



STOREM Quality Plan

Project Acronym:	STOREM
Project full title:	Sustainable Tourism, Optimal Resource and Environmental Management
Project No:	598496-EPP-1-2018-1-IT-EPPKA2-CBHE-JP
Funding Scheme:	ERASMUS+
Coordinator:	UNICA – University of Cagliari
Project start date:	October 15, 2018
Project duration:	36 months
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Abstract	<p>This document defines the key concepts related to the quality plan for STOREM. It provides an outline of the process for planning and implementing activities and submitting deliverables, to ensure a high quality standard throughout the project's lifetime.</p> <p>The aim is to establish the quality framework for the project, including procedures, requirements and monitoring methods to guarantee optimal quality assurance and control. Likewise, it offers the guidelines for the OpenProject platform that has been set up in order to continuously follow up on the established calendar of activities and their expected deadlines; as well as the suggested STOREM document templates.</p>
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DOCUMENT CONTROL SHEET

Title of Document	Quality Plan
Work Package	WP3 – Quality Plan
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v.01	21/01/2019	Draft version to be presented and discussed at the Kick-off meeting (February 10-16, 2019).	UniMagdalena – P3
v.02	25/02/2019	Amended version after receiving feedback at the Kick-off meeting	UniMagdalena – P3



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ABBREVIATION LIST

EACEA	Education, Audio-visual and Culture Executive Agency
EU	European Union
D	Deliverable
HEI	Higher Education Institution
PC	Partner Country
Px	Partner Number X
QA	Quality Assurance
QCT	Quality Control Team
SC	Steering Committee
WPx	Work Package Number X



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EXECUTIVE SUMMARY

This document establishes the quality assurance (QA) mechanisms that will ensure the effective implementation of the “Sustainable Tourism, Optimal Resource and Environmental Management – STOREM” project. It is developed within the work package 3 (WP3) and coordinated by P3, Universidad del Magdalena - UniMagdalena.

The manual will list the templates, guidelines and evaluation tools to assess each deliverable as defined in the project proposal, in order to measure its quality and compliance with its specific objectives. It also offers the guidelines for the Open Project platform that has been set up in order to continuously follow up on the established calendar of activities for each Work Package, its deliverables and their expected deadlines.



1. INTRODUCTION

According to the objectives of the STOREM project and the responsibilities set in the in the WP3 of the STOREM application, Unimagdalena has defined a Quality Plan document that will be presented to the Steering Committee and all partner institutions at the kick-off meeting to be held in Barbados, in February 2019. Once all partners provide feedback and ideas, the final version will be adopted by the SC and uploaded to the official project website and the STOREM OpenProject platform.

This document builds on and further elaborates on the information and structure provided by the project application. Both the quality control and assessment of the project imply collecting and evaluating information of how the project is running compared to its original plan. The real progress will be compared against the performance measurements established within this manual. This evaluation will help us assess how time, money, equipment and other resources have been used to produce the expected results.

It is our goal to obtain the expected results in compliance and within the standards specified in the project. Although it is unusual for projects to run smoothly and without modifications, we will perform a close supervision along with the project Coordinator - UNICA, so we can be prepared to respond quickly to any deviation that may happen and keep the project on track and under control.

This document defines procedures for internal and external monitoring, risk management and financial reporting throughout the project. The Collaborative Project Management Platform that we have set up will serve to keep the partners' workflow aligned with the roadmap of the project, by monitoring the compliance of activities under a thorough project planning and scheduling scheme.



This Quality Plan aims to oversee and ensure the management of the project and the effective attainment of all deliverables, workshops and events, as described in the Work Plan.

2. QUALITY EXPECTATIONS

This chapter shapes the notion of quality expectation for the foreseen tasks and activities to implement the STOREM pathway in all PC and Partner Institutions.

2.1 PROJECT IMPLEMENTATION

STOREM aims at activating a process of capacity building in order to ensure that environmental sustainability and protection is embedded within social and economic issues. This goal will be achieved with the development of a new Environment Protection curricula focusing on Sustainable Tourism and Resource Management (in 2 out of 5 PC HEIs) and a set of new courses in the same field contributing to the modernization of existing graduate pathways in 3 further PC HEIs.

