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## **D 10.6**

# **QUALITY ASSURANCE PLAN AND GUIDELINES**

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*DELIVERABLE DOCUMENTATION SHEET*

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**WP No** *10*

**Title:** *Project Management*

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- Approved by WP Leader
  - Approved by the Technical Manager
  - Approved by the Coordinator
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V1.0		



## **PROJECT DOCUMENTATION SHEET**

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<b>Project Full Title:</b>	<i>Supporting Active Ageing through Multimodal coaching</i>
<b>Grant Agreement:</b>	<i>GA № 769661</i>
<b>Call identifier:</b>	<i>H2020-SC1-2017-CNECT-1</i>
<b>Topic:</b>	<i>Personalised coaching for well-being and care of people as they age</i>
<b>Action:</b>	<i>Research and Innovation Action</i>
<b>Project Duration:</b>	<i>36 months (1 October 2017 – 30 September 2020)</i>
<b>Project Officer:</b>	<i>Dr. Reza RAZAVI</i>
<b>Coordinator:</b>	<i>Balkan Institute for Labour and Social Policy (BILSP)</i>
<b>Consortium partners:</b>	<i>Jožef Stefan Institute (JSI)</i> <i>University of Edinburgh (UEDIN)</i> <i>Paris-Lodron Universitat Salzburg (PLUS)</i> <i>Scale Focus AD (SCALE)</i> <i>Interactive wear AG (IAW)</i> <i>Univerzitetni Rehabilitacijski Institut Republike Slovenije (SOCA)</i> <i>Nacionalna Katolicheska Federacija CARITAS Bulgaria (CARITAS)</i> <i>Bulgarian Red Cross (BRC)</i> <i>EURAG Osterreich (EURAG)</i>
<b>website:</b>	<i>saam2020.eu</i>
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## ABBREVIATIONS

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COO	Coordinator
DoA	Description of Action (Annex I of the SAAM Grant Agreement)
EAB	External Advisory Board
EM	Exploitation Manager
QC	Quality Control
QA	Quality Assurance
PSC	Project Steering Committee
PM	Project Manager
PMP	Project Management Plan
PO	Project Officer of the European Commission
PSC	Project Steering Committee
RM	Review Material (deliverables, publications, other)
TL	Task Leader
TM	Technical Manager
WBS	Work Break-down Structure
WPL	Work Package Leader
QAP	Quality Assurance Plan
QC	Quality Control



## I. EXECUTIVE SUMMARY

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The purpose of the Project Quality Assurance Plan and Guidelines is to provide a single point of reference on the quality assurance processes that will be governed during the course of the project. This plan will define a framework for the internal and external management reviews.

The deliverable at hand defines the project organisation, procedures, roles and responsibilities related to the quality control and quality assurance activities that will be carried out. It describes how the project will execute its day-to-day activities from a quality perspective, and ensures that standards, processes, and procedures are defined and their execution is continuously monitored, corrected when necessary and improved.

This document is based on the terms and conditions established in the Grant Agreement and its Annexes, as well as in the Consortium Agreement specifications and requirements.

The use of the present guidelines can ensure better collaboration among the consortium members, individuals and groups. They can also facilitate the entire consortium to get engaged in the work that is produced by the project.

The Project Quality Management Plan is a deliverable intended to be used by all the project partners, to ensure quality assurance of project processes and outputs, and prevent possible deviations from the project work plan as described in Description of Action, GA Annex 1.

## II. RATIONALE

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The QA is one element of the process the Project Coordinator undertakes in order to monitor and ensure that project progresses in accordance with the grant agreement and the objectives of the programme.

Relevant reports and deliverables will be reviewed for quality and content through the workings of the PMC and EAB. They will be discussed and final approval will be given before onward adoption or submission to the European Commission.

- The Project Management Committee (PMC) was set up in November 2017. The PMC is the main decision making and quality control body of the project. The project's 65 deliverables and 12 milestones act as decision items and project monitoring points ensuring the quality of project management and workflow;



- In order to review the work and control the quality of the project outputs, regular and frequent meetings of the PMC and the External Advisory Board (EAB) will take place;
- In addition, Coordination Meetings per WP will take place every 3 months to ensure that each partner is progressing according to the work package work plan and that the results are being shared, coordinated and acted upon;
- A deliverable template has been developed to standardise and ease the labour of project partners when producing deliverables that are homogenous and easy to read. All Deliverables should have a publishable summary.

**All members of the SAAM Team play a role in quality management.** It is imperative that the team ensures that work is completed at an adequate level of quality from individual work packages to the final project deliverable.

The main objectives of the present Project Quality Management Plan are:

- Planning review procedures to monitor progress and the achievement of goals;
- Put in place risk management and quality control mechanisms;
- Create clear procedures for delivery of high quality results;
- Provide the consortium with guidance and templates for project quality assurance.

This document summarises the key information, based on the Grant Agreement and the Consortium Agreement, about project management structures, the role and responsibilities of the different project management bodies, the decision-making procedures as well as the communication channels within the consortium. The document, furthermore, outlines the procedure to be followed by all project partners when preparing and ensuring the highest quality of project deliverables.

The SAAM Communication and Dissemination Plan will provide the consortium with guidance on communication, publication and dissemination.

### 2.1. Key Performance Indicators

The tracking of SAAM performance in terms reaching high level of impact will be made through monitoring the project's declared key performance indicators (KPIs) at quarterly intervals. KPIs measure implementation (overall management and coordination), direct results (deliverables) and impact. KPIs are the metrics for measuring the overall quality of the project.

The table below sets-out the process and the impact KPIs, which will guide the quality assurance progress reviews.



Table 1: KPI and Target Metrics

	Indicator	Description and Unit of Measurement	Target
<b>Impact KPIs</b>			
1	Effectiveness of coaching and personalised recommendations.	Improvement/effectiveness as measured through periodical end user/care-giver interviews/surveys keyed to measurable and declared lifestyle goals.	System assessed as having “significantly contributed” to meeting more than 75% of set goals from survey
2	Validation of non-obtrusive ICT for enhancing user well-being	Technical measurement (success of ambient methods), user satisfaction as measured through surveys, and preference after prolonged system use for the “silent mode” (user acceptance).	Satisfaction as “very satisfied” more than 75%.
3	Validation of system designed by different communities and the society as a whole	Acceptance by different communities such as families, neighbours, society measured by surveys. Survey	more than 66% public acceptance of survey
4	Advances in user-centred design and acceptance	Measured through technical means by monitoring of user interfaces, direct feedback and surveys/interviews with ageing users and their care-givers, and through usage statistics revealing what interface methods users actually use most and what activities and coaching events most closely link to changes in behaviour and user satisfaction per interface type.	System metrics from piloting  Satisfaction as “very satisfied” more than 75%.
5	Enhancing cost-effectiveness through independent living and self-care.	Measured by assessing the number of coaching events that likely prevented a costlier intervention or support event.	Reduction of such events by 50% or more by prototype.
6	Enhance the EU’s innovation capacity.	Measured by the number of onward projects and communities adopting the SAAM platform.	2 external projects and 1 commercial company adopting the prototype

