



SMTMC

South Mediterranean Tunisian Maintenance Centre of Excellence

South Mediterranean Tunisian Maintenance Centre of Excellence – SM-TMC

**Project No. 618718-EPP-1-2020-TN-
EPPKA2-CBHE-JP**

Project Quality Plan and Monitoring

Developed by: P7 - Universitatea Dunarea de Jos din Galati - UDJG

Version: 1

Date: 26/12/2021

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ABBREVIATIONS

HE	-	Higher Education
HEI	-	Higher Education Institutions
SMEs	-	Small and Medium-sized Enterprises
VET	-	Vocational Education and Training
OERs	-	Open Educational Resources
WP	-	Work Package
PQPM	-	Project Quality Plan and Monitoring
QAMT	-	Quality Assurance and Monitoring Team
PQAP	-	Project Quality Assurance Plan
LFM	-	Logical Framework Matrix
NEO	-	National Erasmus Office
PMT	-	Project Management Team
COM	-	Committee Member

1. THE SM TMC PROJECT

Tunisia needs a radically new strategy in HE, a pragmatic orientation of the education to the needs of the Tunisian economy. Nevertheless, this is not enough for improving the employability of the HEI graduates. Industrial companies must grow in number and develop internally by means of innovation and efficiency. SMEs companies are the backbone of the country. In Tunisia, they represent 95% of all enterprises. They are crucial to the improvement of the standard of life. For this, SMEs must grow both in the number of employees and with respect to the number of business operations.

Unfortunately, economic surveys clearly demonstrate that the development of SMEs in Tunisia stagnates both with respect to registration of new companies as well as the revenues of existing SMEs. Thus the ultimate goal of the project is to modernize and vitalize the educational and training system in maintenance engineering and by this to increase the efficiency and competitiveness of Tunisian industry.

SM-TMC proposes an unified strategy at three levels:

1. *HEI level*: establishing specialization programmes in maintenance engineering and management with courses at bachelor and master levels. Part of graduates will work as maintenance technicians, engineers and managers in Tunisian companies, others as trainers in training centres.
2. *VET level*: establishing a unified training and certification programme to improve and harmonize the skills of operators, technicians and engineers in maintenance.
3. *Organizational level*: establishing the Tunisian Maintenance Centre of Excellence for coordinating all activities concerning education, training and certification and distribution of resources for this purpose. The Centre will be created to collaboratively support interaction between university and industry, and transfer of knowledge.

Thus, in order to handle the current limitations, to improve the skills and professional experience in maintenance and to remove the barriers hindering the performance improvement of the companies, a set of specific objectives has been advanced:

Objective 1: To implement curricula in maintenance engineering in Tunisian HEIs and to adapt it to the needs and structure of Tunisian industrial companies. By this, to improve the quality of the programme in industrial engineering and of the teachers and other staff involved in education. Outcome: motivated students and providing companies with skilled staff. Provide continuous training and by this improving the climate in the companies, motivate staff and better cooperation labour-employer.

Objective 2: To create a national organization Tunisian Maintenance Centre of Excellence, TMC, and a TMC-Expert Group with member universities and companies for coordinating the activities regarding maintenance education and training and active collaboration university-industry.

Objective 3: To strongly involve the industrial companies to the development of curricula in maintenance engineering. Joint development of co-op programs and defined research programs in industrial engineering; Effect: Innovative solutions for solving companies' maintenance problems.

Objective 4: To develop the TMC-Knowledge Platform for education and training. Effect: A unified system for OERs (Open Educational Resources) and E-learning resources and communication between, students, teacher, staff in companies and stakeholders.

Objective 5: Overall improvement of the company climate, performance and quality in education and training in maintenance engineering. Access of female students and unemployed individuals to maintenance field.

2. PROJECT QUALITY PLAN AND MONITORING (PQPM)

The Project Quality Plan and Monitoring within the project has the objective to establish an internal operational framework which will allow maximum flexibility while maintaining a clear distinction of roles and responsibilities of all partners involved and will ensure that the project deliverables meet all the targets set in the project. To this aim, the project will establish appropriate mechanisms and procedures involving all partners.