The specific objectives of the project are:

SO1: To design and develop 2 new Master's degree curricula and a set of new courses in cooperation with partner HEIs;

SO2: To develop a model of interaction between HEIs and private and public actors;

SO3: To establish Observatories on Sustainable Tourism and Environmental Protection at PC HEIs, which will be used for teaching, training, researching, and policy evaluation, in order to keep high the level of awareness on the issues of sustainability;

SO4: To strengthen the peace process by promoting higher education and labor market inclusion opportunities for Internally Displaced Population (IDPs), in the new Master's degree, as well as to build local capacities through training activities and support inter and intra community dialogue.



The quality and timely completion of the deliverables will be monitored and evaluated to ensure the achievement of these specific goals, as well as the overall objective of the project.

2.2 QUALITY OF PROJECT DELIVERABLES

The products of the STOREM pathway can be catalogued as tangible deliverable such as reports, teaching material, learning material, training material, publications, platforms and promotional material, as well as intangible deliverables as events, workshops, conferences, etc.

Each deliverable will be evaluated in the framework of the WP description and the specific objectives of the project. The WP Leader will have to make sure the deliverables are uploaded to the Open Project Platform on time and with the appropriate template. In addition to this, we will be sending out reminders so we can meet the deadlines and allow the project to run smoothly.

2.2.1 QUALITY OF DOCUMENT-BASED DELIVERABLES

Partners should use the following templates for document-based deliverables:

- Annex 1: Word document template
- Annex 2: PowerPoint template
- Annex 3: Attendance List template

The adoption of these templates will ensure the consistency and standard institutional presentation of all the project products. The implementation of the templates is not mandatory for promotional and dissemination materials such as leaflets, posters, brochures, newsletters, etc., since they will have its own design and formats.

It is important to note that beneficiaries of European Union (EU) funding are obliged to display the EU flag and to acknowledge the support received under the relevant EU programmes in all communication and promotional material. The European Union emblem (flag) must be used and the name of the European Union displayed in full, as follows: "Co-funded by the Erasmus+ programme of the European Union".



The following disclaimer shall be added to the inner pages of the publications and studies written by external independent bodies with support from the European Commission:

"The European Commission support for the production of this publication does not constitute an endorsement of the contents, which reflect the views only of the authors, and the Commission cannot be held responsible for any use which may be made of the information contained therein."

2.2.2 QUALITY OF EVENTS/WORKSHOPS

The delivery of high quality events is a matter of great importance for the success of the STOREM project. The organizers should plan the events with enough time to coordinate all the logistics, including but not limited to:

- Definition of draft and final agenda
- Selection of venue and facilities
- Definition of registration process
- Information about travel arrangements
- Preparation of activities and presentations
- Preparation of necessary materials
- Selection of speakers/presenters (if applicable)
- Distribution of promotional materials
- Recording of minutes of the meetings

Partners should use the following templates to document the events:

- Annex 3: Attendance List template
- Annex 4: Event Participant Feedback template
- Annex 5: Event Report template

2.2.3 QUALITY OF DISSEMINATION MATERIALS

Dissemination and exploitation strategy and activities of the project will follow the instructions given at the D4.1: Dissemination and Exploitation Strategy and Plan. The WP lead organization EAFIT P4 will be responsible for the development of a social media plan, the development of the project website and the design of dissemination materials, always including the official logos of the project and the Erasmus+ Programme. Draft versions of promotional materials will be presented to



all partners for final approval. Then, P4 will make sure each partner receives the necessary promotional material on time.

2.2.4 QUALITY OF WEBSITE AND ELECTRONIC TOOLS

A very dynamic project website will be created within the first months of the project and it will be the central source of information and dissemination both for partners and the general public. It will include information about the partners, a description of the project, a news section, publications and presentations. The development and continuous update of the website will be led by EAFIT P4 with the support of UPD P8.

Social media accounts will also be created and will be managed by EAFIT P4 with contribution from all partners. This contribution will also be necessary for the publication of news in the website.

The observatories on Sustainable Tourism and Environmental Protection will also serve an advertising function, since they will gather all the teaching and learning resources needed for the implementation of the Master's programmes as well as the papers and publications made within the development of the teaching modules of the STOREM pathway and subsequently publish them online.

All dissemination strategies and materials will aim at successfully promoting the outcomes of the work developed through the WPs 1, 2 and 3, with the goal of getting the maximum possible target audience reach.