			platform by project end.
7	Create new market opportunities and strengthen the competitiveness and growth of EU companies.	Measured by the number of companies inquiring to test or adopt the platform or new devices with it.	5 industrial inquiries by project end
8	Develop new public social services opportunities	Measured by the number of central and local public institutions inquiring to adopt the platform in their social services practices.	2 central government institutions and 5 local inquiries by project end
9	Dissemination of project results	Number of publications in specialised journals and presentation at conferences.	5 of each per year for the project's duration
10	Communication of project results	Number of press events and presentations, number of networking events attended, number of private stakeholder meetings held.	10 presentations/events and ten private visits per year.
11	Outreach to the general public	Number of in-person events for the public, total number of persons reached, viewership of project videos online.	Average 3 events per year; 30,000 video views; Participation in 3 nationally televised programmes.
12	Exploitation of project results	Number of external users of the platform, number of requests for access for testing and development.	10 verified uses by project end
<b>Management KPIs</b>			
1	Achievement of the foreseen Milestones	Achieved number of milestones	12
2	Achievement of the foreseen Deliverables	Achieved number of deliverables	65
3	Delivery date deviation of due Deliverables and Milestones	Number of working days	10
4	Due interaction and	Nr. of physical meetings per semester	1



	coordination among WPs	Participants in the meetings Nr. of Remote (WebCo, Telco) meetings per semester per WP Participants in the meetings	90% quota 6 90% quota
5	Keeping of the time planning of activities and events	Deviation from planning in weeks	1
6	Identification of risks, proposal of countermeasures and contingency	% identified risks with proposed contingency measures	100%
7	Overall efforts dedicated by each partner	Deviation from initial person-month effort per partner in months	0
8	Progress of costs against the forecasted for the WP in the whole project	Deviation from planned cost per WP in % = [(real cost - planned cost)/planned cost]*100	(+/-) 0 %

The quality of each of the project deliverables will undergo separate quality control to check their relevance and comprehensiveness.

KPIs will be tracked constantly by the project coordinator and shared with all the partners as quality and progress dashboard on the internal website /SAAM Teamwork/.

## 2.2. Relations to other deliverables and documents

Throughout this document we have references to other project deliverables that addresses in detail specific items. Those are: D1.6 Ethics Policy; D10.2 Data Management Plan; D9.3 Communication and Dissemination plan; D7.3 Data Management, Protection, and Curation Guidelines; D7.4 Data Access and Management Guide for SAAM Administrators; D9.9 Project Website and Communication Pack.

In addition, the QAP also refers to the Project Management Plan and the Financial Reporting Guidelines, both available on the SAAM internal website.

## III. ROLES AND RESPONSIBILITIES

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The organisational structure and the main roles for the implementation of the project have been identified in the conceptual phase and is detailed in the project *Description of Action*. The hierarchical



relation of the internal project communication (reporting and monitoring of the implementation) can be summarised by the following graphic:

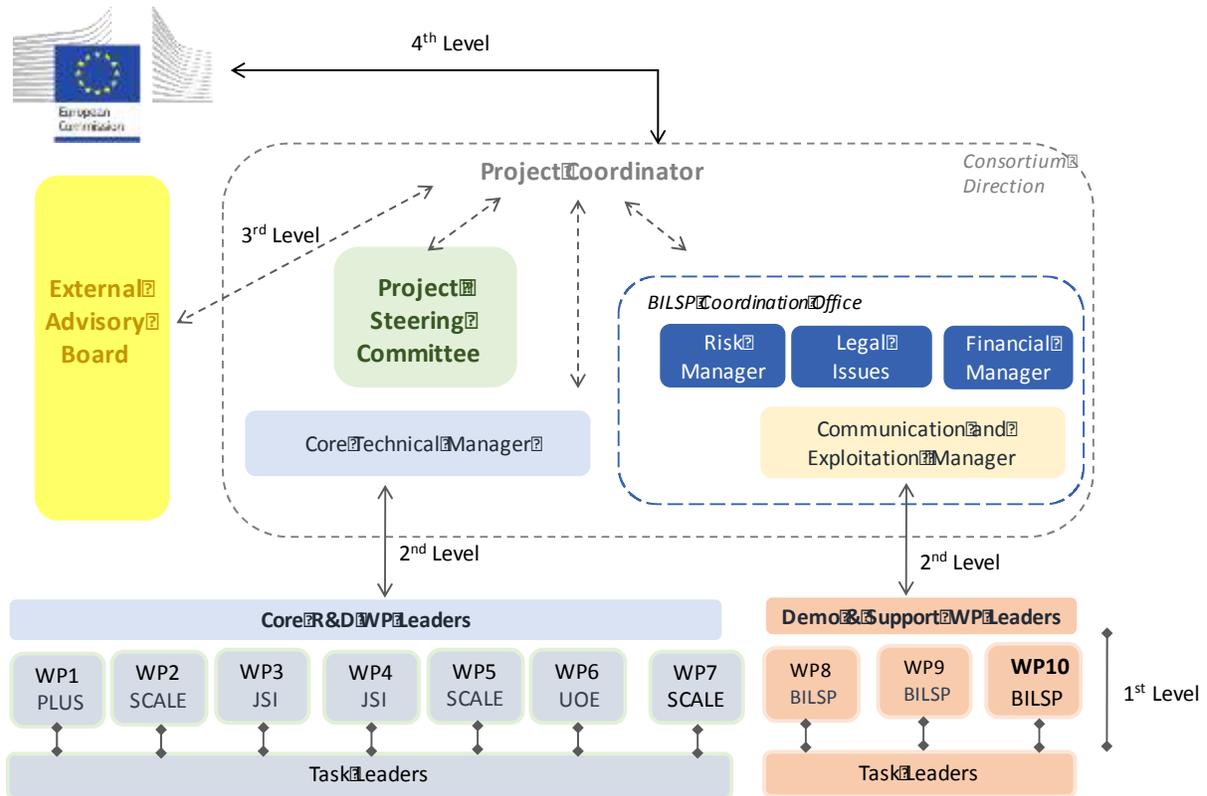


Figure 1: Management Structure

As the graphic above shows the communication hierarchy is on 4 levels:

- 1<sup>st</sup> Level: Initiated by the TL discussions with contributors, supervised by the WPL;
- 2<sup>nd</sup> Level: discussions initiated between the WPL, the TM/EM and the PM of the COO;
- 3<sup>rd</sup> Level: discussions initiated between the main managerial roles (PM, TM, EM) and the PSC and/or EAB;
- 4<sup>th</sup> Level: Initiated by the EC or the PM of the COO.

All work items are discussed and implemented among the formed working teams for each task (task leaders and contributors). The WP Leader monitors the work in progress and assigns additional resources if necessary. Should an issue arise that does not affect the project DoA or impact its execution, it may be addressed on the lowest level. All identified/suggested changes to the Initial Plan (DoA) follow a specific procedure, described in Chapter 6.3.

