

WP4 - Quality Control and Monitoring

Quality Control and Monitoring Report

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Revision Sheet

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2	Sep 10	Danaipong Chetchotsak	Included some comments from Prof. Szuder.

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1. Executive Summary

The purpose of QCMBR is to report, summarize, and analyze the quality control and monitoring activities of this project. QCMBR also serves as a mean of communication in terms quality of among members within WP4 as well as all other WP Leaders. QCMBR will be produced twice a year and this report is for the evaluation period of January 2021 to July 2021. According to QCMP, there are three levels of evaluation and monitoring of quality for this project: 1) Process-evaluation, 2) Product-evaluation, and 3) Evaluation of the project impact. In terms of process evaluation, QCMB has found several delays on tasks and deliverables. This is mainly due to the spread of Covid-19. Furthermore, QCMB has found that there were some tasks/deliverables were marked as “completed” but the deliverables have not been sent to QCMB for quality assessment. Moreover, some of the tasks have no status even though they are delayed. The details of all the task monitoring were summarized in Quality Control and Monitoring Report (QCMR). In terms of product evaluation, QCMB has reviewed three deliverables and has already notified all stakeholders. With regard to project impact evaluation, no assessment has been done yet. From the analysis of this QCMBR, more effective communication among all stakeholders is expected.

2. Introduction

The purpose of Quality Control and Monitoring Report (QCMBR) is to report, summarize, and analyze the quality control and monitoring activities of this project. It also reflects all aspects of quality of the project based on the data and documents collected by WP4. Produced twice a year, this report also serves as a mean of communication in terms quality of among members within WP4 as well as all other WP Leaders. This report is based on the evaluation period of January 2021 to July 2021.

Here, all working members of WP4 are referred to as Quality Control and Monitoring Board Member (QCMBM) who are the members of QCMB. The list of all QCMBM are as follows.

Table 1. Quality Control and Monitoring Board (QCMB)

Partner	Role	Name	Email	WhatsApp
UPB-P7	Chair	Andrei Szuder	szuder@yahoo.com	40747043660
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Since the project has started, QCMB has proposed Quality Control and Monitoring Plan (QCMP) to be used as a manual and reference concerning all quality control and monitoring principle and procedures of this project. The revised version of QCMP (revised per PEC comments) has been sent to PEC for approval since Aug 4, 2021. It should be mentioned once again that according to QCMP, there are three levels of evaluation and monitoring of quality.

- 1) **Process-evaluation:** Monitoring all the activities and tasks having an influence on the advancement of the project (management, communication, development, testing of outcomes, feedback, reporting, improvement, etc).
- 2) **Product-evaluation:** The quality assurance of the deliverables by evaluating their quality, utilizing different quality tools (reports, feedback on the training program, trainers, materials from the target trainees along with their organizations).
- 3) **Evaluation of the project impact:** Impact quantitative and qualitative analyses on project consortium members, target groups, documentation of dissemination activities, evaluation reports, minutes of the project meetings, selected results from questionnaires, possibly project changes, and measures for sustainability including financial sustainability of the project results.

This report hence described the quality control and monitoring activities based on these three levels.

3. Analysis for pProduct evaluation activities

Since the project has started, QCMB has monitored all the tasks along with their corresponding deliverables from WP1-WP5, except WP6 (PEC is in charge of WP6). The monitoring activities have been reported in the form of Quality Control and Monitoring Report (QCMR). In this regard, each of the QCMBM who was responsible to monitor the specified WP collaborates with the corresponding WP Leader, acquires

information, and then reports it in QCMR. Then QCMBC who is WP4 Leader analyze and consolidate the QCMR from all WPs. Such a report is recognized as the consolidated QCMR.

As of now, WP4 has produced two QCMR reports. The first report is for the period Jan 2021-May 2021 and the second report is for May 2021-July 2021. The links to those two reports are as follows

Report	Links
1 st consolidated QCMR (Jan 2021-May 2021)	https://docs.google.com/document/d/1JPchPiOnB2UdbtHpoiDpGWMliqi pPz4r/edit?usp=drive_link&oid=103022797274255782766&rtpof=true&sd=true
2 nd consolidated QCMR (May 2021-July 2021)	https://docs.google.com/document/d/1i0LZEG7SP311tBX4fA1mzvbPvaU lftNs/edit?usp=drive_link&oid=103022797274255782766&rtpof=true&sd=true

Analysis of this QCMR was based on the second QCMR report. According to 2nd QCMR, there were several delays on deliverables. This might be due to the spread of Covid-19 worldwide and especially in Thailand. Most of all, PC mentioned that focus of the project is on “on-site” trainings rather than the online version. This is because of more effective outcomes of the project. For the time being, all tasks and deliverables were said to be under control.

However, the following observations should be noted for clarification and resolution. Here, some of the tasks/deliverables were marked as “completed” but the deliverables have not been sent to QCMB for quality assessment (Tasks 1.2, 1.3, 5.2, 5.3, 5.6, and 5.7). There were delay on particular tasks but the status (e.g., expected end date) has not been provides (Tasks 2.2, 3.1, 5.4, and 5.5). To resolve such concerns, more effective communication between QCMB and other WP Leaders are encouraged. Furthermore, on QCMB side, the assigned members of QCMB according to Table 2 of QCMP, need to collaborate with the corresponding WP leader and communicate to let them know what to do in terms of quality concerns. In the case of Task 1.2 and Task 5.2, for example, the assigned QCMB members should communicated with the corresponding WP leaders, and then the WP Leaders could submit the deliverables to us for review. Such activities can be done at the same time when they acquire information for QCMR or before the deliverables are due.

Moreover, once the QCMP has been approved, all WP leaders can use it as a manual and reference for quality control and monitoring of the project. For example, they can use Training Evaluation Procedure in ANNEX 12 as a reference when they want to do training evaluation, The procedure would inform responsible persons who will distribute the questionnaire and who will analyze the questionnaire results.

4. Analysis for pProcess-evaluation activities

Until now QCMB has evaluated the deliverables as below. The procedure and criteria for evaluation were based on the draft QCMP. Here QCMB reviews the deliverable within a week and WP4 Leader analyzes and consolidates the review results from all members of QCMB within one week. If accepted, the deliverable will be sent to PEC for approval. Otherwise, WP4 Leader will notify the corresponding WP Leader to revise the deliverable accordingly.

Table 2. The deliverables reviewed by QCMB, as of July 2021

Deliverables	Status
WP1-1.1 A capacity assessment execution plan	Sent to PEC for approval.
WP4-4.1 A quality control and monitoring system	Sent to PEC for approval after revised.
WP5-5.1 A Dissemination, Exploitation and Sustainable plan (DESP)	Submitted to QCMB for second revision.

5. Analysis for project impact evaluation activities

Up to the present, the project impact has not been evaluated yet. The project impact assessment will be done based on several documents and outcomes, including results from questionnaires, feedback from the target group, external stakeholders' comments, external evaluation, and so on.

6. Conclusions

QCMBR for the period January 2021 to July 2021 has presented and reflected the quality control and monitoring activities of this project. Results and achievement have certainly relied on every member of this project. More effective communication among all stakeholders is encouraged.