2.3 OPEN PROJECT PLATFORM

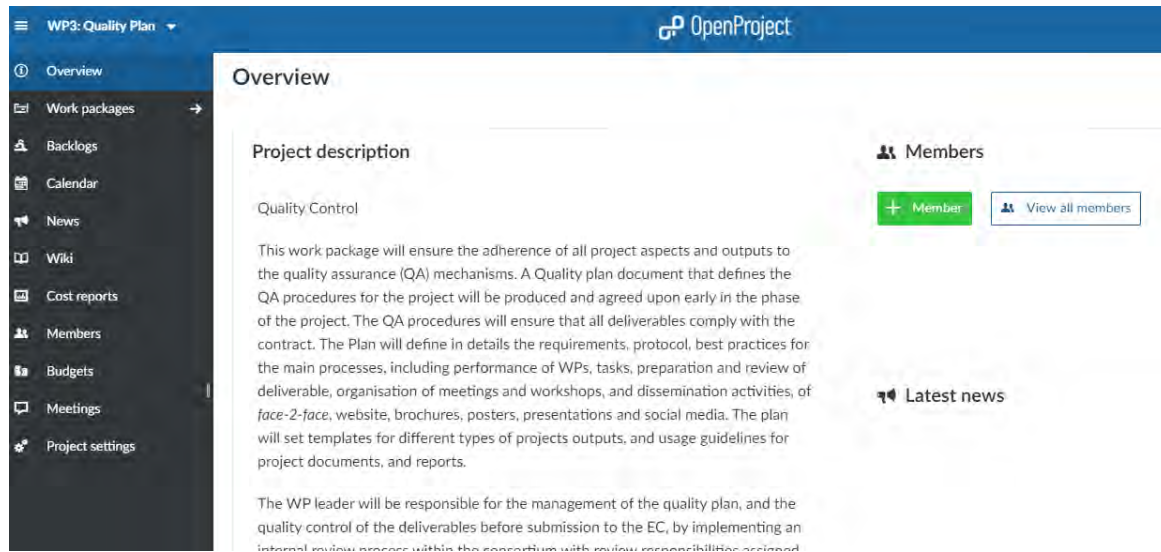
In order to simplify the STOREM quality management process, and follow up on the project calendar and its milestones, an online collaborative project management tool has been set up, as follows:
<http://cetep.unimagdalena.edu.co/openproject/>

It is a custom-version of the OpenProject platform, hosted in a dedicated server owned and administered by UNIMAGDALENA, which will allow each WP leader, the QCT and the SC to keep track of the tasks and work packages, as well as deliverables and deadlines. The platform has Admin-level users and team member



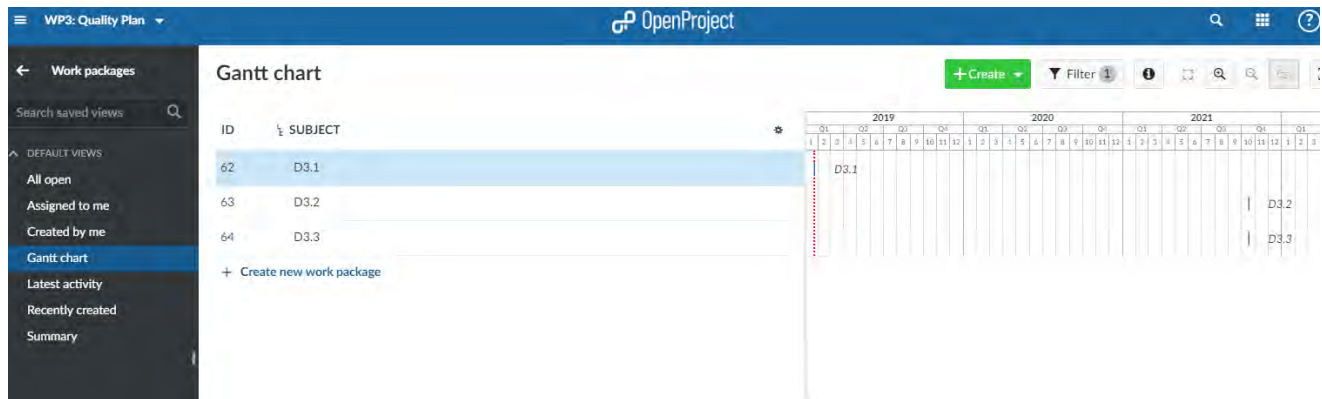
users, each one with the permissions to see each separate task/deliverable and perform actions according to their responsibilities within the WPs.

