Digital Transformation and Digital Reputation
Project Code: 2023-1-IT02-KA220-SCH-000151182

Quality Manual

Summary

Main Objective

To ensure that all project activities comply with the defined quality standards, constantly monitoring the progress, quality and compliance of activities with the project objectives and the allocated budget.

Structure of the Quality Plan

1. Definition of the management structure and monitoring tools

- **Description:** Creation of project management guidelines and Quality Management System (QMS) Manual for all partners.
- **Responsibility:** Fondazione Gazzetta Amministrativa
- **Timing:** 01/12/2023 - 31/01/2024
- **Involved:**
    - **Fondazione Gazzetta Amministrativa:** develops and distributes guidelines and QMS
    - **All partners:** Review and acceptance of shared quality management guidelines

2. Plan-Do-Check-Act

- **Description:** Application of the Plan-Do-Check-Act (PDCA) monitoring cycle to monitor the quality and effectiveness of activities.
    - **Planning:** Definition of objectives and qualitative and quantitative indicators for each activity.
    - **Execution (Do):** Implementation of activities according to defined guidelines.
    - **Check:** Periodic evaluation of activities through questionnaires, qualitative indicators and feedback reports.
    - **Corrective Action (Act):** Implementation of corrective actions to resolve any issues.
- **Responsibility:** Fondazione Gazzetta Amministrativa
- **Timing:** Continuous monitoring every 6 months, with main reviews at the end of the WP (30/06/2024, 31/12/2024, 30/06/2025, 31/12/2025, 30/06/2026, 15/11/2026).
- **Involved:**
    - **Administrative Gazette Foundation:** conducts and documents periodic checks
    - **All partners:** feedback on any critical issues or needs for improvement

3. Monitoring sessions and mid-term reviews

- **Description:** Every six months, the Foundation coordinates monitoring meetings to assess progress and quality, monitor expenditure, and verify adherence to timelines.
- **Responsibility:** Fondazione Gazzetta Amministrativa

- **Timing:** 30/06/2024, 31/12/2024, 30/06/2025, 31/12/2025, 30/06/2026, 15/11/2026
- **Involved:**
    - **Fondazione Gazzetta Amministrativa:** facilitation of the data review and analysis process
    - **All partners:** participation in monitoring sessions and provision of required data

4. Quality reporting and corrective actions

- **Description:** At the conclusion of each monitoring cycle, a quality report is produced that identifies any deviations from the objectives, accompanied by corrective actions.
- **Responsibilities:** SC RECDATE (support to the Foundation for corrective actions and evaluation of results)
- **Timeline:** End of each project year (31/12/2024, 31/12/2025, 15/11/2026)
- **Involved:**
    - **Fondazione Gazzetta Amministrativa:** drafting and sharing of quality reports
    - **SC RECDATE:** Consulting for the implementation of corrective actions
    - **All partners:** applying corrective actions, if necessary

5. Final evaluation and full report of the Quality Plan

- **Description:** Complete evaluation of the quality of the results, compliance with deadlines and budget. Production of a final report that includes all corrective actions and recommendations for sustainability.
- **Responsibilities:** Fondazione Gazzetta Amministrativa, with the support of SC RECDATE
- **Timing:** 01/10/2026 - 01/11/2026
- **Involved:**
    - **Fondazione Gazzetta Amministrativa and SC RECDATE:** drafting of the final report
    - **All partners:** final feedback and compliance verification

Project Management Guidelines and Quality Management System (QMS) Manual

1. Objectives and purpose of the project

Project objectives: The project aims to raise awareness among students on issues related to online safety, promoting awareness and practical knowledge of the dangers of the Internet and preventive strategies. It will consist of training sessions, a survey on the safe use of the Internet, and a final presentation to disseminate the results and good practices among the partners involved.

Purpose of the QMS Handbook: This handbook is designed to guide partners in meeting the quality, management, and communication requirements of the project. It provides a clear organizational structure, standardizes processes, and promotes collaboration between partner institutions.

