	Deliverable reference:	Date:
	D1.5	02/03/2012
	Title:	
Project Title:		
Network for the Market uptake of ICT for Ageing Well		
AgeingWell		
	Responsible partner:	
	INOVA+	
	Editors:	
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Grant Agreement no. 297298	Validated by:	
	All partners	
	Classification:	
	Dissemination Level: Public (PU)	

Quality Assurance Plan

Abstract:

The Quality Assurance Plan described in this document defines the general approach to quality assurance and the procedures to be followed for partner communication, documentation, and deliverable production. The document describes: communication procedures between members; procedures for the production and review of reports and deliverables; and description of risk assessment and contingency strategies.

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1 Introduction

1.1 Background

The aim of the **Ageing***Well* Network **is to build and animate a European network focused on improving the quality of life of older persons by promoting the market uptake of ICT solutions for Ageing well.**

To achieve its aim, the following five **main objectives** of the **Ageing***Well* project are:

- **Develop** guidelines for deployment and sharing of best practice between key competence centres;

- **Build** an ICT for Ageing Knowledge Centre with the aim to share the results with the Ageing Well Community;

- **Develop** an ICT for Ageing Society Strategic Agenda, with the aim of providing a study on options for future structure and implementation of EU innovation funding;

- **Promote** the European innovation reinforcement between innovative ICT industries & Ageing (in particular SMEs) and Venture Capital firms, Business Angels and other;

- **Raise awareness** within the European community of ICT & Ageing stakeholders through soft measures (web-based communication), and hard measures (organization of 3 international events and 11 national events).

1.2 Summary

The Quality Assurance Plan described in this document defines the general approach to quality assurance and the procedures to be followed for partner communication, documentation, and deliverable production. The procedures described in this document aims at guaranteeing that the outcomes of **Ageing***Well* project are produced based in high quality standards, through a carefully monitoring of the work carried out during the project lifespan in terms of deliverables, quality and timely execution of tasks.

1.3 Structure of the document

This document is structure in three sections, as follows:

- **Communication within the Ageing***Well* **network**: describing the type of members of the network, their contacts and the communication tools to be used among them;

- **Quality Control of Ageing***Well* **Documents**: presenting the procedures to be followed to ensure the quality of the project results and outcomes;

- **Risks Assessment and Contingency Plan**: identifying the possible risks of the project implementation and the remedial actions to be made in order to surpass them.

2   Communication within the AgeingWell Network

The **Ageing***Well* Network is composed of 16 Contractual Members from 11 European countries and from various economical sectors. During the project implementation, the network will be open to other interested parties that can collaborate, as Associate Members, within **Ageing***Well* activities.

2.1   **Ageing***Well* Members

2.1.1   *Contractual Members*

The Contractual Members (Table 1) include the 16 partners involved at the start of the **Ageing***Well* network, which presents a wide EU geographical coverage, ***covering 11 European countries*** and is complementary in the ICT for Ageing supply chain.

Table 1: List of Contractual Members

Participant organisation name	Type of organisation	Country
Inovamais, S.A. (INOVA+)	Private Company	Portugal
Invent, S.R.S (INVENT)	Investor	France
Associación Parkinson Madrid (APM)	User organization	Spain
Tecnopolo, S.p.A (TECNOPOLO)	Industry	Italy
ANA ASLAN International Foundation (AAIF)	User organization	Romania
Artica Telemedicina, S.L. (ARTICA)	ICT Solution provider	Spain
TecPitch, Engenharia e Inovação, LDA. (TcP)	ICT Solution provider	Portugal
E-Health Foundation Bulgaria (Ehealth)	Public Authority	Bulgaria
Health Cluster Portugal (HCP)	Public Authority	Portugal
Cities on the Internet Association (COI)	Public Authority	Poland
Optimus Comunicações, S.A (OPTIMUS)	Industry	Portugal
European Hospital and Healthcare Federation (HOPE)	Housing & Insurance Company	Belgium
Europe Unlimited, S.A. (E-UNLIMITED)	Investor	Belgium
CITARD Services Ltd. (CITARD)	ICT Solution provider	Cyprus
SIA DMG (DMG)	ICT Solution provider	Latvia
Euroconsultants S.A. (ERCS)	Investor	Greece

The ***16 founding members's*** expertise relates to all aspects of ICT and people's lives: ICT for health, health/ medicine, community care, transport, the built environment, education, employment,

pensions, social welfare, civic participation, new technology, sporting and cultural activities, and older people as consumers. It brings together the critical leaders of ICT for Ageing (industry, user organizations, public authorities, investors, housing and insurance and ICT solutions providers), on the basis of a shared vision of a Europe that will be a great place to grow old in.

