compass4D

D1.1 Quality Plan

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Revision and history sheet

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Quality Plan

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Abbreviations

Abbreviation	Definition
MT	Management Team
DB	Database
DM	Dissemination Manager
EC	European Commission
GA	General Assembly
IPR	Intellectual Property Rights
NEF	Negotiation Form Facility
PC	Project Coordinator
QM	Quality Manager
QMR	Quarterly Management Report
SC	Steering Committee
WP	Work package
Process	The method of operation at each stage of development of the materials, component or assembly involved.
Quality system	The organisational structure, responsibilities, activities, resources and events that together provide organised procedures and methods of implementation to ensure the capability of the Partner / Consortium to meet quality requirements.
Quality plan	A document setting out the general quality policies, procedures and practices of the Project.
Quality	The totality of features and characteristics of a prototype or service that bear on its ability to satisfy a given need.
Compass4D Project Place	The Compass4D online management tool Project Place https://service.projectplace.com/pp/pp.cgi/0/723492374#/tab featuring a project timeline and overview, the main shared document library, a common meeting calendar, and other project information.

1. Introduction

1.1. Purpose of the document

The Compass4D Quality Plan document sets out and defines the Compass4D project Quality Management System. The Compass4D Quality Management system is a set of tasks and procedures, additional to those employed to carry out the technical work of the project with the aim to ensure that the work and results of the Compass4D pilot are of a uniformly high quality. They have been created to ensure the project meets the stated objectives and comply with the specifications set out in the Compass4D project contract - Description of Work.

The Compass4D project quality objectives are as follows:
- to ensure that the Compass4D pilot as a whole meets all its defined objectives and delivers high quality results that can be exploited by the project partners;
- to establish procedures for the production of project outputs and for their quality assurance;
- to identify the roles and responsibilities for quality management amongst all project partners.

The Compass4D Quality Plan is applicable to all the activities related to the project and, thus all partners must comply with the processes listed herein.

1.2. Structure of the document

The Quality Plan document comprises the following sections:

- **Introduction** – short introduction on the Quality Plan document
- **Quality manager** – role, responsibilities and tasks
- **Work processes** – including processes for peer review, European Commission reporting, meeting organisation and report/deliverable production
- **Document management** – including document referencing, templates, storage and sharing, common software tools and e-mail headings
- **Project dissemination** – including process for authorisation of external communication and other conditions
- **Finance and administration management** – budget transfers, quarterly and periodic management reports, periodic activity reports, project process monitoring
- **Support processes** – contract amendments, conflict resolution, non-compliance, European Commission complaints, internal audits, IPR logbook

Project organisation bodies (e.g. General Assembly, Management team) including roles and responsibilities of the Project Coordinator (PO), Work Package and Pilot Site leaders, etc. are described in detail in the Compass4D Description of Work. Therefore they will not be repeated here. This Quality Plan is compiled by the project coordinator and the management team. The same applies to any subsequent changes / revisions.

1.3. Contractual references

Compass4D is a CIP – ICT policy support programme granted under the call CIP-ICT-PSP-2012-6. It stands for Cooperative Mobility Pilot on Safety and Sustainability Services for Deployment.

The Grant Agreement number is 325179 and project duration is 36 months, effective from 01 January 2013 until 31 December 2015. It is a contract with the European Commission.

The principal EC Project Officer is:
Irmgard Heiber
EUROPEAN COMMISSION
DG CONNECT
Office: BU31 - 4/49
B - 1049 Brussels
Tel: +32 29 59455
E-mail: irmgard.heiber@ec.europa.eu

The above address will be used for submitting all Compass4D deliverables and reports.

The EC project officer is backed up by

Stefanos Gouvras
EUROPEAN COMMISSION
DG CONNECT
Office: BU31 - 4/49
B - 1049 Brussels
Tel: +32 2983137
E-mail: Stefano.gouvras@ec.europa.eu

Any communication or request concerning the grant agreement shall identify the grant agreement number, the nature and details of the request or communication.