2. PDCA (Plan-Do-Check-Act) cycle

The PDCA (Plan-Do-Check-Act) cycle is a key methodology to ensure continuous monitoring of the quality and effectiveness of project activities.

This PDCA cycle is repeated periodically throughout the project, thus ensuring constant monitoring and continuous improvement of the quality and effectiveness of the activities in all its phases:

1. Plan

- Quality objectives: Clear definition of project objectives, such as increasing learners' awareness of online risks and implementing effective training sessions.
- Task Planning: Develop a detailed plan that lists all the tasks, time, and resources needed. For each training module, contents, teaching methods, and assessment tools are specified.
- Definition of performance indicators: To monitor effectiveness, key indicators (KPIs) such as the number of students involved, the level of understanding of the content, and active participation are established.

2. Do (Execution)

- Implementation of activities: Partners implement planned activities, such as survey administration, awareness lectures and final presentation. During this phase, the plan is followed to ensure that the teaching content and methods are applied correctly.
- Data collection: Data is collected through surveys and student feedback, as well as qualitative observations on learning outcomes. This data is crucial for the verification phase (Check).

3. Check

- Analysis of results: Comparison of the results obtained with the objectives and KPIs established in the planning phase. The data collected is evaluated, verifying the effectiveness of the training activities and identifying any gaps with expectations.

- Feedback: Collecting feedback from students and teachers to understand the areas of strength and criticalities of the activities carried out. This also includes assessing student participation and understanding.
- Monitoring report: A report is drawn up with the results of the analysis, reporting both successes and areas where improvements are needed.

4. Act

- Corrective actions: Based on the results of the verification phase, improvements are introduced to correct any critical issues. For example, if a teaching module has not achieved the expected results, the teaching methods or materials can be revised.
- Plan update: Make changes to the project plan to incorporate corrective or improvement actions. Changes are shared with all partners to maintain consistency and alignment.
- Improvement evaluation: After corrective actions are implemented, a new monitoring phase is performed to evaluate the effectiveness of the changes. This ensures a continuous cycle of improvement in the quality of the activities.

3. Quality Management System (QMS) Structure

Following the phases of the PDCA cycle, the QMS is structured in four activities, which describe the fundamental principles of quality and project management:

Activity 1: Planning and monitoring

1. **Definition of objectives and activities**: Each partner must clarify their responsibilities and the activities to be carried out in detail. This includes the online safety survey, the analysis of the collected data, the training sessions, and the final presentation.
2. **Timeline planning**: Set realistic deadlines for each phase of the project and review them periodically.

Activity 2: Communication management

1. **Communication platforms**: Use a centralized platform (e.g., Google Drive, Teams, or another shared tool) for document sharing, survey results, and task scheduling.
2. **Regular meetings**: on schedule
3. **Information transparency**: All project-related information, including milestones and deliverables, must be shared with all partners in a timely manner.

Activity 3: Quality Assurance in Educational Activities

1. **Training content guidelines**: Partners must follow a standard format to prepare online safety lessons. Content should include information about common risks, such as cyberbullying and phishing, and practical preventative solutions.
2. **Teaching methodologies**: Teachers should adopt interactive and engaging teaching methods to ensure that students understand and retain content.

3. **Effectiveness Evaluation:** Conduct feedback sessions to gather opinions from students and teachers and to evaluate the impact of lessons. The results of the evaluation must be discussed in the project meetings.

Activity 4: Quality control and final evaluation

1. **Standardization of evaluations:** All partners must use a standardized method to analyze survey results. This allows for a uniform comparison of the data collected by each partner.
2. **Final review of the project:** Each partner will have to draw up a final report on the activities carried out and the results obtained. This documentation will be collected and analyzed in the closing meeting of the project.
3. **Final presentation:** The final presentation should summarize the results of the project and the good practices identified. Each partner is responsible for a part of the final presentation, to be shared with the other institutions.