2.1.2 Associate Members

As an open initiative, the **Ageing**Well network will look to progressively integrate new members - **Associate Members**. This enlargement of the network is important due to the following reasons:

- the need to have an heterogeneous composition of organisation that are able to cover the whole supply chain of the ICT for Ageing;

- the need to have multiple feedback and multiple assessment from potential users;

- the need to reach the widest and highest number of subjects to validate developed services, identify market barriers, identify users needs, etc.

Associate Members will be able to participate and to be involved in all the network activities, in strategic decisions, document definition and events realisation. Also, they will benefit from targeted information about ICT4Ageing fields and project results.

2.2 Communication between members

The project coordinator (INOVA+) will be responsible for managing the communication within the **Ageing**Well network.

2.2.1 E-Mail

The majority of day-to-day information (both administrative and technical) will be made by e-mail. Table 2 presents the contact persons from the contractual members' organizations.

Table 2: Contractual Member's contact persons

Participant organisation name	Contact Person	E-mail
INOVA+	Miguel Sousa Jerome de Barros	miguel.sousa@inovamais.pt jerome.barros@inovamais.pt
INVENT	Antonio Zangrilli	a.zangrilli@invent-eu.net
APM	Gema Córdoba Laura Carrasco Marín	comunicacion@parkinsonmadrid.org direccion@parkinsonmadrid.org
TECNOPOLO	Angela Ciancia	a.ciancia@tecnopolo.it
AAIF	Luiza Spiru Ligia Manesi	lsaslan@brainaging.ro office_greece@brainaging.ro

Participant organisation name	Contact Person	E-mail
ARTICA	Alejandro Sánchez-Rico	alejandrosh@articatelemedicina.com
TcP	Sara Batista	geral@tecpitch.pt
Ehealth	Ivan Kostov	i.kostov@ehealth-bg.org
	Malina Hristeva	malina.hristeva@gmail.com
HCP	Joaquim Cunha	jcunha@healthportugal.com
	Rita Araújo	raraujo@healthportugal.com
COI	Arkadiusz Złotnicki	a.zlotnicki@mwi.pl
	Anna Siemek-Filuś	a.siemek-filus@mwi.pl
	Magdalena Sroga	m.sroga@mwi.pl
OPTIMUS	Marijn Van Overveld	marijn.voverveld@optimus.pt
	Gabriel Antunes Abrantes	gabriel.abrantes@optimus.pt
HOPE	Pascal Garel	sg@hope.be
	Colberte de Wulf	colberte@hope.be
E-UNLIMITED	Tanja Baltus-Michaelsen	tanja@e-unlimited.com
	Hugo Claessens	hugo@e-unlimited.com
CITARD	Eleni Christodoulou	eleni_christodoulou@cytanet.com.cy
DMG	Mara Jakobsone	mara.j@dtmedia.lv
	Andris Melnudris	andris.m@dtmedia.lv
ERCS	Nikos Giannoulidis	N.Giannoulidis@euroconsultants.com.gr

The **Ageing**Well network will make use of e-mail for the regular information request or provision. Direct e-mails will be also used for bilateral communications.

2.2.2 Teleconferences

Teleconference will be used whenever necessary to reach specific objectives of the project and will act as a complementary tool for communication among members. The **Ageing**Well network will make use of Skype as main platform for these teleconferences.

2.2.3 Meetings

The **Ageing**Well network will meet four times during the lifespan of the project. All participants will be reminded of meeting dates 30 days in advance and the project coordinator will circulate an agenda not later than two weeks before the meeting. Members can suggest addition, deletions and modifications to the agenda. All working documents will be made available for all members at least five working days prior to the meeting date.

After the meeting, minutes will be prepared and distributed by the project coordinator to all contractual members for commenting and validating.

2.3   Communication with the EC

The project coordinator (INOVA+) has the authority to represent the network in relations with the EC. Main relation will be established with the project officer, Mr. Peter Wintlev-Jensen.

3 Quality Control of Ageing*Well* Documents

Quality Assurance mechanisms are essential to ensure that the services to be performed meet the quality and consistency levels expected by network members and the European Commission. As the leading partner of the Consortium, INOVA+ will be responsible for the quality and accuracy of all proposals submitted, as well as for the quality of the reports or/and other outputs produced as part of the assignments performed.