Creating this plan at the beginning of the project (M3), D_{4.2}, enables the project coordinator and team to set quality criteria and targets for the project that will be realistic and reachable. These procedures address the whole range of administrative, financial, and technical issues, including issues such as internal reviews at the WP level and standards for reporting, documentation, outputs, and outcomes. The reviews will be carried out throughout the duration of the project, involving representation and commitment from all partners.

The WP leader, as defined in the project proposal, Universitatea Dunarea de Jos din Galati (UDJG), is responsible for outlining the first draft of the PQPM in cooperation with the Co-Work Package University of Gabes (UGABES). After consultation with the Project Coordinator and all the partners responsible for specific deliverables, additional procedures will be defined in the revised version of the PQPM.

The PQPM:

- defines the internal monitoring and quality management;
- defines the content, format, review and approval process of the planned actions in terms of process and outcome;
- defines the responsibilities of the project partners regarding those planned actions;
- identifies all the different tools and means to be applied throughout the project duration;
 - provides guidelines for adequate implementation and thereby assure that certain quality standards in the performance of our tasks are fulfilled;
- defines the quality requirements that must be obtained throughout the project lifecycle, those that the deliverables, actions and results must conform to;
- defines the quality expectations for project deliverables (outcomes and outputs);
- recording and diffusion - dissemination of the project's results, both to raise awareness among stakeholders to implement the actions, and to launch measures and "next generation" interventions.

The PQPM constitutes a working document which can be adapted and revised throughout the implementation of the project upon agreement by all parties. This may apply in cases such as where e.g. the procedures laid out in the PQPM turn out to be not feasible for their purpose.

The evaluation of SM TMC project will be internal and external. The present methodology describes mainly the internal evaluation.

3. THE QUALITY ASSURANCE AND MONITORING TEAM (QAMT)

The Quality Assurance and Monitoring Team (QAMT) will actively and collectively contribute to the realization of these goals and the establishment, deployment and implementation of a feasible and effective contingency plan to overcome any emerging challenges and complexities. The Quality Assurance and Monitoring Team will also collaborate very closely with the Project Coordinator to ensure the high quality of all project activities and delivery of important milestones and deliverables in a timely and effective manner. At the same time, the Project Coordinator will undertake all the necessary actions related to the technical and management aspects of the project, including monitoring the project progress, identifying any emerging challenges and working with the Project Quality Assurance and Monitoring Team to propose and undertake corrective actions.

Each participating organization will be invited to appoint an academic staff member to join the Quality Assurance and Monitoring Team (QAMT). The QAMT will be responsible for developing the Project Quality Assurance Plan (PQAP). **The QAMT was established during the Kick-off Meeting, form March 2021.**

All consortium members in the QAMT are included in Table 1.

Table 1: Quality Assurance and Monitoring Team Members (QAMT)

Partner	Role	Name	Email Address:
1. UDJG	Chair	Virgil Gabriel TEODOR	virgil.teodor@ugal.ro
2. UGABES	Com	Mejda Bourguiba	mejda.bourguiba@univgb.tn
3. EWF	Com	Pedro catarino	pcatarino@ewf.be
4. CCIT	Com	Yosra Arfaoui	yosra.promotion@ccit.com.tn
5. UVIGO	Com	Eva gariapedr	opi-tec.sup@uvigo.es
6. ULYON	Com	Alida sahli	alida.sahli@univ-lyon3.fr
7. UJEN	Com	Hanen rabhi	Hanene_rabhi@yahoo.fr
8. UCAR	Com	Fehmi Najjar	fehmi.najjar@ept.ucar.tn
9. USFAX	Com	Lotfi sellami	lotfi.sellami@usf.tn
10. PLAS	Com	Cornel-Mihai Nicole	gmni@kth.se
11. SOCOMENIN	Com	Jamel bouchhima	jamelbouchhima@gmail.com

The duty of the QAMT is to monitor and evaluate the progress of the project and to ensure that all its activities are carried out properly according to European Standards and Guidelines for Quality Assurance and ensuring proper execution of the project to achieve its objective. The QAMT will design a proper evaluation process and be responsible for creating a set of indicators. As such, the QAMT, will define the following milestones:

- reports from partners on the quality of the implementation of work packages;

- twice a year, QAMT reports based on the individual reports of each consortium members who are responsible for internal monitoring and quality control of the implementation status of tangible results including recommendations and corrective measures related to the strategic project achievements and overall management of the grant. Each evaluation will be held in terms of each project's intellectual output and overall project for each level, the following indicators will be assessed: consequence; effectiveness; efficiency; innovation; impact and results.