Each WP comprises its own project, the following picture is a preview of WP3:

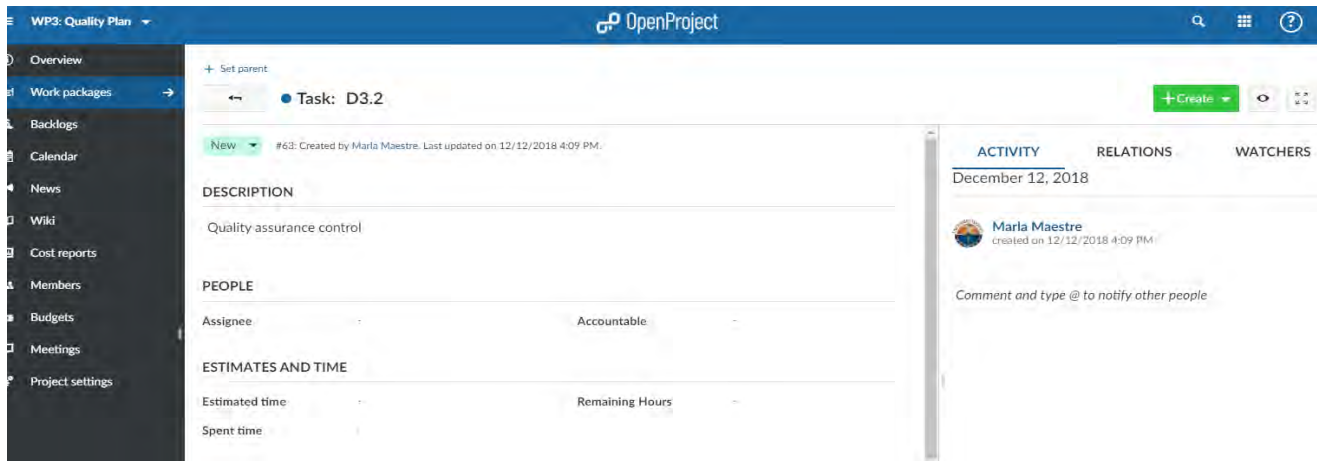


Picture 1: OpenProject - Project Overview

Under the “Work Packages” menu, partners will be able to see the tasks and its management tools, as well as upload evidence of deliverables, for instance:



Picture 2: OpenProject - Task Tools



Picture 3: OpenProject - Task preview

UNIMAGDALENA will assist partners in the user creation and will prepare a user guide for future reference and effective use of the platform. We expect this tool to be a complement to the other measures stated in the present document.

2.4 AMENDMENTS TO THE MANUAL

The guidelines in this manual can be amended by agreement of the SC members and changes will be communicated to all the partners with a 15 calendar days' notice. Partners will be able to follow the document changes in the contribution history chart.

3. INTERNAL EVALUATION

UniMagdalena (P3) will lead the internal monitoring of all the project milestones and management with the support of all partners and SC members. The Open Project platform will help with the control and evaluation of deliverables, as explained in 2.3. One more annex is added to monitor the complete set of deliverables, responsible partner institution, deadlines and dissemination level (Annex 8: Deliverables Matrix).



3.1 STRATEGY FOR QUALITY CONTROL

The internal monitoring and evaluation strategy is composed of three levels of quality control:

1. Activity level: Each WP leader will be responsible for uploading the final draft of the deliverable in the Open Project Platform. The leading institution will oversee the work of the task leader and task members in order to ensure that the deliverable complies with its quality requirements and deadline.
2. Deliverable reviewers' level: a Quality Control Team (QCT) will be set up per semester with members of each institution. Each deliverable will be evaluated by one reviewer who is not author of the deliverable nor member of the WP leading institution. The reviewers will be determined by Unimagdalena P3 and UNICA P1.

The evaluation will be completed following the Annex 07 - Quality Assurance checklist. The reviewer will have 5 working days to submit the evaluation after the submission deadline of the deliverable. After that, the deliverable authors, led by the WP leader, will have 5 more working days to make the necessary amendments to the document and if applicable, send their objections to the reviewer, who will have another 5 working days to submit their final input and review.

In case there are disagreements between the reviewers and the authors, the latter will be able to reach the project coordinator to present their objections and receive their final response.

3. Coordinator level: The project coordinator –UNICA P1, will have the responsibility of checking the deliverable after being evaluated by the designated reviewers from the QCT. If a deliverable has not passed the second quality control level, UNICA will take the corrective measures in order to deliver an acceptable report and will complete a new Quality Assurance Checklist – they will have 10 working days to submit this evaluation. If a deliverable has passed the second quality control level, UNICA will validate the Quality Assurance by signing it and making final comments if necessary, within 5 working days. This will grant final approval to the deliverable.