The internal Quality Control is responsible for the evaluation of the quality of the project deliverables, documents, products and services. To ensure qualitative deliverables compliant to EU's criteria, internal quality checks will be performed on the deliverables prior to submission. Quality control includes quality and technical reviews.
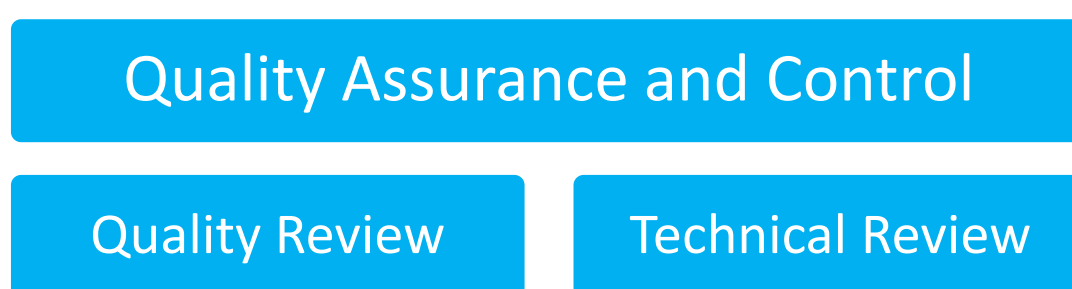

Figure 1 – Quality Assurance and Control Structure

3.1 Quality reviews

Quality reviews focus on the compliance of a deliverable to specific templates and quality standards.

In order to harmonise the outputs produced by the network members several templates for presentations and the release of documents have been prepared. Templates in Word and PPT format were elaborated (Figures 2 and 3). These templates follow the visual identity of the **Ageing***Well* project and include the network logo.

Figure 2 – Ageing*Well* Word Template
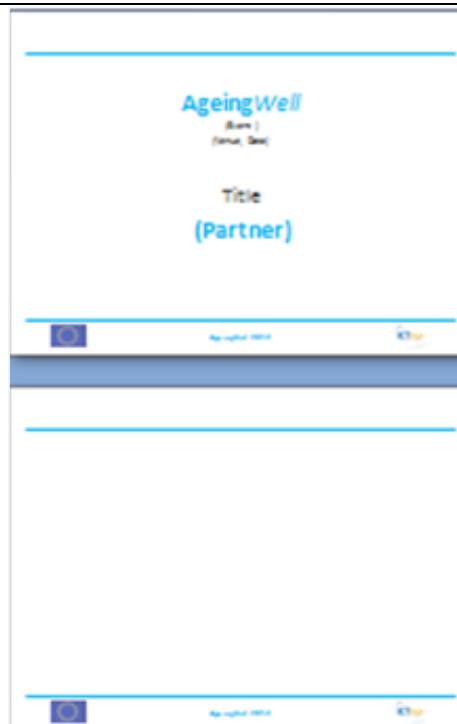
Figure 3 – Ageing*Well* PPT Template

Other templates will be prepared for supporting the development of planned activities (e.g. stakeholder profiling, protocols). The format of the template (Word, Excel or PPT) will be determined by the purpose of its use. These templates will be prepared by the project coordinator and validated by the entire consortium.

The following procedures will be followed by the network:

- All documentation generated in project, will be distributed among partners in Microsoft Office.

- Official templates of the network shall be used in all deliverables produced and presentations made in events.

- Public documentation will be distributed in PDF format and made available on the **Ageing***Well* portal (www.ict-ageingwell.net).

The project coordinator will lead the definition of quality standards, which shall also be shared with the consortium members and actors, so that a deep understanding of the project objectives from the start can avoid development quality errors.

3.2   Technical reviews

Technical reviews focus on the completeness, accuracy, consistency, traceability and overall technical integrity of the deliverables produced within the project.

To ensure the highest quality of the deliverables the following Quality assurance procedure will be implemented:
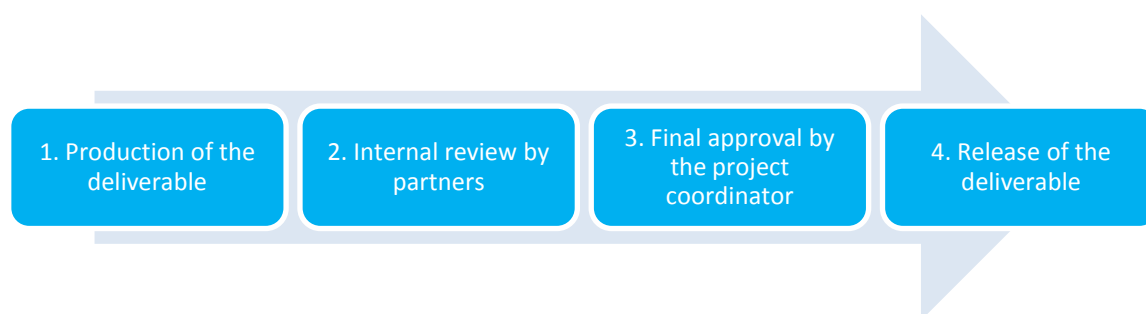
| 1. Production of the deliverable | 2. Internal review by partners | 3. Final approval by the project coordinator | 4. Release of the deliverable |

Figure 4 – Review procedure for deliverables

1. The majority of the **Ageing***Well* deliverables are to be produced by the project coordinator. However, there are some documents that will be elaborated by partners, namely those reporting the events planned for the project lifespan. For each document a Table of Contents will be defined in advance.