The responsibilities of the various positions and the assigned people are described below:

**Coordinator (Project Manager, supported by BILSP Coordination Office):** Coordination of all project activities, ensuring application of horizontal principles and standards, consistency, quality and homogeneity of the workflow and of deliverables during the project, overall legal, contractual and administrative management, including communication and reporting to the Commission and within the consortium, ethics follow-up and risk management, financial management, including Certificates of Financial Statements and decisions on the allocation of the EC contribution, preparation and organisation of all meetings, including dissemination of meeting results to all participants and implementation of decisions taken within the Steering Committee, overall coordination of legal and contractual aspects related to Grant Agreement amendments and participant organisations' legal status. The Coordinator is responsible for monitoring compliance by the partners with their obligations; keeping the all contact details updated and available; collecting, transmitting documents and information connected with the project to any other parties concerned; administering the financial contribution of the Funding Authority.

**Project Steering Committee:** The PSC is the highest decision-making body of the Consortium. It takes decisions with majority of two-thirds (2/3) on the following items: Content, finances and intellectual property rights; Proposals for changes to Annexes I and II of the Grant Agreement to be agreed with the Funding Authority, Changes to this Project Plan, Modifications to Attachments of the CA (Background Included, IPR on Project results, List of Third Parties for simplified transfer, Identified Affiliated Entities, entry of a new Party to the Consortium and approval of the settlement on the conditions of the accession of such a new Party, withdrawal of a Party from the Consortium and the

*Table 2: PSC Members*

Organisation	PSC Member
BILSP	Yordan Dimitrov
JSI	Mihael Mohorčič
UEDIN	Saturnino Luz
PLUS	Alexander Meschtscherjakov
SCALE	Tsvetelina Kovacheva
IAW	Andreas Roepert
SOČA	Zlatko Matjačić
CARITAS	Angel Gyorev
BRC	Evelina Milusheva
EURAG	Eva Reithner

approval of the settlement on the conditions of the withdrawal, identification of a breach by a Party of its obligations, declaration of a Party to be a Defaulting Party, Remedies to be performed by a Defaulting Party, Termination of a Defaulting Party's participation in the Consortium and measures relating thereto, Proposal to the Funding Authority for suspension of all or part of the Project, Proposal to the Funding Authority for termination of the Project and the Consortium Agreement. The PSC also approves all Deliverables prior to their submission to the European Commission.

**External Advisory Board:** The role of the EAB experts is to assist and facilitate the decisions made by the Project Steering Committee. The Coordinator will ensure that a non-disclosure agreement between the



Consortium, represented by the Coordinator and each EAB member, is executed and concluded no later than 30 calendar days after the start of the project or before any confidential information will be exchanged, whichever date is earlier. Each Party shall have a contractual right to enforce any NDA with the EAB Members. The Coordinator shall write the minutes of the EAB meetings and prepare the implementation of the EAB's suggestions. The EAB members shall be allowed to participate in Project Steering Committee meetings upon invitation but have not any voting rights.

Table 3: EAB Members

#	EAB Experts	Affiliated Organisations	Expertise
1	Ilse Kryspin-Exner	Primary: University of Vienna; Secondary: Interdisciplinary Platform on Ageing (OPIA);	Health psychology, ethics, ambient assisted living.
2	Denitsa Satcheva	Ministry of Education and Science	Healthcare and social services policies and standards.
3	Todorka Kostadinova (EAB Coordinator)	Medical University Varna	Quality control, ethics, integrated care and community based training.
4	Tsutomu Fujinami	Japan Advanced Institute of Science and Technology	Gerontechnology, AI, sensor/ smart home technology.
5	Božidar Voljč	Task Forces of the AGE platform Europe	Healthcare and eHealth.
6	Lada Timotijevic	University of Surrey	Social & health psychology, ethics and mHealth.

**Technical Manager:** Tasked with controlling the research and development of the project and ensuring the project's high scientific quality and relevance and adequacy of project technical deliverables and results. The TM coordinates with all WP Leaders and Task Leaders, and ensures the integration and interoperability of all results at the scientific level.

**Exploitation Manager:** Responsible for identifying dissemination activities, ensuring the exploitation strategy of the consortium and project results, and manages project IPR ensuring that the CA and GA requirements are respected and that all parties' IP are protected from unauthorized use. The EM works toward bringing the final product as close as possible to the market and preparing for further product development opportunities. The EM maintains an overview of all published results and intervenes in cases where results which have been classified as publishable do not receive the necessary dissemination.

**WP Leaders:** Responsible for the overall coordination of the respective work package, supervision of the tasks, activities as well as the related deliverables. In particular, the Work Package Leaders shall be

responsible for preparing a draft periodic plan for the Work Package tasks; coordinating the work package, supervising and monitoring timely implementation of the tasks, the attainment of the milestones and timely submission of deliverables to the Coordinator as well as the quality of the work; reporting the activities carried out within the WP to the project coordinator and to the Project Steering Committee; organising communication within the respective work package and, together with the Coordinator and other WP Leaders, across work packages; presenting WP conclusions, decisions, results and deliverables at external meetings; if justified and needed, proposing a change to the DoA in the Project Steering Committee meeting for approval; analysing and documenting any default of a party in relation to Work Package activities and preparing a respective proposal for an action plan to the Coordinator.

**Task Leaders:** responsible for the timely implementation of the activities in the task and the reporting to the WP Leader. Task Leaders take, in agreement with the concerned WP Leader, decisions at the task level. Task Leaders are responsible for the timely and final write-up of high-quality deliverables. Task Leaders use the designed Deliverables Template and need to comply to the official deadlines for the submission of the deliverable for Quality Assurance and to the European Commission.

## **IV. PSC MANDATE**

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### **4.1. PSC Mandate**

PSC Members are partner representatives, elected by the official legal representative of each project partner. The PSC members' mandate is governed by the SAAM Consortium Agreement.

### **4.2. Outcomes of PSC Reviews**

**Specific events review:** The review of specific activities (events) takes the form of feedback on event satisfaction and resolution of issues identified. It will be used to plan and improve the quality and efficiency of similar future activities.

**Project progress review:** The review of progress tracks, the fitness for purpose and fulfilment of the project activity objectives may come to the following conclusions:

- Excellent progress (the project has fully achieved its objectives and goals for the period and has even exceeded expectations);
- Good progress (the project has achieved most of its objectives and goals for the period with relatively minor deviations);



- Unsatisfactory progress (the project has failed to achieve critical objectives and/or is not at all on schedule).

Following a progress review, the Project Coordinator may take the following actions together with the relevant project teams:

- To allow the project to continue without modification of Annex I of the GA;
- To review the DoA and propose minor changes for the adoption by the PSC;
- To investigate further and initiate mitigation plan and/or sanctions to specific partners to be discussed in extraordinary PSC meeting.

Initiating changes to the DoA (Annex I of the GA) shall follow the procedure, outlined in chapter 5.2.

### 4.3. Templates

*QA self-evaluation form* for PSC and *General feedback form* for specific activities (events), to be filled-in by each PSC Members are available in Annex I and II of this Document.

The review of the progress of the project will take also a form of a verbal communication during the PSC meetings, reported by the Coordinator in the minutes of the meeting.

## V. EAB MANDATE

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### 5.1. EAB Mandate

EAB members are independent experts selected on the basis of their expertise to review project deliverables and progress. They work in a personal capacity and, in performing the work, do not represent any organisation. They are expected to review project progress and deliverables fairly and objectively, on the basis of information supplied. EAB members must treat confidentially all material and information communicated to them.