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The following flowchart outlines the processes carried out in each quality control level:

D3.1 Definition of





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Figure 1: Flowchart for Quality Control Levels

3.2 QUALITY RESPONSIBILITIES

The quality management and control efforts are essentially shared by all partners under the guidance of the QCT and the SC, but it is important to identify key roles



and responsibilities for the correct development of the project activities and deliverables:

3.2.1 TASK LEADER

As the main author of the deliverable or responsible of the activity, the task leader:

- is responsible for coordinating the development of the deliverable(s) according to the deliverable template,
- is responsible for assigning parts of the work to other partners involved in the activity,
- is responsible for coordinating the work of other partners involved in the activity, providing guidance when necessary,
- is responsible for aligning the contributions of the other partners involved in the activity, in order to produce the deliverable,
- is responsible for the submission of the draft deliverable to the WP leader (1st level control), the Reviewers (2nd level control) and the coordinator (3rd level control).
- is responsible for implementing the suggestions of the QCT team, working on certain amendments if relevant,
- is responsible for sending the amended draft deliverable,
- reports to the WP Leader for any problems occurring during the implementation of the activity,
- cooperates with the WP 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 Steering Committee as recorded in the respective minutes).

Involvement of the Partners:

Other partners are team members for the activities and co-authors of the deliverables, acting on project matters to the best of their knowledge and responding on a timely manner to the Task Leader's requests. The duties include: following instructions for preparing their contributions for deliverables, using official templates, providing complementary info if need be; as well as implementing suggestions and recommendations. Giving feedback on the activity itself is also important.

3.2.2 WORK PACKAGE LEADER

The WP leader:



- Delivers up-to-date information on the WP progress, making sure that all activities are in the time frame defined in the Project Plan,
- Is responsible for coordinating the Work Package using the online collaborative tools, and for ensuring that all the activities are adequately contributing to the WP's objectives,
- Cooperates with the Task Leaders and the Coordinator to ease the cooperation among partners for cross-team activities or deliverables.
- Closely monitors the Project Calendar and the related deadlines, and provides feedback and suggestions to the Task Leaders of the WP during the development of the deliverables,
- Comments and gives recommendations to improve the deliverable drafts,
- Verifies the satisfactory implementation of the recommendations, including those of the QCT and the Coordination.

3.2.3 QUALITY CONTROL TEAM

The reviewers, designated as the QCT members:

- are led by the QCT Coordinator (P3 – UNIMAGDALENA), as defined by the project application,
- are responsible for the Quality Assurance review of deliverables and activities,
- Review each draft deliverable submitted by the Task Leaders and provide feedback using the QA Checklist for deliverables (Annex 7),
- Verify the satisfactory implementation of the recommendations included in each QA checklist, with support from the WP Leaders; and maintain communication with the Coordination in order to keep the same high quality standards across the partnership.

3.2.4 PROJECT COORDINATOR

The University of Cagliari (P1), is the coordinator institution for the project and as such:

- Cooperates with the QCT and the Task Leaders to meet the quality standards in terms of deliverables,



- Receives the deliverable and provides final comments to the Task Leaders and WP Leaders (3rd level control) when appropriate, or approves them.
- Cooperates with the WP Leaders to ensure timely completion of activities and that the deadlines are respected, unless partners report force majeure issues, providing them an appropriate extension that is in line with the calendar of activities.
- Informs the QCT, the WP Leaders and the Task Leaders of any changes in the Partnership Agreement and the potential consequences or any required change in the implementation of the project that may affect the timing or the content of the relevant deliverables/activities,
- Formally submits all approved deliverables granting final approval.

3.3 PROJECT RISK MANAGEMENT

Every project has a variety of external and internal risks that may affect its workflow and performance. This is why risk assessment is needed to identify the potential issues that could affect the project, estimate their likelihood of happening and recommend preventive and corrective actions to diminish or remove those threats.

The identification and assessment of risks is a responsibility that concerns all members of the project. Due to its volatile nature, it should be continuously done by partners who must communicate their analysis to the members of the SC and UniMagdalena P3 as the lead organization for WP3.

Ideally, we will work to come up with preventive measures to stop the occurrence of the risks. However, corrective actions will be necessary especially for risks that are not under our control. The SC and the external evaluator will be jointly involved in the risk management by overseeing the identification of new risks and the performance and suitability of the preventive and corrective actions. Hence, they will be able to modify the control actions and present new alternatives to mitigate the risk impact and occurrence.