All communication with the European Commission shall be done via the Project Coordinator, Mr Pierpaolo Tona.

2. Quality Manager

Anita Toni, ERTICO, is appointed as Compass4D Quality Manager (QM).

The Quality Manager is responsible for the administration of the Quality Plan and has the authority to identify problems during internal audits. When problems are identified, the project coordinator and the management team are responsible for initiating actions and following through until a resolution is reached. All problems are raised within the management team meetings, and the minutes should record the agreed actions and timing.

The Compass4D Quality Manager will manage and perform all quality management tasks, including:

- operate and maintain the Compass4D quality management system;
- assure that all deliverables conform to the criteria defined in the Compass4D deliverable review process, and that deliverables comply with the specifications in the Compass4D Description of Work;
- verify that all project deliverables are of high quality and comply with contractual requirements;
- initiate action to prevent the occurrence of any non-conformity;
- identify and record any relevant problem;
- initiate, recommend and/or provide solutions;
- verify the implementation of solutions;
- monitor and control further processing, delivery or installation of any preferred solution to ensure that any reported non-conformance has been corrected.

The Quality Manager will be supported by the Compass4D management team.

3. Work processes

3.1. Quality Plan amendments

Following rules will apply:
- The Compass4D Quality Plan will be maintained by the QM.
- The Compass4D Quality Plan is maintained in Microsoft Word format.
- Changes to the Quality Plan will be made and communicated as follows:
  - Changes will first be agreed with the Management Team
  - For critical issues, changes will then be agreed with the Steering Committee (SC)
  - Changes will then be communicated to the General Assembly (the new version of the Compass4D Quality Plan will be available to Compass4D partners on the Compass4D Project Portal).

Partners wishing to propose changes to the Compass4D Quality Plan should do so via the project coordinator and/or the QM.

3.2. Project deliverables

Deliverables represent and embody project results. They show that the proposed goal has been achieved and they provide a record of the work done and fulfilment of legal obligations. One electronic copy of each deliverable should be submitted to the coordinator. The coordinator will provide all deliverables to the EC.

Deliverables may be of different types, principally:
- A report (of findings, recommendations, or trials at various stages)
- A specification
- A physical demonstrator, prototype, tool, etc.
- A handbook, manual, or other product or service

In the case of physical demonstrators, prototypes, tools, etc., an executive summary should also be submitted describing the physical deliverable and stating where it runs and how it can be used.

Deliverables should take into account the goals of the project, details and objectives of the work packages, as well as the objectives of the programme. It is therefore implied that every deliverable must meet appropriate standards for:
- Achievements and professional quality of work
- Coverage of the subject, as stated in the contract
- Being representative of real-life cases (if appropriate)
- Handling of problems or errors (if appropriate)
- Level of detail and amount of supporting information provided to the user
- Security and confidentiality considerations
- The approach taken

These are the criteria used for acceptance by the Commission.

Following deliverables have been specified in the Compass4D Description of Work:

Delive rable #	Deliverable name	WP #	Lead benefi ciary	Nat ure	Disse mi nati on level	Deliv ery date	Peer reviewer
D1.1	Quality plan	1	ERT	R	PU	2	UNEW
D1.2	Risk management plan	1	ERT	R	CO	2	SWARCOMIZ
D1.3	External liaison plan	1	ERT	R	PU	3	CERTH
D1.4	Quarterly management reports	1	ERT	R	CO	4	*Please see QMR approval procedure*
D1.5	Yearly management and progress report (incl. Final report)	1	ERT	R	CO	13	PEEK
D1.6	Publishable Final Report	1	ERT	R	PU	36	IRU
D2.1	User requirements and specification	2	PEEK	R	PU	3	IDIADA
D2.2	Overall reference architecture	2	SWAR COMIZ	R	PU	5	ERTICO
D2.3	Detailed technical architecture	2	PEEK	R	PU	9	UNEW
D2.4	Installation and user guide per site	2	VOLV O	R	PU	16	HELMOND
D2.5	Installation summary for all sites	2	SWAR COMIZ	R	PU	18	IFSTTAR
D3.1	Operational Plans	3	CTAG	R	PU	18	IDIADA
D3.2	Functional verification report	3	PEEK	R	PU	21	TI
D3.3	Pilot operation report	3	VOLV O	R	PU	33	IRU
D4.1	Evaluation framework	4	CTAG	R	PU	15	MAT TRAFFIC
D4.2	Report on evaluation analysis	4	UNEW	R	PU	36	SIEMENS
D5.1	Fact sheet and standard presentation	5	ERT	R	CO	1	FIA
D5.2	Graphical identity	5	ERT	P	PU	3	FIA
D5.3	Dissemination plan	5	FIA	R	PU	5	CERTH
D5.4	Project website	5	FIA	O	PU	3	ERTICO
D5.5	General leaflet	5	ERT	R	PU	4	CTAG
D.5.6	In-depth brochure	5	ERT	R	PU	10	SWARCO MIZAR

D5.7	Target group leaflets	5	FIA	R	PU	33	PEEK
D5.8	Final brochure	5	ERT	R	PU	33	UNEW
D5.9	Promotional video	5	ERT	O	PU	20	INFOTRIP
D5.10	Final Video	5	FIA	O	PU	33	SIEMENS
D6.1	Business model early version	6	TI	R	PU	7	CTAG
D6.2	Deployment opportunities, barriers and solutions	6	ERT	R	PU	21	IFSTTAR
D6.3	Exploitation plan	6	INFOTRIP	R	PU	33	VIALIS
D6.4	Cost-benefit analysis	6	VOLVO	R	PU	33	CERTH
D6.5	Deployment group of external cities	6	ERT	R	PU	33	UNEW
D6.6	Certification framework	6	ERT	R	PU	35	VOLVO
D6.7	Globally harmonised services	6	TI	R	PU	36	HELMOND
D6.8	Business model – final version	6	TI	R	PU	36	TNO

Table 1. Deliverable list

Concerning the topic of peer review, on 11 March 2013, the Core Management Team decided that:
- **One reviewer per deliverable** should be the standard. However, two reviewers might be used for key/major/large deliverables, at the request of the relevant WP leader.
- **The reviewers are from the Consortium, but not directly involved in the deliverables**
  No template for the peer review will be provided. **Track changes versions** are preferable and will be kept as record of the peer review.

3.3. *Workflow for report and deliverable production*

Task partner:
- completes task
- delivers output to task leader

Task leader:
- compiles task partners' results into internal task report or project deliverable
- circulates draft task report/deliverable to task partners, WP leader
- revises draft task report/deliverable with comments received
- submits final draft task report/deliverable to WP leader and task partners

WP leader:
- compiles task reports into WP report or project deliverable
- circulates draft WP report/deliverable to WP partners and project coordinator
- revises draft WP report with comments received
- submits final draft WP report/deliverable to project coordinator and WP partners

Pilot site leader:
- coordinate the pilot site work across several work packages
- plan and monitor the progress in his/her own pilot site so that it follows the work plan agreed with the WP leaders
- coordinate production of WP deliverables inputs from his/her test site
- anticipate possible risks and finding solutions

Project Coordinator:
- controls task progress and report/deliverable production according to the project workplan
- if necessary, incorporates any required amendments in final version
- identifies need for corrective action
- submits final version of deliverable to EC Project Officer
- posts submitted deliverable on Compass4D Project Portal
- controls the project progress and deliverable production

Quality Manager:
- verifies deliverable conformity with quality requirements and arranges for one peer review of deliverable

