, 12, 13, 14		Sebo Santa (DDTG)
D.T4.2.2	Local policy guidelines based on ISTER experience (for pilot cities)	LP, PPs: 2, 5, 6, 7, 10, 12, 13, 15		10/2022	Torsten Beck (pakora) Pietro ELISEI (URBASOFIA)
D.T4.3.1	Common branding strategy of Roman eco-cultural route at DR level	pakora PPs: 3, 4, 11	LP, PPs: 2, 5, 6, 7, 10, 12, 15	04/2022	Pietro ELISEI (URBASOFIA) Sebo Santa (DDTG)
D.T4.3.2	ISTER Video Documentary - transnational marketing tool	URBASOFIA	LP, PPs: 2, 5, 6, 7, 10, 12, 15	10/2022	Felix Marcy (LP) Torsten Beck (pakora)
D.T4.3.3	ISTER milestone visual model	LP	PPs: 2, 5, 6, 7, 10, 12, 15	09/2021	Pietro Elisei (URBASOFIA) Felix Marcu (pakora)
D.T4.4.1	ISTER transnational capitalisation workshops (3 main networking events: M15 Alba-Iulia/ RO, M19 in Stuttgart, M26, Vienna/AT)	AIM, pakora APC	PPs: 2, 5, 6, 7, 10, 12, 15	01/2022	Torsten Beck (pakora) Pietro Elisei (URBASOFIA)
D.T4.4.2	Awards for BP at DR level	BEF	LP, PPs: 1, 6, 7, 10, 15	01/2022	Torsten Beck (pakora) George Tabakov (BEF)
D.T4.4.3	Joint roadmap for follow-up opportunities	URBASOFIA	All partners	11/2022	Felix Marcy (LP) Pietro Elisei (URBASOFIA)
D.C.1.3	Communication and Dissemination Plan	BEF	URBASOFIA LP-MNIT PP3-BEF	10/2020	Pietro Elisei (URBASOFIA), Anca Virginas (MNIT)

D.C.3.2	ISTER E-newsletters	BEF	all partners	12/2022	Felix Marcu (LP), Pietro Elisei (URBASOFIA)
D.C.3.3	Social media publications	BEF, all partners		12/2022	Pietro ELISEI (URBASOFIA), George Tabakov (BEF)
D.C.4.1	Consortium meetings open to a wider audience	BEF, all partners		12/2022	Pietro ELISEI (URBASOFIA), George Tabakov (BEF)
D.C.4.2	Local Thematic events / awareness-raising events	all partners		12/2022	George Tabakov (BEF) Felix Marcu (LP)
D.C.4.3	Program events: LP seminar annual DTP events, Communication Training, Thematic capitalization events	LP	All partners	12/2022	Felix Marcu (LP), Pietro ELISEI (URBASOFIA),
D.C.5.1	Scientific publications	BEF	LP, PPs: 6, 12, 14	12/2022	Felix Marcu (LP), Pietro ELISEI (URBASOFIA)
D.C.5.2	Non-scientific publications, including the ISTER final Publication	BEF	LP, DDTG, pakora, GI, ZSR BISTRA PTUJ	12/2022	LP (Felix Marcu) Pietro ELISEI (URBASOFIA)

<b>OUTPUTS</b>					
T1.1.1	ISTER Catalogue on Roman routes & settlements along the DR	ZRS BISTRA PTUJ, LP	All partners	04/2021	Felix Marcu (LP), Pietro Elisei (URBASOFIA)
T2.1.1	Multi-Layered Stakeholders' Group (MLSG) setup	URBASOFIA, DDTG	LP, PPs: 2, 3, 4, 5, 6, 10, 12, 13, 15	12/2020	Pietro Elisei (URBASOFIA)
T2.2.1	Transnational capacity building workshop	RVOW, pakora	All partners	09/2021	Felix Marcu (LP), Pietro Elisei (URBASOFIA)
T3.1.1	GIS-based territorial Atlas of Roman Routes legacy in DR	GI	All partners	06/2022	Manfred Schrenk (BOKU), Felix Marcu (LP)
T3.2.1	Transnational Interactive digital tool - ISTER App for Roman eco-cultural route	BOKU	All partners	06/2022	Felix Marcu (LP), Blaz Barboric (GI)
T3.3.1	Pilot actions (correlated with the investment WP)	GI	All partners(territorial and thematic)	10/2022	Felix Marcu (LP) Pietro Elisei (URBASOFIA)
T4.1.1	ISTER Policy Handbook	URBASOFIA	all partners	10/2022	Torsten Beck (pakora) Felix Marcu (LP)
T4.2.1	ISTER Common Branding strategy	pakora	To be listed other partners	10/2022	Sebo Santa (DDTG), Felix Marcu (LP)
T4.3.1	Memorandum of maintenance of GIS-based Atlas & Transnational interactive digital tool	GI	To be listed other partners	12/2022	Torsten Beck (pakora), Pietro Elisei (URBASOFIA)