As the first step is to identify the risks, we have created a Risk Management Sheet (Annex 7), to be completed and eventually modified by the SC, the external evaluator and UniMagdalena P3, with contribution from all partners.

4. EXTERNAL MONITORING



At this stage, UNIMAGDALENA is still in negotiations with the potential external evaluator. Progress on this matter is expected to be announced at the STOREM Kick-off Meeting.

5. TECHNICAL AND FINANCIAL REPORTS

The SC will be responsible for Internal Monitoring – with previous input from P3 - to supervise the work of partners and give support, while ensuring that all milestones are reached through a quality process. It will include: Overview and control of every work component (tasks and activities); Production of the regular monitoring reports (quantitative and qualitative) and the progress implementation reports; Discussing and assessing the progress of activities; Monitoring financial aspects of each activity of the project; Promotion of any modification to optimize the progress of the project; Monitoring and evaluation of deliverables, suggesting improvement strategies; Helping manage whatever problems may arise. The SC will produce an interim and a final report on project activities containing evaluation (quantitative and qualitative) about activities and on general project implementation.

The Financial Manager, supported by the External Audit Evaluator, will define the Financial Guidelines for STOREM in which all internal partnership procedures and financial control processes will be defined. The guide will include: Precise accounting information; Expenditure rules and cost calculation; financial reports; Public procurement regulations; etc.

The Financial Manager will closely work with the person handling all financial aspects from each partner organisation and will ensure communication between partners in order to exchange information, follow up on all financial issues, solve problems whenever needed, and guarantee results.



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ANNEX 1: Word document template



[STOREM Logo]

TITLE OF DELIVERABLE: Subtitle
 Font for titles: Arial, size 14, bold
 Font for body: Arial, size 12

Project Acronym	STOREM
Project full title	Sustainable Tourism, Optimal Resource and Environmental Management
Project No.	
Coordinator	The University of Cagliari – UNICA
Project start date	15/10/2018
Project duration	36 months

Abstract	A short paragraph describing the objectives and outcomes of the deliverable.
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DOCUMENT CONTROL SHEET

Title of Document	Title of deliverable
Work Package	WPx – Title of WP
Last version date	DD/MM/YYYY
Status	Draft/Final
Document Version	v.0x
Number of pages	xx
Dissemination level	Public/Internal

CONTRIBUTION HISTORY

Version	Date	Description	Responsible Partner
v.01	DD/MM/YYYY	Draft version / Amendment to draft / final version	Abbreviation and partner number (P1, P2, etc).
v.02			
v.0n			



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1.2

1.2.1

1.3

2.

3. CONCLUSION

REFERENCES

ANNEXES



LIST OF ABBREVIATIONS

ABBREVIATION: meaning

EXECUTIVE SUMMARY

Text.

1. TITLE

1.1 TITLE

Text

2. TITLE

Text

2.1TITLE

Text

2.1.1 TITLE

Text

3. TITLE

4. CONCLUSION

Text



Tables and figures should be included throughout the deliverable, and referenced as follows:

TABLES

[insert table]

Table 1: Title of the table.

FIGURES

[insert figure]

Figure 1: Title of the figure.

REFERENCES

Please use APA format.

ANNEXES

ANNEX 01: Title

ANNEX 02: Title

.



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ANNEX NN: Title

ANNEX 2: PowerPoint templates



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Presentation slide:



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[Logo of STOREM]

[Logo of partner institution]

STOREM
Name of the Event
Place, Date

Presentation Title
Name of Presenter
Affiliation

Sustainable Tourism, Optimal Resource and Environmental Management  **Erasmus+**

Content slide:

[Logo of STOREM] [Logo of partner institution] **Title**

Sustainable Tourism, Optimal Resource and Environmental Management  **Erasmus+**



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ANNEX 3: Attendance List template



STOREM ATTENDANCE LIST	
Event	Venue
Date	Responsible

N°	Name	Institution	Signature
1			
2			
3			
4			
5			
6			
7			
8			
9			
10			
11			
12			
13			
14			
15			
16			
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21			
22			



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23			
24			
25			

ANNEX 4: Event Participant Feedback template



Dear Participant,

Thank you for attending this event. We kindly ask you to complete this survey so we can provide you an even better experience in future events. We thank you in advance for your time and contribution.

Please respond to *the* following questions by placing a *check mark* (✓) in *the* answer box that corresponds to *your* response and/or fill in *the* blank where indicated.