2. After producing a document, its owner (either INOVA+ or other partner) will send it, by e-mail, to all partners for revision and validation.

3. All comments will be considered for preparing the final version of the document, which will be approved by INOVA+.

4. Once the deliverable is ready for submission, the project coordinator will send it to the EC Project Officer via email in PDF format and, when public, will upload it on the project portal.

3.3   Reporting to the EC

The project coordinator will be responsible for ensuring the timely reporting of progress to the EC.

Several aspects of the project such as planning, milestones, reports and deliverables will be continuously monitored. Table 3 presents a set of indicators the network aims at achieving as results of the planned activities, and which will be progressively monitored and assessed in the midterm reports to be produced.

Table 3: Performance indicators

Indicator No.	Indicator	Method of measurement	Expected Progress		
			Year 1	Year 2	Year 3
1	Associate Members, from ICT industry	Quantitative analysis	5	10	30
2	Associate Members, from Investors	Quantitative analysis	3	8	15
3	Associate Members, from end users	Quantitative analysis	10	15	30
4	Associate Members, from housing and insurance	Quantitative analysis	3	6	10
5	Associate Members, from public authorities	Quantitative analysis	5	10	15
6	Guidelines handbook downloads	Quantitative analysis	0	100	1.000
7	Number of visitors to Knowledge Centre and information downloaded	Quantitative and Qualitative analysis	50	1500	15000
8	Good practices handbook	Quantitative and Qualitative analysis	0	40	10
9	Number of opportunities for investors	Quantitative and Qualitative analysis	3	10	15
10	Number of members of business community	Quantitative analysis	10	20	50
11	Number of international events	Quantitative analysis	1	1	1
12	Number of national events	Quantitative analysis	4	4	3
13	Number of participants in international events	Quantitative analysis	100	100	100
14	Number of participants in national events	Quantitative analysis	200	200	150
15	On-line subscription requests	Quantitative analysis	200	2000	2000
16	Returning visitors on the portal	Quantitative analysis	60%	65%	80%
17	Number of training sessions for	Quantitative	4	2	2

Indicator No.	Indicator	Method of measurement	Expected Progress		
			Year 1	Year 2	Year 3
	the network	analysis			

The **Ageing**_Well_ project foresees the delivery of 5 mid-term reports which will provide an overview of the overall work progress against the planned schedule. These reports will be valuable instruments for controlling the performance of the network and monitoring the achievement of the proposed objectives. It will allow the coordinator to understand if there is the need of doing some adjustments to the work plan, so the objectives can be fully reached at the end of the project.

4 Risks Assessment and Contingency Plan

INOVA+, as coordinator, will monitor risks throughout the lifetime of the project and will update the list and the response strategy if necessary as not all risks may be known at the beginning of the project. Table 4 presents a risk analysis for the **Ageing***Well* project.

Table 4: Risk analysis and remedial actions

Description of possible risk	Impact	Probability of occurrence (low, medium, high)	Remedial Actions
R1. Failure to attract other relevant stakeholders from ICT industry, housing and insurance, public authorities, end users and investors	Medium	Low	The attractiveness of the project will rely on the quality of the **Ageing***Well* offer and the effectiveness of dissemination plan. The network member's individually are very well implemented at local and European level. This will facilitate the involvement of other "users" that will see in the network organizations that they know and recognize merit. WP5, task 5.2 is fully dedicated to enlargement.
R2. Failure in creating visibility on the **Ageing***Well* portal	Medium	Low	The WP6 will produce communication materials for raising visibility to the network activities. All the deliverables are designed to provide measures to minimize this risk.
R3. Failure is achieving network sustainability	High	High	Sustainability is the main goal of the project. The project 3rd year will be fully dedicated to test and validate the business plan and business model. This way it will be possible to promote remedial actions in the project time frame. WP5 task 5.1 is fully dedicated to sustainability.
R4. Communication breakdown between consortium partners	High	Low	The communication strategy laid out in WP1 will help to mitigate against this risk. Also, the network members have experience of cooperating from previous EU projects.
R5. Low involvement of the partners in the network daily activities	High	Low	All the partners were invited to join the network due to their outstanding competences in the field. Also, the daily management strategy defined will minimize the risk of low involvement. INOVA+ deliberately opted to have a large consortium, strong of 16 members,

Description of possible risk	Impact	Probability of occurrence (low, medium, high)	Remedial Actions
			this way a lesser participation of one of them can be mitigated by more involvement of the others. This is why we opted to have 1 host partner and 3 supporting ones for each event planned. Moreover, if one of the partners proves to be less active than it should be, at least one person from INOVA+, the coordinator, will be there to assist the remaining involved partners.