4. Document Management

1. **Document standards:** All documents related to the project must follow the standard QMS format (present in the shared folder "Format"). Files should be renamed with a uniform convention to facilitate their traceability.
2. **Shared drive:** All documents must be uploaded to the shared drive for all partners to access the updated information.
3. **Data confidentiality and security:** Partners must ensure that information collected in the project, such as survey data, is stored and shared in accordance with data protection regulations.

5. Evaluation and continuous improvement

1. **Continuous evaluation:** Each partner will have to periodically evaluate their activities and results, identifying any areas for improvement.
2. **Review meetings:** Organize a project management review every quarter, during which project results, challenges, and improvements will be shared and discussed.
3. **Process improvement:** Based on the evaluations, partners will have to propose and implement corrective and preventive actions to improve the quality and efficiency of the project.

Attachments

Module 1: Quality Management Plan

Objective: Define quality standards and management plan to monitor project activities in a systematic and consistent manner.

Field	Description
Project Name	Digital Transformation and Digital Reputation
Quality Plan Manager	Administrative Gazette Foundation
WP1 Description	Implementation of a quality management system with objectives, timelines, performance indicators and corrective actions
Quality Objectives	Ensure compliance with quality standards in each WP, keep the project on time and on budget
Management Tools	QMS guidelines, PDCA, Gantt, checklists (module 3)
Monitoring Frequency	Every 6 months
Partners involved	Fondazione Gazzetta Amministrativa, LIM Srl, SMS STAL, SC RECDATE
Quality Indicators	Progress of activities, feedback from partners, results achieved against quality objectives
Corrective	To be implemented by the date of completion of the corrective action agreed at the time of the audit carried out by the partnership.

Module 2: Periodic Evaluation Form

Objective: To periodically document and evaluate the progress of the project's activities and performance against quality standards.

Field	**Description**
Project Name	Digital Transformation and Digital Reputation
Valuation Date	(insert date)
Monitored activities	Example: Uploading e-learning content, toolkit implementation, workshop organization
Indicators Evaluated	Deadlines respected, quality of content, feedback received
Evaluation	(e.g. satisfactory / Partially satisfactory / Not satisfactory)
Feedback from Partners	(Note the feedback of each partner on timing, difficulty, quality)
Problems	(Describe any problems or delays)
Suggested corrective actions	(List specific actions and who is responsible for implementing them)
Deadline for Corrective Action	(Date for implementation of the corrections)

Module 3: Activity Compliance Checklist

Objective: To check that all activities have been carried out in accordance with the defined quality standards and that the time and budget have been respected.

Field	**Description**
Project Name	Digital Transformation and Digital Reputation
Review Date	(insert date)
Control Manager	Administrative Gazette Foundation
Verified Tasks	WP completed and milestones achieved
Activity Status	Completed / In Progress / Delayed
Compliance with Quality Standards	Yes/No (if no, describe the problem)
Budget Compliance	Yes/No (if no, describe the discrepancies)
Compliance with Deadlines	Yes/No (if no, please describe the reasons for the delay)
Notes and Observations	(Note any comments)
Signature of the Manager	(Signature of the auditor)

Module 4: Quality Reporting and Corrective Actions

Objective: To document corrective actions taken in response to any non-conformities detected during periodic monitoring.

Field	**Description**
Project Name	Digital Transformation and Digital Reputation
Report Date	(insert date)
Non-conformance identified	(Describe the non-conformities detected, e.g. delay in the toolkit development activity)
Causes of Non-Compliance	(Analyze and describe the underlying causes of non-conformity)
Corrective Action	(Describe planned actions to correct non-conformance, e.g., extension of dedicated resources or personnel)
Corrective Action Officer	Implementation partner
Corrective Action Completion Date	(Enter deadline to complete corrective action)
Next Evaluation	(Result after corrective action has been applied, e.g. improvement, satisfactory, needs further attention)
Signature and Date of the Reviewer	(Signature and date of the person who carried out the inspection)