EAB members are required to sign a "Confidentiality Declaration" before starting to work.

During the review session, EAB members shall exercise utmost diligence in establishing all relevant facts.

To ensure continuity and consistency, EAB members may participate in subsequent reviews of the same project.

The EAB members' tasks are to give expert advice to the Coordinator on the project, with respect to the following issues:

- The degree of fulfilment of the project work plan for the relevant period and of the related deliverables;
- The continued relevance of the project objectives and potential with respect to the targeted results;
- The management procedures and methods of the project;
- The expected potential impact and the appropriateness of the planned use and dissemination of results.

## 5.2. Outcomes of Reviews

Deliverables review: The review of deliverables results in recommendations on the content and form to improve their quality.

Specific events review: The review of specific activities (events) takes the form of feedback on satisfaction of the event and fulfilment of relevant declared goals. It will be used to plan and improve the quality and efficiency of future activities.

Project progress review: When more than one reviewer is involved in the project progress review a single consolidated review report may be drafted by the Chairperson of the EAB who will act as rapporteur. The review of progress may come to the following conclusion (the same as the PSC review in section III):

- Excellent progress (the project has fully achieved its objectives and goals for the period and has even exceeded expectations);
- Good progress (the project has achieved most of its objectives and goals for the period with relatively minor deviations);
- Unsatisfactory progress (the project has failed to achieve critical objectives and/or is not at all on schedule).

Following the progress review, the Project Coordinator will inform the PSC of the review results and may take the following actions together with the relevant project teams:

- Revise the DoA and propose minor changes for the adoption by the PSC;
- Investigate further and initiate mitigation plan and/or sanctions to specific partners to be discussed in an extraordinary PSC meeting.

Initiating changes to the DoA (Annex I of the GA) shall follow the procedure, outlined in chapter 5.2.



### 5.3. Templates

Annex II, III and IV present the templates that will be used to formulate the observations and recommendations by the EAB members for when participating in events, for the specified deliverables, as well as for the progress of the project.

If the EAB members feels not to have the competence or the information to answer a question, this should be declared in the corresponding sections.

## VI. QUALITY ASSURANCE PROCESS

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### 6.1. Review material

The Description of Work (Annex I to the Grant Agreement) is the key reference document for the assessment by the reviewers (EAB and PSC members).

The items to be reviewed include the following:

- Quarterly summary of project progress;
- Deliverables due in this period according to the Project Management Plan;
- Other activities ;
- Publications.

In addition, to facilitate the review, additional documents can be made available to the reviewers by the Project Coordinator.

#### 6.1.1. Quarterly project progress

The quarterly summary of project progress takes the form of verbal reporting of the WPL to the PSC and EAB during the project meetings and the recording of progress in minutes. The mid-term progress report is a deliverable that will undergo the QS and review process for deliverables.

#### 6.1.2. Deliverables

The official project template to be used for all deliverable reports is available in Annex V and on the project Intranet (SAAM Teamwork).

The use of the deliverable template is mandatory for all project partners and all deliverable reports.



Each deliverable must be referenced by a unique document identifier to ensure effective version control. The nomenclature is defined as:

- working versions: -YYYYMMDD\_V0.z
- final version: -V1.0

The partner responsible for the deliverable will coordinate all inputs from the other partners involved and prepare the draft Deliverable.

### 6.1.3. Other activities

Other project activities are events, such as project meetings, conferences and demonstrations, organised by the consortium. The review of those specific activities will be through a fillable feedback-form for all project participants (internal and external stakeholders). The feedback-form will be adapted in accordance to the activity. A template of a feedback form for project meetings is provided in Annex II.

### 6.1.4. Publications

Publications include all articles and presentations intended for external audience. They are primarily managed within WP8 Dissemination and governed by the Communication and Dissemination Plan.

## 6.2. Review process

The Coordinator will inform the EAB and PSC members in due time in writing of its intention to organise a review of project progress (quarterly, annual and/or mid-project term).

The Coordinator will organise formal quarterly meetings where the WPL meet the EAB/PSC members to present project progress and work done. The meeting will be chaired by the Project Manager of the COO and the T10.3 Leader. The time and venue for the review will be such as to facilitate the presentation and inspection of project results, back to back with other project meetings or events. In case of a formal review meeting, the PM will announce the time, date and venue at least one month before the meeting takes place. The reviewers will read all relevant documents before the meeting and will attend the review meeting.

The review of project deliverables will be done 'remotely', based on the project material alone, without a formal meeting. The coordinator will ensure that staff is available during the review period to answer any project-related questions or provide any further information that may be required to conclude the review in due form.



Project deliverables follow a multi-stages review procedure in order to maintain the highest level of quality.

In addition, most of the deliverables will undergo internal peer-review, by one to two experts (partners), different from the experts, contributing to its creation. The peer reviewers should revise (improve the flow and overall quality of the writing), proofread (review for spelling errors, punctuation errors, typos or incorrect use of regional English) the document, check if it complies with visual standards, and check for fitness of purpose.

Once the Review Material (RM) is finalised with all needed contributions by the working team assigned to it, the QC review steps may include:

- 1) The RM has undergone peer-review by one/two experts (from different partners), not related to its creation/ having not participated directly in its elaboration;
- 2) The RM is sent back to the TL responsible for it to integrate all comments;
- 3) The RM is sent to assigned EAB member(s) by the PM of the COO for review and feedback;
- 4) The RM is sent back to the TL for integration of comments (if any);
- 5) The RM is agreed with TM/EM and PM of the COO;
- 6) The RM is sent to the PSC by the PM of the COO for adoption (in writing by mail, or at virtual/physical meetings);
- 7) The RM is sent to the EC (if deliverable);
- 8) The RM is published depending upon the declared dissemination level.

All deliverables need to be finalized before their official due date to allow time for quality review processes described in this chapter. The timeline for deliverable submission and review is as follows:

- 25 days before the delivery date - Submission to TM/EM and the COO for check of compliance;
- 20 days before the delivery date - Submission to peer-reviewers;
- 17 days before the delivery date - Submission to EAB member- reviewers;
- 10 days before the delivery date - Final revision, review and approval by the PSC and submission through the participant portal by the Coordinator.

A table with deliverables, due dates and a tentative list of reviewers (internal peer review and EAB review) is published in Teamwork Notebook section and will be continuously revised.

The quality review of the project progress will be consolidated in Quality Assurance Periodic Report in month 18 and Quality Assurance Final Report in month 36.



### 6.3. Change Management

The following steps comprise SAAM's organization change control process:

**Step #1: Identify the need for a change**

Any team member can identify the need for a specific change. However, they should follow the hierarchical structure of the communication by:

- Informing and agreeing with the WPLs if the change is related to the DoA;
- Informing the PSC Member of their organisation for any other issue.

WPL/PSC should officially submit the change request to the PM. The change request should include a detailed description on what is the change, why it is needed, and what other project related items it might affect/influence.

**Step #2: Log change in the change request register (PM)**

The project manager will maintain a log of all change requests for the duration of the Project.