1. *How satisfied were you with the following items?*

Item	Very Satisfied	Satisfied	Ok	Partly Satisfied	Not at all Satisfied
Agenda					
Quality of information					
Speakers/Presentations					
Venue and facilities					
Organization staff					
Overall Satisfaction					

2. *Please indicate which presentations were particularly good or helpful:*

3. *Please indicate which presentations or topics were not relevant/good:*



4. *To what extent did the organizer meet the objectives of the event/workshop?*

Very High	High	Ok	Low	Very Low

Additional comments:

5. *What could have been improved about this event/workshop?*

THANK YOU!



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ANNEX 6: Event Report template



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STOREM EVENT REPORT	
Event	Venue
Date	Responsible
Total number of participants – Link to Participant List	Link to Final Agenda
Short description of the event:	

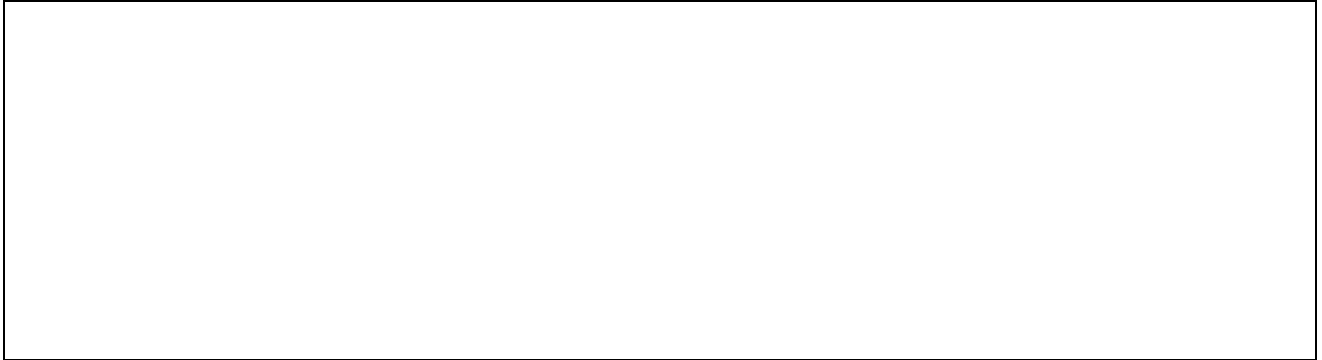


Short description of event planning problems:

Main outcomes of the event:



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ANNEX 6: Quality Assurance Checklist



Quality Assurance Checklist for Deliverables				
<p>Task Leader: _____</p> <p>WP Leader: _____</p> <p>QCT Reviewer: _____</p>				
QA Factor	Issues to be Adressed	Assessment	Comments	Recommendations
1. Compliance with the objectives of the Project.	Does the deliverable comply with the overall objectives of STOREM?	Yes: No: Partially:		
2. Compliance with the specific objectives of the WP.	Does the deliverable comply with the specific objectives as per the WP description?	Yes: No: Partially:		
3. The deliverable matches the expected outcomes of the activity.	Does the deliverable comply with the activity description as specified in the project application?	Yes: No: Partially:		



4. Use of appropriate templates.	Is the deliverable using the templates provided by the consortium?	Yes: No:		
5. Relevance of Complementary Information.	Information such as: - Sources - Methodologies - List of contacts - Bibliography	Yes: No:		
6. Language proficiency.	Use of English that is grammatically correct. Easy to understand.	Excellent: Good: Insufficient:		
Overall assessment and recommendations for improvement.				
Date of Quality Assurance Review Performed by QCT				
Deadline for Submission of Revised Version of the Deliverable				



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[STOREM LOGO]

ANNEX 7: Risk Management Sheets



STOREM - Risk Management Sheet

Causes	Risk	Effects	Likelihood	Impact	Evaluation	Control Action	Type of Action	Control Evaluation



Likelihood

5	Very Likely	It is expected for it to happen
4	Likely	It will probably happen at any time
3	Possible	It could happen at any time
2	Unlikely	Unlikely to happen
1	Rare	Very unlikely to happen

Impact

5	Severe	It would have a catastrophic impact on the project
4	Significant	It would have a notable impact on the project
3	Moderate	It would have a moderate impact on the project
2	Minor	It would have a low impact on the project
1	Insignificant	It would have a minimal impact on the project