The QAMT will monitor the project at different points using different types of evaluation practices and tools, such as report analyses, surveys, questionnaires, checklists, devised to assess on an ongoing basis project relevance, efficiency and impact, to measure progress throughout its life cycle, to determine if the project responds to main target groups' needs, to measure the level of satisfaction of beneficiaries of project activities, and to evaluate unexpected results and control all processes. QAMT activities will include evaluation of offered new courses, improved teaching and lab facilities, training of teaching staff, student feedback, achievement of objectives, and impact of the project at the single universities and at national level. The monitoring and evaluation procedures will monitor the project execution through monitoring reports which will be edited every 6 months.

4. PROJECT QUALITY ASSURANCE

4.1. QUALITY OF THE PROJECT PROCESSES

The aim of the evaluation is to support project coordinator and WP leaders in ensuring highest quality of project outputs, activities, and results, as well as in improving project performance. It should support decision making by delivering necessary evidence to introduce any significant changes, should they be needed. The evaluation will increase the quality of project activities and outputs and measures to what extent they reach the short-term project goals and results set in the application.

The quality of the project processes evaluation will be done through self-evaluation of the consortium by each partner, through persons assigned by the QAMT, using the PQPM Forms. The project partners must answer each question with an assessment of the performance of the consortium. The evaluation result must be sent to QAMT two weeks prior to the 6 months report. The WP4 Leader/Co-Leader will collect all the answers from the partners and integrate them into a report, which will reflect the views of the consortium on its progress. In case the WP4 Leader/Co-Leader, upon processing the results, finds that one or more are below the expected performance, he/she must notify the PC to set forth problem-solving procedures. The evaluation will be performed twice a year, every year, during the lifecycle of the project. Besides this evaluation, each WPL takes also into consideration the indicators and respective objectives that are described in the Logical Framework Matrix (LFM).

4.2. QUALITY OF PROJECT DELIVERABLES

The deliverables of SM TMC project consist of the results of the 6 Work Packages: 1 – Preparation/ SM-TMC Framework development and educational and training specifications; 2 – Development/Development of Maintenance Engineering Specialization – TMC-EDU; 3 – Development/Development of Maintenance Engineering Training Programme – TMC-VET; 4 – Quality Assurance, monitoring and control; 5 – Dissemination and Exploitation/ Dissemination and TMC-Knowledge Maintenance Platform; 6 – Dissemination & Exploitation/Exploitation and TMC-ORG; 7 – Management/Project Coordination and Administration. Each WP may contain one or more subtasks.

The table 2 presents the project's work package leaders.

Table 2. The project's work package leaders

Work Package No.	Type of Work Package	Title of Work Package	WP Leader
WP1	Preparation	SM-TMC Framework development and educational and training specifications	P12 - CCIT - leader P6 - UVIGO - co-leader
WP2	Development	Development of Maintenance Engineering Specialization – TMC-EDU	P3 - UCAR - leader P8 - EWF - co-leader
WP3	Development	Development of Maintenance Engineering Training Programme – TMC-VET	P12 - CCIT - leader P9 - PLAS - co-leader
WP4	Quality	Quality Assurance, monitoring and control	P7 - UDJG - leader P2 - UNIVGB - co-leader
WP5	Dissemination and Exploitation	Dissemination and TMC-Knowledge Maintenance Platform	P8 - EWF - leader P 12 - CCIT - co-leader
WP6	Dissemination and Exploitation	Exploitation and TMC-ORG	P5 - ULYON - leader P10 - SOCOMENIN - co-leader
WP7	Management	Project Coordination and Administration	P1 - USFAX

The deliverables of SM-TMC may be classified into tangible deliverables such as reports, publications, manuals, methodology, plans, printed and electronically available promotional material, media articles as well as intangible deliverables in the form of organized events (trainings, study visits, coordination meetings, monitoring visits, conference etc.), developed and launched project web site, social media, etc. A common quality expectation for all

deliverables is their relevance to reach the overall objective and the specific objectives, with a further focus on their development in an efficient and effective manner.