**Step #3: Conduct an evaluation of the change (PM with the change initiator)**

The initiator of the change should submit an ex-ante impact assessment of the change – scope (deliverables, final product), schedule, costs, quality, and risks. There may be a template as required. The project manager will evaluate the impact of the change by consulting with the RM, TM, and EM.

**Step #4: Consultation with the EC's PO (PM)**

Depending on the impact of the change the Project Manager will contact the PO for informal approval or discuss the formal approval and procedure for Addendum to the GA.

**Step #5: Decision for change by the PSC and/or PC depending on the impact of the change**

The project manager will submit the change request and analysis to the PSC for review and decision.

**Step #4: Approval of the change by the EC (PM)**

Should a change require changes of the GA Annex I, an official procedure will be initiated with the PO and the Commission.

**Step #6: Implement change (PM)**

If a change is approved by the PSC and/or the PO, the project manager will update the project documentation as necessary as well as ensure any changes are communicated to the team and stakeholders.



Any proposed changes to the PMP (deliverables, milestones and work effort) will follow the change control process described in this section. The project manager and respective teams will determine the impact of the change on the schedule, cost, resources, scope, and risks. If it is determined that the Impacts will exceed acceptable boundary conditions then the change will be forwarded to the PSC for review and approval. The boundary conditions are:

- PM change between WPs greater than 15%;
- PM change within WPs greater than 15%;
- Any change in the leadership WPs/Tasks/Deliverables;
- Change of schedule: delay of deliverables/tasks/milestones with more than 1 month difference and/or affecting the work of other tasks. Change of the duration of the project.

If the change is approved by the PSC and the EC then it will be implemented by the PM who will update the schedule and all documentation and communicate the changes in accordance with the change control process. The project schedule baseline and work breakdown structure are provided in Annex III of the Project Management Plan.

## VII. PROJECT REPORTING

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### 7.1. Official Reporting

#### 7.1.1. Requirements

Under Article 20 of the grant agreement (GA), the Coordinator must submit two progress reports including requests for payment – specifically:

- A periodic report (both technical and financial) for 1<sup>st</sup> period M1-M18;
- A final report at the end of the project.

The reports include a technical and a financial report. The technical report has to be submitted by the Coordinator through the Participant Portal. The technical report will be discussed by the PSC in a dedicated meeting.

- Technical report (in 2 parts):

**Part A** – structured tables from the grant management system: cover page, publishable summary, web-based tables covering issues related to the project implementation (e.g. work packages, deliverables, milestones, etc.), answers to the questionnaire about the economic and



social impact, especially as measured against the Horizon 2020 key performance indicators and monitoring requirements.

**Part B** – free text, core part of the report that we must upload to the grant management tool as a single PDF document with:

- Explanations of the work carried out by all beneficiaries and linked third parties during the reporting period;
- An overview of the progress towards the project objectives, justifying the differences between work expected under DoA and work actually performed, if any;
- Plan for the exploitation and dissemination of results (if required).

The technical report will be generated in collaboration with the CTM and WP leaders, using as an input the internal technical periodic reports. The contributions of the WP leaders will encompass the overall reporting period, covering all activities carried out in the previous 18 months.

- Financial report:

Consists of structured forms from the grant management system, including:

- Individual financial statements (Annex 4 of the GA) for each partner (online, ref. to Financial Reporting Tool);
- Explanation of the use of resources and the information on subcontracting from each partner for the reporting period concerned (online, template in Annex VIII);
- Periodic summary financial statement including the request for interim payment (filled by the Coordinator);
- Final reporting: Certificate on the Financial Statements for the total project cost for each partner with over € 300 k budget.

The financial report will be digitally built by the ECAS using the information directly provided by each Beneficiary through the Portal (Form C – SAAM Financial Tool available in Teamwork/Templates), concerning: Declared costs, Requested reimbursement, Use of resources. All partners are requested to submit their finance information in the Participant Portal not later than 45 days after the deadline of the periodic report. Rules of eligibility of costs and procedures for computing them are extensively described in the GA (Art.6) and in the SAAM Financial Guidelines available in Teamwork/Management.

### 7.1.2. Timeframe

Periodic progress reports must be delivered to the EC according to the SAAM GA (see Art. 20) at Month 18th (+ max 60 days) and at Month 36th (+ max 60 days) and accordingly the timeline for the



preparation of progress reports to the EC (with respect to the deadline of the periodic report (i.e. Month 18 and Month 36).

## 7.2. Internal Reporting Framework

- Each month: WP Leaders to monitor progress and identified issues from Task Leaders (via mail or conference video call).
- Every three months:
  - WPL report the progress of their WPs and identified issues to the Coordinator (via conference video call with minutes);
  - Updated in Teamwork file - summary table for communication effort and evidence material (photos, articles, print-screen of media coverage, other).
- Every six months: updated summary table for dissemination in scientific journals in Teamwork.
- Every 9 months:
  - Filed Technical reporting template from CTM (Core Technical Manager) and WP Leaders, who should have collected the needed information from Task Leaders;
  - Signed final timesheets should be forwarded to the Coordinator for the work so far;
  - Updated Financial Reporting Tool for all project expenses so far.

Templates for internal reporting are part of the Annexes of the SAAM Reporting Guidelines, available in in Teamwork/Templates.

## 7.3. Types of meetings and relevant procedures

All meetings of the project management bodies should follow the procedures listed in the Consortium Agreement Section 6. All other project meetings follow more flexible and ad hoc procedures agreed by the participants involved.

However, an official agenda (where relevant) and meeting minutes should be produced for all meetings.

### 7.3.1. Online conference meetings (VOIP)

The organiser of the Web meeting is free to propose/use a provider to set up a web meeting/conference via Skype or a similar application.



The Coordinator should be invited to all web meetings that are not official meetings of the project management bodies. In case the web meeting is organised by a Task Leader, the WP leader should be invited as well.

The organiser of the web meeting is responsible for preparing the project agenda and taking meeting minutes and sharing them with the relevant participants/project bodies. Meeting minutes should include the list of participants.

### 7.3.2. Face-to-face Meetings

Face-to-face meetings will be organized by the Coordinator for the regular project meetings of the EAB (quarterly/annually), PSC (quarterly/annual), or by the Project Technical Manager with different working teams.

Regular project meetings will be held on a rotational principle allowing each partner to be host during the lifespan of the project. The host will organise the meeting and prepare the agenda together with the Coordinator and Technical Manager. Project meeting schedules, planning, and agenda will be available in Teamwork/Events.

### 7.3.3. Technical Review Meetings with the EC

Two Technical Review Meetings will normally take place at the discretion and under convocation of the EC - at M19 and at M36. During these meetings the EC, with the help of external evaluators, will evaluate the progress of the project during the reporting period of reference. Besides the Coordinator, the WPLs and the partners in general could be requested to participate at the discretion of the Coordinator or under the specific request of the EC. The project TM, EM and WPLs should help the Coordinator in managing these meetings and preparing all relevant materials.

### 7.3.4. Meeting Minutes Template

The template for regular project meeting minutes is available on the project Intranet (SAAM Teamwork/Templates).