3.4. Process of EC reporting

The table shown on the next pages defines the reporting and submission process for the following items to be submitted to the European Commission (EC) by the coordinator:
- Activity and management reports
- Deliverables
- Prototypes
- Financial statements

Piloting Cooperative Services for Deployment

	Start Time	Steps	Timing per step	Communication	Format	Content
Quarterly Management Reports	Once every 3 months	Partners to WP leader (Partner contribution)	2 weeks	e – mail and post (to the EC) followed up by a physical meeting one week after the submission	Word and excel templates located on the Project Portal	Work performed per WP, PCs spent per WP and costs spent per WP in the reporting period
		WP leaders to PC	1 week			
		PC Review	½ week			
		PC to EC	½ week			
		PC to Partners (final version)	½ week			
Deliverable Reports	3 weeks before deliverable deadline	WP leaders to PC and QM (draft version)		e – mail and post (to the EC)	Deliverables template located on the Project Portal	1. Executive summary
						2. Content
						3. Conclusions
		QM to reviewers				
		Reviewers to QM (peer review reports)	Up to 2 weeks (depending on the size of the deliverable)			4. Annexes
		QM to WP Leaders (synthesised peer review report)	1 week			
		WP Leaders to QM and PC (final version)	1 week			

Piloting Cooperative Services for Deployment

	Start Time	Steps	Timing per step	Communication	Format	Content
Financial statements and audit certificates		PC to EC (if required) and Partners (final version)		e-mail (final version)		
		PC to partners (draft reviewed)	E-mail	E-mail (draft)	Form C template located on the Project Portal	Summary of partner Financial Statement
		Partners to PC		By courier (final)		
		PC to EC		Courier / post		
		QM to Partners				
						Comments on spent resources and warnings, if appropriate

Every submission of the Quarterly Management Report will be followed up by a physical meeting between the Project Officer and the Project Coordinator one week after the submission of the report, if so requested by the PO or the PC.

Every Periodic and Management report will be followed up by a physical meeting two weeks after the submission, if so requested by the PO or the PC.

3.5. *Process for organising GA or SC meetings*

1. The chairperson of a Consortium Body shall convene ordinary meetings of that Consortium Body. The General Assembly shall be convened to ordinary meetings at least once every twelve months and shall also convene extraordinary meetings at any time upon written request of 1/3 of the Members.

2. The chairperson shall give notice in writing of a meeting to each Member of that Consortium Body as soon as possible and no later than 14 days preceding an ordinary meeting and 7 calendar days preceding an extraordinary meeting of the General Assembly and no later than 7 days preceding an ordinary meeting and 5 days preceding an extraordinary meeting of the SC.

3. The chairperson of a Consortium Body shall prepare and send each Member of that Consortium Body a written original agenda no later than 10 calendar days preceding the meeting and 5 days preceding an extraordinary meeting.

4. Any agenda item requiring a decision by the Members must be identified as such on the agenda.

5. Any Member may add an item to the original agenda by written notification to all of the other Members no later than 7 calendar days preceding the meeting and no later than 3 calendar days preceding an extraordinary meeting.

6. During a meeting of a Consortium Body the Members present or represented can unanimously agree to add a new item to the original agenda.

7. Any decision may also be taken without a meeting if the Coordinator circulates to all Members of the Consortium Body a written document which is then agreed in writing by the defined majority of Members.

8. Meetings of each Consortium Body may also be held by teleconference or other telecommunication means.

4. Document management

4.1. *Document referencing*

The Compass4D consortium Partners will ensure that the document referencing is detailed and consistent.