In order to assure a high level of quality regarding the results of the project, each deliverable is evaluated for its completion in due time as well as for its completeness, clarity and comprehensiveness.

4.3. QUALITY EVALUATION

Depending on the nature of the activity implemented, for each WP and its subtask(s), the evaluation can be of two kinds: a. Internal or b. external. "Internal" means that responsible for the review of the document is one/ more than one of the members of the consortium and associated partners, while "external" means that the persons other than the partners and/or associated partners of the project (the public, participants, trainees, beneficiaries etc.) evaluate the result. The evaluation is made with the aid of specific documents according to the specificity of the work package.

In case the deliverable result is not considered as accepted, necessary corrective actions are initiated by the WPL according to the results of the evaluation.

4.3.1 INTERNAL EVALUATION

Internal monitoring will be carried out by all partners, including previously established documents and instruments for self-evaluation such as they are: LFM, Workplan, budget and cash flow tables, meetings, monitoring visits. The SM-TMC site will also be used for monitoring of project activities.

Many of the deliverables of SM-TMC, like the analyzing for the identification of industry and students needs or the preparatory phases for the development of the curriculum structure, courses etc., are addressed to the partners of the consortium. These deliverables of the WPs and tasks undergo an internal evaluation.

Table 3 presents the responsible for identifying the evaluation criteria of the project's deliverables.

Table 3. Evaluation criteria identification responsible

WP	Task no.	Description	QAMT responsible	Due date
1	1.1	To establish the Framework of the SM TMC, Stakeholder database	CCIT – Task leader	15.03.2021
	1.2	To develop structure of the education programme in maintenance engineering	UDJG - Task leader	15.04.2021
	1.3	To assess Workforce competence and skills in maintenance	SOCOMENIN - Task leader	15.05.2021
2	2.1	Outline and fulfilment the curriculum	UDJG - Task leader	15.11.2021

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	2.2	Define Syllabus and develop Teaching material for the modular programme	UNIVGB - Task leader	15.05.2023
	2.3	Develop TMC - Project Scenarios and Train teaching staff and students	PLAS - Task leader	15.05.2023
	2.4	Organize Pilot course, Validate and assess the quality of the programme	UJEN - Task leader	15.06.2023
3	3.1	Develop Curriculum for TMC-VET in maintenance engineering (ME)	UVIGO - Task leader	15.02.2022
	3.2	Develop modular training material	CCIT - Task leader	15.12.2024
	3.3	TMC-Project Scenarios and Pilot course and TMC-VET programme evaluation	PLAS - Task leader	15.12.2024
4	4.1	Analysis of Risk and develop of the contingency plan	CCIT - Task leader	15.06.2021; Updated 15.12.2022
	4.2	Internal Quality Assurance and Control	CCIT - Task leader	15.06.2021 and updating every 6 month
	4.3	Quality assessment of Education and Training	EFW - Task leader	15.11.2023
5	5.1	WEB page and Dissemination Plan	UCAR - Task leader	15.03.2021 and updating 15.03.2022; 15.03.2023; 10.01.2024
	5.2	Dissemination workshops and seminars	CCIT - Task leader	10.07-2020; 15.04.2021; 15.09.2021; 15.05.2022; 15.10.2022; 10.01.2023
	5.3	Promotional campaign and publications	USFAX - Task leader	10.01.2024
	5.4	TMC-KNOWLEDGE Platform with OER	UVIGO - Task leader	10.01.2024
6	6.1	Formulate SM-TMC exploitation strategy and plan	UDJG - Task leader	15.05.2021; 15.05.2022; 15.11.2023
	6.2	Define and implement TMC-ORG structure and activity	UJEN - Task leader	15-11-2023
	6.3	Order and install SM-TMC infrastructure and equipment	UNIVGB - Task leader	15.12.2022



7	7.1	Project coordination	USFAX - Task leader	10.01.2024
	7.2	Project Administration and financial control	USFAX - Task leader	10.01.2024
	7.3	Management Handbook	USFAX - Task leader	10.01.2024

Internal quality evaluation in SM-TMC includes four levels of quality control (1) Deliverable authors, Task, and WP-leaders, (2) Coordinator level, and (3) Steering Committee level and final approval.