## 2.2. Output Quality Report

<b>Output title:</b>	
<b>Type of output:</b>	<input type="checkbox"/> Documented learning interaction <input type="checkbox"/> Strategy/ Action Plan <input type="checkbox"/> Tool <input type="checkbox"/> Pilot action
<b>Contribution to PO indicator:</b>	
<b>Summary of the output (max. 1500 characters)</b>	
Please describe the output in terms of content, objective, scope and main characteristics.	
<b>Added value (max. 1500 characters)</b>	
<i>For strategies and tools:</i>	
Please provide a comprehensive explanation regarding the added value of the output as compared to already existing strategies/ tools of similar type.	
<i>For Pilot actions:</i>	
Please provide a comprehensive explanation regarding the quality of the pilot testing (e.g. scope, interest manifested by the stakeholders etc.) and its outcomes (positive or negative) and effects on the current situation.	
<i>For Documented learning interactions:</i>	
Please provide a comprehensive description of the quality of the learning interaction in terms of: scope, content, added value as compared to an isolated learning interaction not taking place in a transnational context.	
<b>Applicability and replicability (max. 1500 characters)</b>	
Please provide a concrete description of how the project output is to be applied in real life and could be replicated in other geographical and sectorial areas or different environments.	
<b>Suggestions for improvement, if applicable (max. 1500 characters)</b>	
Please provide information on possible improvements that could be brought to the current output considering the general context in which it is delivered.	
<b>Output Quality Level</b>	<input type="checkbox"/> Low

	<input type="checkbox"/> Average <input type="checkbox"/> Good <input type="checkbox"/> Excellent
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Additional specific requirements are linked with the Small-scale investments, as follows:

Quality Dimension	Assessment
Work carried out corresponds with the processes and steps described in the AF	YES - NO - n/a
Milestones designs correspond to the ISTER milestone visual model delivered in WP_T4	YES - NO - n/a
Milestones locations correspond to the areas identified through desk-based research (Activity T1.1)	YES - NO - n/a
Clear signage showed the investment funding & the name of the owner in each site subject of investment	YES - NO - n/a
Roman Routes remains unaffected by the processes performed to increase visibility	YES - NO - n/a
Quality physical development and maintenance work were made on the specific local investment	YES - NO - n/a
Visibility of the Roman Routes remains and of the milestones	Very Poor - Poor - Fair - Good - Very Good - n/a
Compliance with Legal Framework and Procedures	YES - NO - n/a
Cost / Expenditure corresponding to Budget from AF/SC	YES - NO - n/a
Compliance with the deadlines from the AF/SC	YES - NO - n/a

Name of the Quality Manager

Signature of the Quality Manager

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### 2.3. Deliverable Quality Report

<b>Deliverable title:</b>	
<b>Type of deliverable:</b>	<input type="checkbox"/> Plans, Reports, Policy documents and Other Documents <input type="checkbox"/> Training and Tutoring materials <input type="checkbox"/> Workshops and Public Events <input type="checkbox"/> Publications, Newsletters and Promotion materials
<b>Contribution to project outputs:</b>	

<b>Summary of the deliverable (max. 1500 characters)</b>	
Please describe the deliverable in terms of content, objective, scope and main characteristics.	
<b>Suggestions for improvement, if applicable (max. 1500 characters)</b>	
Please provide information on possible improvements that could be brought to the current deliverable considering the general context in which it is delivered.	
<b>Deliverable Quality Level</b>	<input type="checkbox"/> Fully accepted <input type="checkbox"/> Revision required <input type="checkbox"/> Rejected

Name of the Quality Manager

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Signature of the Quality Manager

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According to the type of deliverable, one of the following tables will be completed.