The project document naming format is: **YYYYMMDD-Compass4D-D.X.Y- (title)-v.xx**

- **YYYYMMDD**: date
- **X.Y**: type (3 characters)...e.g. Deliverable D.2.1
- **title**: free text white spaces to be replaced by a hyphen ("-")
- **v.xx**: version (3 characters if relevant) – 0.x for the drafts and 1.x for final version

4.2. *Document Templates*

All Compass4D documentation shall use one of the templates developed for the project, which are stored on Project Place at:
https://service.projectplace.com/pp/pp.cgi/0/723492374#/tab_docs

4.3. *On-line project management tool*

In order to ensure an efficient, effective and transparent management of the project, the Project Coordinator has set-up an on-line project management tool using Project Place (www.projectplace.com).

Project Place allows the Consortium to:
- Avoid e-mails with large attachments
- Provide access to all relevant Compass4D documentation regardless of the location and equipment of the project Partners
- Have one centralised tool for several services (document repository, work plan editing, meeting booking, web-conferencing, social media exchanges)
- Ensure dynamic interaction between Partners on issues, publication of documents

All consortium members shall have access to Project Place with full read and write rights. The Project Coordinator has admin rights over the Project Place.

The Compass4D Project Place will be used as the main document repository for the Compass4D project.
The Project Place documents repository enables versioning management and shows the date and owner of the last modification. It also keeps a history of the modification of the files. Documents can be shared, locked and reviewed by all Partners.
Sending a PP link by email is considered equal to sending the file as attachment.

4.4. *E-mail headings*

Every e-mail concerning Compass4D shall carry a subject line as described below and shall start with the identifier Compass4D:
"Compass4D: title of message": for any Compass4D related email

4.5. E-mails reflectors

Distribution lists (email reflectors) with the e-mail addresses of all active contact persons have been created for each work package and entire consortium. The QM is responsible for maintaining these reflectors and creating new ones. WP leaders shall send an e-mail to request any update in their activity mailing list.

All partners shall promptly notify to the QM any change of the distribution list to ensure that information are not misused or missed.

The list of current Compass4D reflectors is listed below.

The following lists of reflectors have already been created:
- **Consortium reflector** containing all members in the ProjectPlace
- **Pilot site leaders** reflector
- **Work package leaders** reflector
- **Steering Committee** reflector
- **WP1 reflector** and **Core Management Group** containing WP leaders and pilot site leaders
- **WP2 reflector** containing WP2 active members
- **WP3 reflector** containing WP3 active members
- **WP4 reflector** containing WP4 active members
- **WP5 reflector** containing WP5 active members
- **WP6 reflector** containing WP6 active members

4.6. How to update the e-mail reflectors

The partner will communicate the changes/updates to the e-mail reflector to the QM. The QM will contact the IT manager in order to update the e-mail reflector. The procedure shall be done in one week. As soon as the e-mail reflector is ready, the QM will communicate to the related partner.

5. Project dissemination

The Compass4D communication strategy and procedures for dissemination approval are described in deliverable D5.1, Communication and Dissemination Plan. The consortium is required by the Contract to highlight in any project-related publicity the European Community financial support.

The **Compass4D Dissemination Managers (DM)** are Pierpaolo Tona and Carla Coppola.

5.1. *Process for authorising external communication*

Compass4D partners shall follow the process described below for the following types of external publicity and other communications relating to the Compass4D project:

- Newsletters, brochures, flyers, posters, etc.
- Publications in scientific, technical or commercial journals
- Participation in non-Compass4D workshops, conferences, events, etc (where presenting Compass4D results)
- Press releases, interviews (radio or TV broadcast), etc.
- Creation of websites
- Exhibition stands and demonstrations

The process for proposing and authorising external communication activities is as follows:

- Any partner wishing to carry out one of the above activities related to the Compass4D project shall contact the DM beforehand for approval (at least 3 weeks before performing the activity), by filling the request form (Annex 1 to this document)
- If publications concern more partners, they must go through approval of all related partners. The DM shall coordinate this process.
- The DM shall coordinate communication requests from different partners and shall obtain EC clearance e.g. if it involves overseas travel[1].
- If there should be sensitive issues involved, the DM shall discuss it with the Management Team (MT) and ultimately the SC.
- The final version of any type of communication, as listed above, should also be sent for record and reporting purposes to the DM.

