

# TWIN4ECO project

## Quality Management Plan

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2.0				

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## 1. Introduction

Quality management is the process for ensuring that all project activities necessary to design, plan and implement a project are effective and efficient with respect to the purpose of the objective and its performance.

Quality management is a continuous process that starts and ends with the project. It is more about preventing and avoiding than measuring and fixing poor quality outputs. It is part of every project management processes from the moment the project initiates to the final steps in the project closure phase.

Quality management focuses on improving stakeholder's satisfaction through continuous and incremental improvements to processes, including removing unnecessary activities; it achieves that by the continuous improvement of the quality of material and services provided to the beneficiaries. It is not about finding and fixing errors after the fact, quality management is the continuous monitoring and application of quality processes in all aspects of the project.

### 1.1 Purpose

The Quality Plan is the document setting out the quality assurance procedures for the TWIN4ECO project. Its aim is to assure that the results and deliverables of the project are of high quality.

### 1.2 Quality Management Plan Components

To achieve this, the TWIN4ECO Quality Management Plan (QMP) includes the following components:

- ◆ Quality Assurance - to ensure quality project management processes.
- ◆ Quality Control - via the development of quality outputs and
- ◆ Quality Improvement – review points to assess and improve quality where possible.

## 1.3 Scope of the Quality Plan

This Quality Plan is to be used by:

- ◆ Leading partner - responsible for preparing and amending deliverables.
- ◆ Quality Experts - responsible for reviewing and providing their statement.
- ◆ Deliverables have to be exposed clearly in QMP.

## 2. Structure of the QMP

### 2.1 Leading partner – FEBA - is responsible for the following:

- ◆ Assure the project's deliverables quality and the process leading to them,
- ◆ Manage the project's decision-making process,
- ◆ Provide technical/support activities amongst work-packages,
- ◆ Communicate with international partners and stakeholders,
- ◆ Prepare and present Technical and financial report to the National Agency (NA)
- ◆ Keep contact with NA.

### 2.2. The quality review should ensure the following:

- ◆ Fulfillment of NA's requirements: presentation of progress and financial reports,
- ◆ Regular budget and work-plan monitoring, and variation of contractual terms and/or schedules,
- ◆ Decisions on long-term exploitation plans,
- ◆ Technical coordination and decision-making: assessment of the technical work, interchange of technical information amongst interested parties, submission of deliverables, etc.,
- ◆ Risk management.

### 3. Quality Assurance via collaboration mechanisms

#### 3.1 Communication channels

Electronic Mail (e-mail) will be the most common way of exchange between partners and among all consortium members. It is expected that each partner looks at their e-mail regularly to see if there is any mail awaiting attention.

#### 3.2 Document Repository

Formal communication channels and formats will be established with the help of a project virtual collaboration environment. It will help ensuring rapid and robust transfer of information (general but also project related), results, data, dialogue, reports and cost claims between the partners.

### 4. Quality Control

#### 4.1. Deliverables

FEBA is responsible for ensuring that all TWIN4ECO documents and particularly deliverables are controlled and revised effectively. This includes the control of the identification, the delivery process and the overall formal deliverable quality.

Please see Appendix 1: Deliverable list

#### 4.2. Quality Advisory Board

An external Advisory board (TWIN4ECO Quality) with experience in management and capacity building approach is established. TWIN4ECO Quality advises and acts as a “critical friend” to the project - the advisory board consists of the following experts: prof. Anastas Gerdzhirov , Nikolay Yanev PhD and Ivelina Peneva / Prof. Darina Zaimova .

The Advisory Board provides input and guidance during the project, to ensure that stakeholder views are represented and taken into account. The Leading Partner - FEBA provides the secretariat for this group.

## Appendix 1: List of deliverables

D	Deliverable name	Delivery date
D1.1	Twin4ECO Scientific Strategy including Guidelines	M6, 18, 36
D1.2	Twin4ECO Exploitation and Sustainability Plan	M12, M36
D2.1	Report on mobilities	M30
D2.2	Recommendations and Toolkit on research management and administrative capacity building	M20
D3.1	Report on int., reg. and nat. events participation	M36
D3.2	3 Policy briefs	M18, 24, 36
D3.3	Report on collaboration to maximise research activities	M36
D4.1	Internet-based guide on principles of electricity market modeling	M24
D4.2	Approbated model for electricity market in Bulgaria	M32
D4.3	Report on 8 OA publications	M32
D5.1	Communication and Dissemination Plan	M6
D5.2	Twin4ECO website and visual identity	M4
D5.3	Report on comm. and dissemination campaigns	M36
D5.4	Report on synergies building	M36
D6.1	Scientific Board Reports	M36
D6.2	External Advisory Board reports	M36
D6.3	Quality Plan	M6
D6.4	Data Management Plan	M6, 18,36

## Appendix 2: List of milestones

M.	Milestone name	Due date	Verification
M1	Joint Scientific Strategy	M6, 18, 36	D1.1
M2	Exploitation and Sustainability Plan	M12, 36	D1.2
M3	Mobilities programme implementation	M30	D2.1
M4	Participation in conferences and joining new networks	M36	D3.1, 3.3, 5.3, 5.4
M5	Exploratory research project	M32	D4.1, 4.2,4.3
M6	Communication and Dissemination Plan developed	M6	D5.1
M7	Data Management Plan developed	M6	D6.4