Physical meeting minutes should include a list of participants for every day of the meeting with the signatures of all those present at the meeting. The list of participants and the signatures are the responsibility of the organiser of the face-to-face meeting. A copy of the list of participants should be sent to the Coordinator after the meeting.



The meeting minutes should also include a list of Meeting Action Points listing the: a) action; b) partner/person in charge and c) deadlines.

Informal minutes are mandatory also for web meetings and should outline decisions made and action items.

## **VIII. DATA MANAGEMENT**

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Overall data management within SAAM is addressed in Deliverable 10.2 Data Management Plan. As concerning the SAAM virtual coach system implementation the data management issues are addressed in D7.3 Data Management, Protection, and Curation Guidelines, and D7.4. Data Access and Management Guide for SAAM Administrators. In this chapter we focus only on outlining Teamwork and the SAAM Website general provisions on data protection and organization of the information flow.

### **8.1. Data protection**

#### **8.1.1. Teamwork**

The project foresees the use of a web-based monitoring and communication tool for handling the project implementation, document repository and reporting of the working teams under each WP. The Consortium has chosen to use the online practical collaborative software “Teamwork Project” for this purpose. Some of the features of the software include, profiles of experts, Gantt chart tracking of tasks, automated reports on the workflow, risk management, centralized messaging, linked to the experts’ mails, organizing events with calendar history, and file storage in categories. The online platform keeps the SAAM team, files, comments, and attachments in one secure place. Teamwork Projects has everything needed to track the project from start to finish. SAAM Teamwork will play vital role in ensuring transparency and organizing communication and workflow for achieving better quality end-results. The D10.3 outlines the cloud tool and its functionalities.

Data protection within the Teamwork platform is secured and compliant to EU and USA regulations. Teamwork community enforces strong coding guidelines. All Ajax response action pages are secured against being called directly and included files cannot be linked to directly. Query parameter checking is used everywhere to type-check and secure against SQL injection attacks. URL and Form parameter checking is used everywhere to type-check user requests and secure against and prevent attacks. All content that originates from a user is escaped with XSS filters preventing Cross Site Scripting attacks. Integrated permission system prevents unauthorized access to objects.



- User Access: All logins failed and successful are logged. Incorrect login attempts over user defined threshold locks account for a period of time. Changing a user password automatically logs out all other sessions where the current user is logged in. Passwords are never sent via email.
- Database: The database has character escaping turned off. Passwords are stored in hashed format using Bcrypt - even with access to the database, passwords cannot be determined. Multiple-line SQL statement execution disabled to prevent SQL injection attacks.
- Server Setup: Error reports are automatically emailed to developers - this also shows any hacking attempts. High security SSL is used online for all logins. Policies include routine changing of server access passwords. All OS and middleware security updates are applied and routinely checked. All unnecessary services are disabled. High strength passwords, 2FA and IP restrictions are used. Execute permissions are disabled on web folder to prevent uploaded files from being executed. Pending files are stored in non-web accessible location before being transferred to Amazon S3.
- Hosting: Servers are in a highly secure location. Access to servers is limited to a few people. Firewall prevents access from unauthorized locations (except for port 80 basic HTTP, Port 443 for SSL and Port 8840 for Websocket implementation).

Teamwork's Terms of service allow for files to be shared by users, but users retain all intellectual property rights to their files. A backup of data occurs in the cloud, meaning even the complete destruction of a data centre will not remove data. Users will be able to delete files, but this is a soft delete with a copy of all files stored in a Trash area for another 30 days. The WP10 leader can restore manually deleted files before the end of the 30 day-period. The WP 10 leader can lock files to prevent them for being edited or deleted. Teamwork will be fully compliant with GDPR.

#### 8.1.2. External Web Host (website)

The SAAM website will be stored on secured host and server location. It will be brought in line with international web accessibility standards [Web Content Accessibility Guidelines (WCAG) 2.0.]. The SAAM website will be GDPR compliant in the following ways:

- All traffic (transferral of files) between this website and the visitors' browser will be encrypted and delivered over HTTPS;
- Each of the third-party data processors used, will be checked for compliance with GDPR and will be named in the website "*Privacy policy*";
- There will be defined processes in case of a data breach, with up to 72 hours to report the breach;
- BILSP as a principal data controller will appoint a Data Protection Officer (DPO) responsible for monitoring internal compliance of the GDPR regulations within the organization;
- Collection and use of personal information through the website will be explained to the visitors, and will be mainly through site visitation tracking, blog comments, contact forms or email links;



- Data from submission forms, newsletter subscriptions or direct links will not be saved to the website's database. The data will be collated into an email and sent to us over the Simple Mail Transfer Protocol (SMTP). The SAAM SMTP servers will be protected by TLS (SSL) in order for the email content to be encrypted using SHA-2, 256-bit cryptography before being sent across the internet. The email content will be decrypted by our local computers and devices. Mail subscriptions will have the unsubscribe option;
- Submitted comments to a blog post published on the website will have some personal information and will be stored within the website's database. CMS will be built to store personal data in a pseudonymous way;
- By default, privacy settings will be set to their highest level with a user given options to downgrade this if they choose to;
- Compliance with emerging GDPR guidelines will be reviewed and appropriate measures taken every two months as a regular part of project review.

## **8.2. Information Management in Teamwork**

### 8.2.1. Communication management

The regular communication between the consortium working teams will be done mainly through Teamwork. Depending on the need three types of communication are supported by SAAM Teamwork: direct messaging/ mailing, comments on specific files and opening Notebooks for mutual work on documents/items. Messages and Notebooks should be categorised in WPs and by specific tasks/actions. In addition messaging should include tags with key-words for facilitating the followed-up search.

### 8.2.2. Documentation management

The files section in Teamwork is categorized by WP. Each WP Leader details the category structure within their respective WP. Each WP should have category "Deliverables" where final results should be stored in pdf format and locked by the Project Manager. Working files can be uploaded and edited directly online by assigned people. The owner of the file should organise the working process around the file and make sure the latest version of the document is uploaded. Each new version of the file should be uploaded to replace the older version. The Teamwork system makes all previous versions stored and available in the history of the respective file. Files should be in addition linked to established Tasks to facilitate the information workflow and progress tracking.



## IX. RISK MANAGEMENT

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To ensure high quality of work and results, a risk management matrix has been developed to help track and address unpredictability. The objective of risk management is to be able to plan the possible risks in the execution of the contract in advance, assess the likelihood that they will materialise, the effect they have on the key elements of the project, and plan possible mitigation strategies, reducing the likelihood of the risk and limiting their impact.

The likely significant risks identified at the planning stage have undergone expert assessment in terms of the likelihood of each risk occurring and their possible impact on four project elements. The risk matrix below shows the impact score and identified mitigation measures to be carried out should a specific risk occurs. The table will be monitored and updated on a quarterly basis by the project Risk Manager with the support of the Project General Manager, the Technical Manager and the Exploitation Manager.