1) Plans, Reports, Policy documents and Other Documents

Quality Dimension	Assessment
Work carried out corresponds to that described in the Application Form / Subsidy Contract	YES - NO - n/a
Submitted for internal review within the deadline	YES - NO - n/a
Delivered in final form before the deadline in the AF/SC	YES - NO - n/a
Good English language and grammar	YES - NO - n/a
Documents formatted according to project templates	YES - NO - n/a
Accuracy and Quality of the Technical Content	Very Poor - Poor- Fair - Good - Very Good - n/a
Validity of the Scientific Approach	Very Poor - Poor- Fair - Good - Very Good - n/a
Compliance with Legal Framework and Procedures	YES - NO - n/a
Cost / Expenditure corresponding to Budget from AF/SC	YES - NO - n/a

2) Training and Tutoring materials

Quality Dimension	Assessment
Work carried out corresponds to that described in the Application Form / Subsidy Contract	YES - NO - n/a
Provided relevant information that guided users to replicate promising practices and emerging practices	YES - NO - n/a
Proposed tasks of the project easier to complete	YES - NO - n/a
Enhanced learning experience	YES - NO - n/a
Provided comprehensive explanations	YES - NO - n/a
Allowed the sharing of the findings and recommendations	YES - NO - n/a
More collaborative and transparent approach	YES - NO - n/a
Compliance with Legal Framework and Procedures	YES - NO - n/a
Cost/Expenditure corresponding to Budget from AF/SC	YES - NO - n/a
Compliance with the deadlines from the AF/SC	YES - NO - n/a

### 3) Workshops and Public Events

<b>Quality Dimension</b>	<b>Assessment</b>
Number of participants according to the size and amplitude of the event	YES - NO - n/a
Type of targeted audience according to the nature of the event	YES - NO - n/a
Achieved the goals mentioned in the AF	YES - NO - n/a
New connections have been made that brought added value to the project	Very Poor - Poor- Fair - Good - Very Good - n/a
Increased local capabilities, shared ISTER knowledge or shared other experiences and related best practices mentioned in the AF	Very Poor - Poor- Fair - Good - Very Good - n/a
Relevant speakers supported the goal of the event	YES - NO - n/a
Enhanced communication and collaboration between different stakeholders	Very Poor - Poor- Fair - Good - Very Good - n/a
Promotion and publicity of the event	Very Poor - Poor- Fair - Good - Very Good - n/a
Compliance with Legal Framework and Procedures	YES - NO - n/a
Cost/Expenditure corresponding to Budget from AF/SC	YES - NO - n/a
Compliance with the deadlines from the AF/SC	YES - NO - n/a

### 4) Publications, Newsletters and Promotion materials

<b>Quality Dimension</b>	<b>Assessment</b>
<b>Compliance with the visual identity/design of the templates establish by BEF in CDT</b>	YES - NO - n/a
<b>Compliance with the number of publications, prints &amp; media appearances establish by BEF in monitoring tool</b>	YES - NO - n/a
<b>Regular communication and promotion activities throughout each period of the Project</b>	YES - NO - n/a
<b>Constant updating the communication and promotion activities in the monitoring tool created by BEF</b>	YES - NO - n/a
Work carried out for promotional activities and events corresponds to that described in the AF	YES - NO - n/a
Reached a wider database of stakeholders and interested parties according to the target	YES - NO - n/a

group establish in the AF	
Promote project findings, results or outputs	YES - NO - n/a
Good English language and grammar	YES - NO - n/a
Compliance with Legal Framework and Procedures	YES - NO - n/a
Cost/Expenditure corresponding to Budget from AF/SC	YES - NO - n/a
Compliance with the deadlines from the AF/SC	YES - NO - n/a