The 1st level corresponds to the activity level and relay on self-assessment by responsible Task Leader/WP leader and its team. The presentation of deliverables and activities of the project are a joint responsibility of the associated Task Leader and his/her team, partners involved in the activity and corresponding WP leader. It shall guarantee the quality and timeliness of the deliverable as identified in Application Form and action plan (modified and agreed by the PMT on six-month basis if there is a need).

The 2nd level control is carried out by the Project Coordinator Team. If a draft deliverable has not passed the 2nd level control and there are disagreements between the deliverable authors and the reviewers, the Coordinator will take the necessary corrective actions in order to come up with acceptable deliverables. If necessary the Coordinator may involve the rest of the consortium. A draft deliverable that has passed the 2nd level of control and is approved by the Coordinator will be forwarded to the PMT for formal approval (if required). The 3rd level control is done at the PMT. The PMT is the highest decision making body of the partnership that takes the final decision for the approval of major deliverables.

4.3.1.1 Task Leader (main author of the deliverable) responsibility

Working package leader e.g. Project Management Leader of each project partner is responsible for quality control of all outputs prepared by his/her team, and is in charge to check all deliverables before sending it to the 2nd step, e.g. Project Coordinator.

Task leaders' responsibility involves following activities:

- coordinating the development of the deliverable(s) according to the deliverable template and project working plan,
- assigning parts of the work to other partners involved in the activity,
- coordinating the work of other partners involved in the activity, providing guidance and feedback when necessary,
- aligning the contributions of the other partners involved in the activity, in order to produce the deliverable,
- submission of the draft deliverable to the Leader/Co-Leader (1st level control),
- responsible for implementing the suggestions for improvements, assigning certain amendments as appropriate,
- sending the amended draft deliverable,

- reports to the Leader/Co-Leader for any problems occurring during the implementation of the activity,
- cooperates with the WP Leader/Co-Leader and other partners in the same WP in order to ensure the activity's progress in conformity with other activities and that any cross activity inputs and outputs are being delivered as foreseen by the WP description (respecting any changes approved by the PMT as recorded in the respective minutes).

4.3.1.2 Other partners involved in the WP activity

As a responsible partners in the project, other partners involved in WP as co-authors are responsible for active participation in performance of the activities with its best knowledge. They are:

- responsible for the production of their part in the deliverable according to the Task Leader's instructions,
- prepare its contributions to ensure that the Task Leader will be able to put all contributions together in the desirable format,
- responsible for providing to the Task Leader all the complementary information regarding their work (i.e. references, bibliography, methodologies used, contact details of people interviewed etc.),
- responsible to implement amendments to their contribution as a result of the received feedback from Project Coordinator and PMT, after consulting with the Task Leader.

4.3.1.3 WP Leader/Co-Leader

WP Leader/Co-Leader is responsible for coordination of all efforts and outputs regarding its WP. For that purpose he/she is responsible for:

- delivery of up-to-date information on the WP progress, making sure that all activities are in the time frame defined in the Work Plan,
- coordinating the Work Package and ensuring that all the activities are contributing to the WP's objectives,
- cooperates with the Task Leaders and the coordinator in ensuring that all of the contributing partners are smoothly cooperating with a view to accomplish the WP's objectives and that any cross-WP inputs and outputs are being delivered as foreseen by the project description,
- remind the rest of the team about submission deadlines and the procedures to be followed and provides input and suggestions to the Task Leaders of the WP during the development of the relevant deliverables,
- providing the Task Leaders comments and suggestions on the draft deliverables (1st level control),
- cooperates with the Task Leaders in ensuring the implementation of the suggestions of the Project Coordinator (2nd level) and PMT (as 3rd level of the quality control),
- verifies the satisfactory implementation of the recommendations.

