

WikiSkills

*Empowering and fostering social, professional, cultural and civic skills
through pedagogical use of Wiki technologies and methodologies.*


DELIVERABLE 7.1 – QUALITY PLAN

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Summary

The Quality Plan Document describes the set of detailed practices and sequence of activities aimed at translating an organisation's quality policy into operational results (deliverables and expected external impacts).

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1. WIKISKILLS QUALITY PLAN

1.1. Purpose

The Quality Plan is the document setting out the quality assurance procedures for the WikiSkills project. Its aim is to assure that the results and deliverables of the project are of high quality and meet the specifications set in the project and found in the Outputs description. The Quality Plan becomes an official project document starting with its issue date and should govern all project actions. It has been written in accordance to ISO 9001 guidelines

1.2. Scope of the Quality Plan

This Quality Plan is to be used by:

- The project management team,
- All Project Associated Partners, responsible for preparing and amending deliverables,
- Any responsible person of a Consortium Partner for approving works to be done by third parties, in order to complete deliverables.

1.3. Procedure Description

Quality planning is an integral part of management planning. As a pre-requisite to its preparation, the Quality assurance Manager has reviewed all requirements in order to determine the necessary activities that need to be planned. This Quality Plan has been prepared early in the project in order to demonstrate and provide the Consortium with the assurance that:

- a) the contract requirements and conditions have been reviewed,
- b) the quality system is appropriate.

To ensure relevance of the quality plan, the Quality Manager should conduct quality reviews, throughout the duration of the project and when changes occur. The Quality Manager shall ensure that the quality plan is available to all concerned and that its requirements are met.

1.4. Quality within the Project

This section specifies the activities to be implemented, including their sequence, in order to ensure that the project and its deliverables conform to the project requirements. Those responsible for ensuring that the required activities are carried out are identified within the subsequent chapters of this document. The Quality Plan includes explanation, necessary to show how quality requirements for activities are met. A list of such activities is given below:

- Responsibilities of the Quality Manager,
- Quality system review,
- Document and data control,
- Project Quality Board,
- Internal communication strategies,
- Deliverables
- Corrective and preventive actions,
- Control of quality records,
- Internal quality audits,
- Project reporting and monitoring

1.5. Quality System Review

The Quality system is to be reviewed within the Partnership Meetings. In subsequent reviews the following will be taken into account:

- the results from internal deliverable audits and from external audits if necessary,
- the official project Outputs,
- the corrective action requests from all the above,

The outcomes from the above shall be discussed at Partnership Meetings, and their results shall include:

- Satisfaction with the audits, corrective actions and the results of complaints,
- Dissatisfaction and requirements for further auditing or more corrective actions,
- Satisfaction with the corrective actions taken by the relevant partner(s).

An agenda of such a meeting may include some of the following topics:

1. Results of internal validations with corrective actions requests received.
2. Results of external audits (if needed)
3. Review of quality objectives
4. Date of next meeting.

Records to be kept are minutes of the meeting which are to record those attending and the summary of the points raised/resolved. The records are to be produced and archived by the Project Manager.

This Quality Plan is compiled and documented by the Quality Manager and is authorised by the Partnership. All subsequent changes / revisions should also be approved / authorised by the Partnership.

2. RIGHTS ON DELIVERABLES

partners decide that all the pedagogical content published within wikiskills will be under the free licence CC-BY-SA, as long as the authors (delegates of partners) accepts it. This comes from the fact that the wikiskills pedagogical contents we identified in the beginning of the realization of the project (mentioned as useful existing pedagogical resources State of the Art) is being used as basis for the wikiskills pedagogical contents.

3. RESPONSIBILITIES OF THE QUALITY ASSURANCE MANAGER

The current Quality Plan is applicable to all the activities, which are related to the project. Hence, compliance of its execution with the Quality Plan is mandatory for all involved.

The project quality policy is as follows:

- To implement and maintain a quality system according to ISO 9001,
- to identify for all involved their responsibilities regarding quality,
- to ensure that all deliverables comply with the contract.

The Quality Manager is responsible for the administration of the Quality Plan, and has the authority to identify problems. In such cases, the Project Coordinator and the Project Board are responsible for initiating actions, resulting in complete solutions to them. All problems are raised within the meetings, and the minutes should also record the agreed solution and the time bound action to be taken. There is a requirement to provide evidence that the problem has been cured.

The Quality Manager is the person who has the authority to manage and perform all quality work. This is documented in the present manual and is meant to encompass the following aspects:

- a. Initiate action to prevent the occurrence of any non-conformity,
- b. identify and record any relevant problem,
- c. initiate, recommend and/or provide solutions through the reporting system,
- d. verify the implementation of solutions,
- e. monitor and control further processing, delivery or installation of any preferred solution to ensure that any reported non-conformance has been corrected.

All the above responsibilities and authorities will be exercised through the Project Coordinator and the Project Board.

4. PROJECT QUALITY BOARD (PQB)

The PROJECT QUALITY BOARD (PQB), in general is responsible, for:

- assuring the conformity of all deliverables, with the initial criteria defined for them and guaranteeing that the deliverables are in accordance with the specifications in the WikiSkills? Description of Work,
- consulting the Work Package (WP) Leaders, on the expected technical characteristics of the deliverables.

Thus, the main Tasks of this board are:

- Quality control of all deliverables submitted.
- Guidance (upon request) to the WP Leaders on the expected characteristics and contents of the relevant Deliverables.

Its main objective is to ensure that:

- All the outputs are consistent, with their contractual requirements.
- All the project reports / documents do have the highest quality, regarding their overview / context.

The Quality Manager will report to the Project Co-ordinator.

- The PQB consists of: The QM (chair).



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