*Table 4: Risk Matrix and Mitigation*

Risk	Likelihood	Impact (1-5)				Proposed Mitigation Measures
		Schedule	Quality	Budget	Scope (Activities and Deliverables)	
Withdrawal of consortium member, loss of a key scientist	Low	4	4	1	2	The precise role of each partner, including resources and responsibilities, has been clarified in advance, and full commitment to the project's objectives has been obtained. Should a partner need to leave the consortium, the management board will make every effort to replace that partner or smoothly distribute the work to other partners.
Legal controversy; IPR disagreement	Low	2	1	4	2	Usage of individual foreground technology and knowledge will be agreed at the beginning of the project, and included in the Consortium Agreement.

Lack of common objectives among partners	Low	1	1	1	3	Care has been given to reach a common understanding of project objectives on behalf of all partners during the preparation of the proposal, requiring the active involvement of all in the proposal preparation.
Delays and missing deadlines	Low - Medium	-	1	2	5	The risk is lessened by the expertise of the partners, careful scheduling of meetings, and constant communication among project partners.
Shortage of resources	Low	5	2	-	5	Detailed monitoring during the project will minimize this problem; all partners have extensive experience in budgeting large projects, and every effort will be made to accommodate unexpected resource challenges.
Scientific quality is not sufficiently high, lack of innovation	Low	1	5	1	2	SAAM brings together Europe's leading partners in the field, with proven track records of scoping and performing cutting-edge research, and are dedicated to achieving break-through results. The Project Coordinator reviews all progress and deliverables with a panel of experts.
Research not meeting user expectations	Low	1	4	1	3	The interactive open and participatory approach, chosen allows the integration of feedback gained through public consultations, peer reviews, feedbacks and the revision of analyses on a constant basis.
Non-availability of data	Low - Medium	3	3	3	3	SAAM uses a lot of data from many public and private data sources; consortium partners ensure access to testing sensors data, user feedback and use cases, and initial investigations have already established the availability of big data sets. Consortium members will make available data of their demonstration sites and projects.



Technical difficulties	Low - Medium	3	2	2	2	Partners have previous experience in deploying prototypes in pilot environments and will plan related activities accordingly.
Breach of end-user privacy and personal data	Low	1	5	5	2	Necessary steps will be specified and performed in pilot runs to ensure compliance with relevant legislation and ethics. Extra effort is concentrated on Cyber security and Privacy.
Difficulty with growing the SAAM community	Medium	1	2	1	4	Creating community around the SAAM system is critical to its further exploitation. Social partners BRC, Caritas and EURAG are well positioned internationally to take-up the initiative and scale it up on a European level.
Language, regional, cultural, and practical difficulties	Medium	1	2	1	3	This risk is low during the project period but rises after project completion and materials and modules find wider use across the EU. All partners and testing sites are proficient in English and have participated in international projects before. The SAAM system is foreseen to work in multiple languages and settings. Should problems occur, the SC and EAB will seek to address the problems directly and as quickly as possible.
Research not meeting in-situ technical needs	Medium	2	3	1	4	There is a variety of possible efficient methods/algorithms available. If none of the developed methods can solve the problem, we can revert to existing sub-efficient methods.
Competition risks	Low - Medium	2	1	1	1	Constant monitoring of related and similar scientific projects will allow SAAM and the EAB to review on-going R&D outside of the consortium and accommodate or integrate new research accordingly.

ANNEX I:

## SAAM PSC QUALITY ASSURANCE SELF-EVALUATION FORM

**WP 10:** Project Management

**Objective:** To manage all project activities to the highest quality

**Task 10.3:** Quality Assurance

**Period:** \_\_\_\_\_

**PSC Member:** \_\_\_\_\_

**Partner Organization:** \_\_\_\_\_

Project Context	Very Satisfied	Satisfied	Unsatisfied
1. The project is meeting your expectations	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2. Please rate work packages progress in meeting the project objectives and the DoA ( <i>Annex 1 of GA</i> )	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3. Please rate collaboration between the beneficiaries	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4. Please rate the project progress in achieving the KPIs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<i>Please assess project progress compliance with activity goals and KPIs:</i>			
Project Communications	Very Satisfied	Satisfied	Unsatisfied
5. Please rate the Project Internal and external Communication ( <i>tools, methods, responsibilities, templates</i> )	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6. Please rate the dissemination of project results	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<i>Please assess project communication with activity goals and KPIs:</i>			
Project Meetings	Very Satisfied	Satisfied	Unsatisfied
7.. Please rate the meetings venue ( <i>accessibility/ suitability/ facilities</i> )	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
8. Please rate the agenda and the efficiency of the meetings ( <i>relevance/ realisation/ interaction</i> )	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Comments:			
Project Outcomes	Very Satisfied	Satisfied	Unsatisfied
9. Please rate the project's deliverables:			
-	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
-	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
-	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Comments:			

Date: \_\_\_\_\_

Signature: \_\_\_\_\_



ANNEX II: (online anonymous feedback form for all participants for each event)

## SAAM FEEDBACK FORM FOR ACTIVITIES/EVENTS

**WP 10:** Project Management

**Objective:** To manage all project activities to the highest quality

**Task 10.3:** Quality Assurance

Review items:	Very Satisfied	Satisfied	Neutral	Unsatisfied	Very Unsatisfied
Accessibility and comfort of the meeting venue	<input type="checkbox"/>				
Accommodation (suitability, comfort and cost)	<input type="checkbox"/>				
The agenda items (relevant and comprehensive)	<input type="checkbox"/>				
The meeting dates and programme duration	<input type="checkbox"/>				
The breaks (number, time, duration)	<input type="checkbox"/>				
The food menu (choice, variety, quality)	<input type="checkbox"/>				
The transport arrangements	<input type="checkbox"/>				
Time in advance and information provided to prepare for the meeting	<input type="checkbox"/>				
Time, allocated to each item in the Agenda	<input type="checkbox"/>				
Encouragement for everyone to take part in the meeting	<input type="checkbox"/>				
Establishing good team spirit	<input type="checkbox"/>				
Establishing sense of common purpose	<input type="checkbox"/>				
Keeping the group on track	<input type="checkbox"/>				
Creating atmosphere, stimulating the exchange of information and ideas	<input type="checkbox"/>				
The wrap-up of the meeting	<input type="checkbox"/>				
Clear follow-up assignments and responsibilities	<input type="checkbox"/>				
Prepared support (presentations, logistics information)	<input type="checkbox"/>				
Free time / social programme	<input type="checkbox"/>				

Please, provide recommendations on what to improve for future events:



ANNEX III:

## EAB QUALITY REVIEW FORM

Task 10.3: *Quality Assurance*

Deliverable:

WP leader:

EAB reviewer (Name): \_\_\_\_\_

Assurance Point	SD	D	NN	A	SA	Feedback/ Recommendations
The Deliverable complies with the objectives of the project	<input type="checkbox"/>					
<hr/>						
The Deliverable complies with the specific objectives of the WP	<input type="checkbox"/>					
<hr/>						
The Deliverable corresponds with the description of work	<input type="checkbox"/>					
<hr/>						
The content is relevant, inclusive, correct and comprehensive.	<input type="checkbox"/>					
<hr/>						
The form is clear to understand and uniform.	<input type="checkbox"/>					

Scale: SD (Strongly Disagree), D (Disagree), NN (Neither Agree nor Disagree), A (Agree), SA (Strongly Agree)

Date:

Signature: \_\_\_\_\_



ANNEX IV: EAB PERIODIC REVIEW REPORT

**EAB PERIODIC REVIEW REPORT**

Grant Agreement number:	
Project Acronym:	SAAM
Project start date:	
Project duration:	36 Months
Period covered by the report	from ..... to .....
Date of review meeting:	
Name(s) of expert(s):	
-	
-	
-	
-	
Individual report <input type="checkbox"/> Consolidated report <input type="checkbox"/>	
If consolidated, name of expert drafting the consolidated report:	



## 1. OVERALL ASSESSMENT

*Comments, in particular highlighting the project progress towards achieving its objectives and reaching its impact (measured through the project KPIs):*

- Excellent progress (the project has fully achieved its objectives and goals for the period and has even exceeded expectations).
- Good progress (the project has achieved most of its objectives and goals for the period with relatively minor deviations).
- Acceptable progress (the project has achieved some of its objectives; however, corrective action will be required).
- Unsatisfactory progress (the project has failed to achieve critical objectives and/or is not at all on schedule).