Article 15 of the CA remains valid and prevails over this process.

Partners may circulate the following documents freely and without other approval:
- official Compass4D fact sheet
- official Compass4D brochures & flyers
- official Compass4D press releases
- Compass4D standard presentation

These documents will be stored on Project Place:

https://service.projectplace.com/pp/pp.cgi/r849435302

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[1] Requests for communications that requires travel outside of Europe need to be sent to the eDM at least 6 weeks before the conference or event to get the approval from EC. Without this approval, partners are not allowed to charge the related expenses on the project's budget.

6. Finance and administration management

6.1. General

The EC financial contribution and applicable cost model for each partner are defined in the contract Annex I. These may not be changed without approval of the EC. Any proposals for such changes must have the written agreement of all partners affected and be submitted to the PC, who will seek the GA approval and forward the proposal to the EC.

6.2. Budget transfers

For budget transfers between WPs:
- The WP Leaders concerned shall jointly prepare a proposal for the cross WP budget transfer and submit this to the PC.
- The PC shall discuss it with the MT, and if there is an issue this will be brought to the SC. Approval of the GA is required.

6.3. Project progress monitoring

The Project Coordinator will compile and submit the Quarterly Management Reports (QMR) to the Project Officer to monitor the progress throughout the Compass4D project.

The Project Coordinator will review the budget every year and the work plan every 3 months with each WP Leader.

The purpose of QMRs is to confirm that the project is progressing according to the planning. In case of deviation from the project plan, the reasons for the identified deviations shall be explained and corrective actions should be taken, i.e. actions should be planned, allocated and followed-up.
Each partner shall provide all related information to the PC in due time.

The QMR reflects the work performed during the related quarter, describes the progress in relation to the project objectives, the progress of planned activities, milestones and deliverables open during the period, and any problem or delay encountered, together with the corrective actions planned. In addition it also highlights the main risks and mitigation plans in the project.

The Coordinator will collect inputs from the WP leaders and will prepare a consolidated report on behalf of the entire consortium.

The procedure proposed for the production of the QMR is the following:
- One week before the end of each period, the QM will send an email to request all Partners' inputs; a template will be provided
- Contributions from partners should be sent to the project coordinator at the latest 10 days after the end of the reporting period
- The Project Coordinator will compile inputs from the partners and submit the consolidated management report at the latest 30 days after the end of the reporting period

The table below indicates the schedule for all QMR:

QMR1	M4 (April 2013)	QMR7	M22 (October 2014)
QMR2	M7 (July 2013)	Annual Report 2	M25 (January 2015)
QMR3	M10 (October 2013)	QMR9	M28 (April 2015)
Annual Report 1	M13 (January 2014)	QMR10	M31 (July 2015)
QMR5	M16 (April 2014)	QMR11	M34 (October 2015)
QMR6	M19 (July 20134)	Final Progress and Activity report	M36 (December 2015)

6.4. Cost statements

At the end of each annual reporting period, all Partners need to provide the Coordinator with a financial statement in a template provided by the Coordinator. Each Partner shall submit its financial statement to ERTICO electronically at the latest 3 weeks after the closing of the reporting period.

After gathering all Partners' inputs, ERTICO will fill in the NEF session previously opened by the EC. Once all Partners' input are entered in NEF, a form C will be generated per Partner. Partners shall provide two duly signed originals of the overall financial statement in Form C. As requested by the European Commission, the financial statements will be added to the Periodic Activity Report (submitted after all projects periods).

7. Support processes

7.1. Contract amendments

Amendments to the contract may be proposed by any Partner to the Project Coordinator, or be proposed by the European Commission. The contract amendments will be notified by the Project Coordinator to the European Commission.