4.3.1.4 Project Coordinator

Project Coordinator is responsible for the coordination of the whole project within project consortium, regarding to that fact Project Coordinator responsibility may be determined as follows:

- cooperation with the Task Leaders on all matters arising relevant to ensuring the quality of the project's deliverables,
- accepting the deliverable or providing final comments to the Task Leaders and WP Leaders (2nd level control),
- cooperating with the WP Leaders in order to ensure that all WPs are progressing in conformity with each other and that any cross-WP inputs and outputs are being delivered as foreseen by the WP description,
- informing the WP Leaders and the Task Leaders of any changes in the Partnership Agreement and the related WorkPlan or any implicit changes in the implementation of the project that may affect the timing or the content of the relevant deliverables,
- officially submitting all approved deliverables after their approval at PMT control.

4.3.1.5 Quality feedback by the target groups

The satisfaction of end users will also be investigated. It will take into account a variety of information from different sources using questionnaires to target groups and consultation with the project beneficiaries. In order to allow the impact assessment of the project activities, a template for feedback for different meetings / trainings / events was developed (Annexes). It needs to be adapted to the specific needs but the main items shall not be deleted.

4.3.2 EXTERNAL EVALUATION

External monitoring of the project will be performed by National Erasmus Office (NEO) in Tunisia and EACEA. Three types of monitoring, based on deliverable achievement will be performs: (1) Preventive (in the first project year); (2) Advisory (after the first project year); and (3) Control (after the end of project – sustainability check). The external monitoring includes the assessment of various aspects of project implementation, such as relevance (is project still relevant in terms of its previously determined goals and achievements), efficiency (are the activities in work-packages done on time in line with the proposed project Working Plan), effectiveness (how well are project specific objectives met), impact (at the level of departments, faculty, university, etc.) and sustainability (what would stay after the project is finished). Based on the progress of these aspects, the NEO sends the report on their findings to EACEA. Apart from the monitoring from NEO and EACEA, the University of Sfax will additionally subcontract the external evaluator for the purpose of preparation of External Audit Report on the project. The evaluation will target project content development i.e. extent to which it contributes to the stipulated goals in accordance with the recommendations and templates of EACEA. The external component will consist of the evaluation by an external independent expert, appointed by the Project Management Team, PMT, during 2021, with the

task to produce a report on the effects of the project with regards to its goals. Prior to this, the University of Sfax will propose a number of experts based on its assessment of their competences for the task. Finally, the chosen expert will be hired by the project coordinator, under the budget heading Subcontracting.

4.4 EVALUATION PROCESS

The evaluation should address important questions that will determine the degree of fulfillment of the purpose and goals of the project. Illustrative questions are reported below:

- Were the project deadlines in compliance with the total timeline?
- What is delaying the development of the project?
- What corrective measures should be taken?
- Is the project management effective?
- Is there needed to redefine the project design?
- Is the dissemination plan effective?
- Are the objectives completed?
- Did the expected results achieved?
- What is the impact of the project?
- What are the benefits for those involved in the project?
- Is the general approach of the project effective?
- What should be done in another way?

The following table describes the steps required for the evaluation process.

Steps of the process	Decision Making
1. Identifying evaluation goals	Which is the general aim of the evaluation? - What is going to be evaluated? - Why-which is the aim? - What is going to be evaluated?
2. Identify necessary criteria and standards	What benchmarks and measures will be used to evaluate the development of the project?
3. Planning of evaluation	- Which are the main questions that should be answered? - What is possible regarding to the budget, time, available resources and expertise?
4. Selection and development of data collection methods	What information will be collected? - From who? - With who?
5. Collection of relevant information	- In which way?
6. Data processing and analysis	How the data that will be performed will be analyzed and by whom?