Overall recommendations (e.g. corrective actions at Work Package level, or re-tuning the objectives to optimise the impact or keep up with the developments in relevant policies, or on best use of resources).



## 2. OBJECTIVES, QUALITY and PROGRESS OF WORK

Have the objectives for the period been achieved? In particular, has the project as a whole been making satisfactory progress in relation to the Description of Work and the set-out KPIs (Annex I to the grant agreement)?

*Comments – in particular highlight any outstanding achievements*

Has each work package (WP) been making satisfactory progress in relation to the Description of Work (Annex I to the grant agreement)?

*Comments on the quality of work per work package*



Have planned milestones and deliverables been achieved for the reporting period?

*Overall comments with a focus on milestones – detailed comments per deliverable are annexed to this review report.*

Are the objectives for the coming period still relevant and still achievable within the time and resources available to the project?

### 3. MANAGEMENT and COLLABORATION

Has the project management been performed in most efficient and effective way?

Yes

No

Has the collaboration between all the beneficiaries been evident?

Yes

No



Do you identify evidence of underperforming beneficiaries, lack of commitment/performance or change of interest of any beneficiaries? Do you identify any beneficiaries with no visible contribution to the project in the examined period? Other observations.

#### 4. IMPACT, COHERENCE and VALUE-ADDED

Will the project have an impact on the beneficiaries/ target groups/policies it supports?

Yes

No

Have the beneficiaries disseminated project results and information adequately?

Yes

No

Are potential users and other stakeholders (also outside the consortium) suitably involved (if applicable)?

Yes

No

Is the consortium interacting in a satisfactory manner with other related programmes projects or other relevant national/international programmes, standardisation bodies (if relevant)?

Yes

No



Observations and recommendations would you give to improve or enhance impact and value-added of the project?

## 5. POLITICAL and LEGAL CONSTRAINTS/REGULATIONS

Have policy-related and/or regulatory issues/ ethical issues/safety issues been properly handled (if applicable)? Other observations and recommendations.

**Name (s) of the expert(s):**

**Date:**

**Signature(s):**







Funded by EU's Horizon 2020

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**D #**

**DELIVERABLE NAME**

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## DISCLAIMER

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## DELIVERABLE DOCUMENTATION SHEET

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**Deliverable:**

**WP №**

**Title:**

**Editor(s):**

**Contributor(s):**

**Type:** *Report/Documentation*

**Version:**

**Submission Due Date:**

**Dissemination level (CO/PU):**

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- 
- Approved by the WP Leader
  - Approved by the Technical/Exploitation Manager<sup>1</sup>
  - Approved by the Coordinator
  - Approved by the PSC
- 

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<sup>1</sup> Choose Technical Manager for Deliverables in WP1-7,10 and Exploitation Manager in WP 8-10



## PUBLISHABLE SUMMARY:

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[The publishable summary should be half to one page description of the Deliverable/Report. What is it about, the main findings and everything else deemed important, such as:]

**Objective:** What does the deliverable aim to achieve and how does it support the overall project concept?

**Target audience:** For whom is it important? e.g. policy makers, RTDI administration, researchers, EU researchers, general public, etc. Highlight the main target group.

**Baseline:** Previous studies, initiatives, activities or reports, on which this deliverable builds on, and related sources of information, e.g. websites, documents, organisations, individuals

**Process / Implementation:** Describe your methodology: e.g. desk research, interviews, questionnaires, (statistical?) methods for analysis of results for a deliverable



## QUALITY CONTROL ASSESSMENT SHEET

Version	Date	Comment	Author/ contributor/ reviewer
V0.1		First Draft	
		Review First Draft	
		Second Draft	
		Peer-review	
		Peer-review	
		Final Draft	
		WP Leader approval	
		EAB Review	
		Coordinator approval	
		PSC approval	
V1.0		Submission to EC	

## HISTORY OF CHANGES

For updating the Deliverable after submission to the EC if applicable

Version	Date	Change
V1.0		



## PROJECT DOCUMENTATION SHEET

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<b>Project Acronym:</b>	<i>SAAM</i>
<b>Project Full Title:</b>	<i>Supporting Active Ageing through Multimodal coaching</i>
<b>Grant Agreement:</b>	<i>GA № 769661</i>
<b>Call identifier:</b>	<i>H2020-SC1-2017-CNECT-1</i>
<b>Topic:</b>	<i>Personalised coaching for well-being and care of people as they age</i>
<b>Action:</b>	<i>Research and Innovation Action</i>
<b>Project Duration:</b>	<i>36 months (1 October 2017 – 30 September 2020)</i>
<b>Project Officer:</b>	<i>Dr. Reza RAZAVI</i>
<b>Coordinator:</b>	<i>Balkan Institute for Labour and Social Policy (BILSP)</i>
<b>Consortium partners:</b>	<i>Institute Josef Stefan (JSI)</i> <i>University of Edinburgh (UEDIN)</i> <i>Paris-Lodron Universitat Salzburg (PLUS)</i> <i>Scale Focus AD (SCALE)</i> <i>Interactive wear AG (IAW)</i> <i>Univerzitetni Rehabilitacijski Institut Republike Slovenije (SOCA)</i> <i>Nacionalna Katolicheska Federacija CARITAS Bulgaria (CARITAS)</i> <i>Bulgarian Red Cross (BRC)</i> <i>Eurag Osterreich (EURAG)</i>
<b>website:</b>	<i>saam2020.eu</i>
<b>social media:</b>	<i>#saam2020, #saamproject</i>

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## ABBREVIATIONS

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<b>AAL</b>	Ambient Assisted Living
<b>BBC</b>	British Broadcasting Corporation
<b>SAAM</b>	Supporting Active Ageing through Multimodal Coaching
<b>TBC</b>	To be confirmed



## I. NAME OF 1<sup>ST</sup> LEVEL SECTION

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### 1. Name of 2<sup>nd</sup> level section

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#### 1.1. Name of 3<sup>rd</sup> level section

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#### 1.1.1. Name of 4<sup>th</sup> section

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<sup>2</sup> Footnote Reference



Table 1: Name of table

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Chart 1: HEX Color codes for the SAAM Project



(page break)

ANNEX II: LOREM IPSUM NEM