Proposals for contract amendment submitted by the Project Coordinator are requested on behalf of the Consortium and must be accompanied by adequate proof of the Consortium's agreement to such a request.

The internal procedure for requesting a contract amendment is as follows:
- Amendments to the contract may be proposed by any partner or group of partners, who shall submit a written proposal to the Project Coordinator
- The Project Coordinator and the MT will review the proposed amendments and decide whether to support their submission to the EC
- In case the decision is taken to submit a contract amendment, the Project Coordinator will transpose the proposed changes into a draft contract amendment, and submit it to the GA for approval
- The GA may approve, amend or decline the proposal
- Based on the GA decision, the Project Coordinator shall produce a final draft amendment and submit it to the EC for approval

Examples of subjects for contract amendment include:
- New partners joining the project
- Change of name and legal details of a partner
- Re-allocation of budget
- Incorporation of requirements from the EC
- Extension of contract duration
- Modification of description of work (Annex 1 to the Grant Agreement, Milestones, Deliverables submission date, Partner tasks…)

7.2. Non-compliance

Partners shall follow the procedures and guidelines set out in the Compass4D Quality Plan and meet their obligations defined in the contract and consortium agreement. In case of a partner's non-compliance with the Quality Plan, contract or Consortium Agreement, WP Leaders shall discuss the non-compliance with the partner and together agree upon corrective measures. If the partner fails to comply, the WP Leader may take the issue to the PC, who will issue a formal warning to the partner. If the partner still does not comply with the agreed corrective measures, PC will take the issue to the SC. The SC will hear the partner concerned and take a decision on its case. This may involve a re-allocation of the partner's tasks and budgets.

7.3. EC complaints

Should the EC make a formal complaint concerning the project, the PC will inform the SC and propose to the SC measures to resolve the complaint. The EC complaint and consequent measures to resolve it will be copied to the GA.

7.4. *Internal Audits*

Where a management problem, or potential problem, cannot be resolved directly by the PC together with the MT, and where it is necessary to determine the facts concerning and causes of the problem, the QM, SC or MT may request that an Internal Audit Procedure shall be carried out.

This Audit will be done at the PC's premises, at a partner's site or at any other appropriate location. The persons below will constitute the Audit team and take part at the Audit site:

- The PC as Audit Chairman
- At least two members of SC (or other consortium members as agreed by MT)
- The QM as external advisor without right of vote

The findings of the Internal Audit will be documented by the QM in an Internal Audit Report. The report will summarise the facts in the case and will recommend any necessary corrective actions. The QM shall arrange for any necessary follow-up actions to implement the recommendations. The results of Internal Audits will be distributed to the MT and the PC.

The QM shall be responsible for the implementation of this procedure for major quality problems. Minor problems will be resolved informally by QM, PC and the partners involved.

8. Conclusions

The Compass4D Quality Plan document sets out and defines the Compass4D project Quality Management System. The Quality Manager will ensure that all partners follow the rules stated in this document in order to achieve results with highest possible quality.

9. Annex(es)

9.1. Annex 1: Compass4D Dissemination request form

Compass4D dissemination request form

Please use this form to report on all Compass4D dissemination activities that you plan to undertake and send to ERTICO (a.toni@mail.ertico.com & p.tona@mail.ertico.com)

NO.	Type of activity[2]	Title	Date/ Issue	Location /	Type of audience / target group[3]	Number of participants / print run	Countries/ Region/ cities addressed	Attachments[4]
1								
2								
3								

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[2] These include: publications, conferences, workshops, web, press releases, leaflets/flyers, articles published in scientific journals, the popular press, videos, media briefings, presentations, exhibitions, thesis, interviews, films, TV clips, posters, other.

[3] These include: scientific community (higher education, research), industry, general public, policy makers, media ('multiple choices' are possible)

[4] Please list and send all relevant supporting documents/attachments (e.g. ppt. presentation / electronic copy of articles / list of event participants/ minutes of meetings, etc.)