7. Conflict data with the evaluation criteria	
8. Report of results and feedback	In what way the results will be recoded? - To who? - Until when?
9. Rating of evaluation	How the assessment of the evaluation will be? - How planning will be evaluated? - How the sequence of evaluation based on the original design will be determined? - In which way the overall evaluation will be evaluated?
During all steps	How the evaluation will be administrated? — regarding to the distribution of tasks, of resources, of staff etc.?

4.4.1 EVALUATION DELIVERABLES

The deliverables of the evaluation process will include six reports (6), one every semester of the project's duration. Every report should include at least the following:

- Main part of the evaluation results
- Conclusions
- Suggestions and specific remarks

Particular emphasis should be given in compliance with the publication rules (logos, etc.).

4.4.2 EVALUATION ACTION PLAN

TASKS	RESPONSIBILITIES	DUE DATE
Complete the respective evaluation questionnaires	All the partners	14/05/21
1 st evaluation report (15/10/20 – 14/05/21)	UDJG - CCIT	30/05/21
Complete the respective evaluation questionnaires	All the partners	14/11/21
2 nd evaluation report (15/05/21 – 14/11/21)	UDJG - CCIT	30/11/21
Complete the respective evaluation questionnaires	All the partners	14/05/22
3 rd evaluation report (15/11/21 – 14/05/22)	UDJG - CCIT	30/05/22
Complete the respective evaluation questionnaires	All the partners	14/11/22
4 th evaluation report (15/05/22 – 14/11/22)	UDJG - CCIT	30/11/22
Complete the respective evaluation questionnaires	All the partners	14/05/23

5 th evaluation report (15/11/22 – 14/05/23)	UDJG - CCIT	30/05/23
Complete the respective evaluation questionnaires	All the partners	14/11/23
6 th evaluation report (15/05/23 – 14/11/23)	UDJG - CCIT	30/11/23

4.4.3 EVALUATION QUESTIONNAIRES

For the needs of the internal evaluation there are developed the following evaluation questionnaires and template:

1. Evaluation questionnaire for partner's meeting (Annex 1)
2. Evaluation questionnaire for training course (Annex 2)
3. Evaluation questionnaire for deliverable (Annex 3)
4. SM-TMC Power point presentation template (Annex 4)

*** Partners' Obligations

1. All the partners have to contribute to the evaluation procedure. Especially about the evaluation of each deliverable, each WP Leader has to inform about the completion of the deliverable in order to start the evaluation procedure.
2. The evaluation questionnaire of meetings has to be completed by all the partners excluding the host organization within 15 days after the end of the meeting.
3. The evaluation questionnaire of the training course has to be completed by participants on the course and responsible is the organization in charge of it.



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ANNEXES



Annex 1 - Evaluation questionnaire for partner's meeting



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Partner's Meeting

Evaluation Questionnaire

TYPE OF MEETING: XXXXXXXXXXXX

PLACE: XXXXXXXXXXXX

DATE: XXXXXXXXXXXX

Compiler's data (optional)

Name: XXXXXXXXXXXX

Organization: XXXXXXXXXXXX

Country: XXXXXXXXXXXX



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1. The co-ordination and the secretariat functioned:

1 2 3 4 5 6 7 8 9 10
Inefficiently Efficiently

2. The information you received before the on line meeting, intended to facilitate your participation in the meeting was:

1 2 3 4 5 6 7 8 9 10
Incomplete Exhaustive

3. The Organization of the facilities used for the on line meeting was:

1 2 3 4 5 6 7 8 9 10
Not suitable Suitable

4. How was the technical equipment available during the on line meeting?

1 2 3 4 5 6 7 8 9 10
Not suitable Suitable

5. The agenda of the on line meeting was:

1 2 3 4 5 6 7 8 9 10
Relatively_unclear Clear

6. The material distributed during the on line meeting was:

1 2 3 4 5 6 7 8 9 10
Not useful Useful

7. At the start of the on line meeting, the themes, the time available and the procedures of the on line meeting were:

1 2 3 4 5 6 7 8 9 10
Not clear Clear

8. The time management of the on line meeting was:

1 2 3 4 5 6 7 8 9 10
Inadequate Adequate

9. The working atmosphere of the on line meeting was:

1 2 3 4 5 6 7 8 9 10
Unsatisfactory Satisfactory

10. The general management of the on line meeting was:

1 2 3 4 5 6 7 8 9 10
Unsatisfactory Satisfactory



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11. The management of the development of the work in the on line meeting was:

1 2 3 4 5 6 7 8 9 10
Unsatisfactory Satisfactory

12. The level of participation of the different components of the partners' group was:

1 2 3 4 5 6 7 8 9 10
Unsatisfactory Satisfactory

13. Did your questions receive satisfactory answers?

1 2 3 4 5 6 7 8 9 10
Never Always

14. The amount of time available for the on line meeting was:

1 2 3 4 5 6 7 8 9 10
Insufficient Appropriate

15. The results reached at the end of the on line meeting were:

1 2 3 4 5 6 7 8 9 10
Unsatisfactory Satisfactory

16. The level of correspondence of the results of the on line meeting with the established objectives was:

1 2 3 4 5 6 7 8 9 10
Inadequate Adequate

17. To what extent have you been participating in the work of partners' on line meeting?

1 2 3 4 5 6 7 8 9 10
Very little A lot

18. What suggestions can you make for improving the working procedures of the partners' meetings?



Annex 2 - Evaluation questionnaire for training course



South Mediterranean Tunisian Maintenance Centre of Excellence

Training Course

Evaluation Questionnaire

TRAINING COURSE: XXXXXXXXXXXX

PLACE: XXXXXXXXXXXX

DATE: XXXXXXXXXXXX

Compiler's data (optional)

Name: XXXXXXXXXXXX

Organization: XXXXXXXXXXXX

Country: XXXXXXXXXXXX



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1. Overall, how satisfied were you with the training course?

Very satisfied	Rather satisfied	Neither satisfied nor unsatisfied	Rather unsatisfied	Not satisfied at all

2. To what extent do you agree or disagree with the below statements?

	Fully agree	Rather agree	Neither agree nor disagree	Rather disagree	Fully disagree
Course contents were of my interest					
I feel now better informed on the course's topic					
I now better understand aspects of the training course's topic					
The course supports me in developing my skills and competences					

3. To what extent did the event show the following attributes?

	Fully agree	Rather agree	Neither agree nor disagree	Rather disagree	Fully disagree
Contents were clearly understandable					
Contents were interesting and motivating					
Course was well-organized and well-structured					
Overall atmosphere was pleasant					

4. Do you have any further comments and recommendations on the training course? What could have been done better?



Annex 3 - Evaluation questionnaire for deliverable



**South Mediterranean Tunisian Maintenance
Centre of Excellence**

Deliverable **X.X: XXXXXXXXXXXXXXX**

Evaluation Questionnaire

Name:

Organization:

Country:



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Strategy

How well do you understand the strategy (the purpose) of your objectives in this Deliverable on a scale from 1-5?

1-Very poor

2-Poor

3-Average

4-Satisfactory

5-Excellent

Why did you give this rating?

People

How well do you think the partnership functions together in this Deliverable on a scale from 1-5?

1-Very poor

2-Poor

3-Average

4-Satisfactory

5-Excellent

Why did you give this rating?

Partnership

How well do you think the communication in this Deliverable functions on a scale from 1-5?

1-Very poor

2-Poor

3-Average

4-Satisfactory

5-Excellent

Why did you give this rating?



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Resources

Do you think your organisation provides enough resources in this Deliverable in order to deliver the objectives, please rate on a scale from 1-5?

1-Very poor

2-Poor

3-Average

4-Satisfactory

5-Excellent

Why did you give this rating?

People

How would you rate your own performance in this Deliverable on a scale from 1-5?

1-Very poor

2-Poor

3-Average

4-Satisfactory

5-Excellent

Why did you give this rating?

Processes

How would you rate your own organization's overall performance in this Deliverable on a scale from 1-5?

1-Very poor

2-Poor

3-Average

4-Satisfactory

5-Excellent



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Why did you give this rating?

Write down what specific actions in this Deliverable your organization leading/contributing to. Do you have further comments about it?



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Annex 4 - SM-TMC Power point presentation template



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TITLE



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