Risk Evaluation Matrix

		IMPACT				
		1 - Insignificant	2 - Minor	3 - Moderate	4 - Significant	5 - Severe
LIKELIHOOD	1 - Rare	Low	Low	Moderate	High	High
	2 - Unlikely	Low	Low	Moderate	High	Extreme
	3 - Possible	Low	Moderate	High	Extreme	Extreme
	4 - Likely	Moderate	High	High	Extreme	Extreme
	5 - Very Likely	High	High	Extreme	Extreme	Extreme



Control Evaluation

Question		Score		Score
Does the control exist?	Yes	10	No	0
Is the control documented?		15		0
Is the control effective in diminishing the risk?		30		0
Is the control effected automatically?		15		0
Is the control effected manually?		10		0
Is someone responsible for implementing this control?		5		0
Is the frequency of the control application correct?		15		0
Do you have evidences of the control implementation?		10		0

Weighted ranks per control	Quadrants to diminish
Between 0 - 50	0
Between 51 - 75	1
Between 76 - 100	2



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[STOREM LOGO]

ANNEX 8: Deliverables Matrix



Deliverable	Title	Type	Language	Due date	Dissemination Level	WP Leader
D1.1	Investigate national issues and environmental threats in coastal territories in Latin America and ACP countries	Report	EN	15/01/2019	National	P2 - UPVM
D1.2	Analyses of existing policies for environmental resource management in the EU context, in West Indies, Colombia and Costa Rica	Report	EN	15/03/2019	Regional, National, International	P2 - UPVM
D1.3	Analysis of the current training paths in resource management and sustainability in Colombia, Costa Rica and West Indies in order to identify available good practises, crucial points and weaknesses	Report	EN	15/04/2019	Local, National	P2 - UPVM
D1.4	Analysis of the current training needs in resource management and sustainability in the diverse coastal context of Colombia and Costa Rica	Report	EN	15/04/2019	Local, Regional, National	P2 - UPVM
D1.5	Analysis of the required academic processes in PCs HEIs in order to activate the 2 new Masters degrees and the set of new courses in the existing graduate (master) course degrees	Report	EN	30/05/2019	Local, Regional, National	P2 - UPVM
D1.6	Analysis of the involvement strategy to include and assess the post-conflict situation and IDP educational and career problems	Report	EN	30/05/2019	National	P2 - UPVM
D1.7	Strategic Tourism, Resource Management and Hospitality Planning Workshop	Event	EN, ES	15/07/2019	National	P2 - UPVM
D2.1	Defining pathways objectives, learning outcomes, and career perspective	Report	EN, ES	15/08/2019	International	P7 - UWI
D2.2	Design the curricula academic course modules	Report	EN/ES	15/02/2020	International	P7 - UWI
D2.3	Define delivery approaches and assessment	Report	EN	15/10/2019	International	P7 - UWI



D2.4	Training and validating workshop in PC HEIs by EU faculty members	Event	EN	30/12/2019	International	P7 - UWI
D2.5	Set-up of the Sustainable Tourism Observatories in each Partner Country	Service/Product	EN	15/08/2020		P7 - UWI
D2.6	Analysis and setting up of teaching and learning resources	Report	EN, ES	15/05/2020	National	P7 - UWI
D2.7	Capacity building workshops of Partner Country staff through visits to EU	Event, Report and Service/Product	EN, ES	15/09/2020	Local, Regional, National, International	P7 - UWI
D2.8	Publish learning material on the platform of the Observatories on Sustainable Tourism and Environmental Protection	Report and Service/Product	EN, ES	15/01/2021	Local, Regional, National, International	P7 - UWI
D2.9	University - Enterprise Partnership Model involving local government	Report	EN, ES	15/06/2020	Local, National	P7 - UWI
D2.10	Selection and development of case studies	Event and Report	EN, ES	15/09/2020	Regional, International	P7 - UWI
D2.11	Capacity building workshop	Event and Report	EN, ES	15/12/2020	National, International	P7 - UWI
D2.12	Implement IDPs involvement strategy and dissemination	Event	EN	15/09/2020	National	P7 - UWI
D3.1	Definition of a quality framework for the project	Report and Service/Product	EN	15/01/2019	National	P3 - UNIMAGDALENA
D3.2	Implementing project quality assurance control process	Service/Product	EN	14/10/2021	International	P3 - UNIMAGDALENA
D3.3	Generation of project quality reports	Report	EN	14/10/2021	International	P3 - UNIMAGDALENA
D4.1	Disseminate and exploit strategy and plan	Report	EN	15/04/2019	International	P4 - EAFIT



D4.2	Implement IDPs involvement strategy and dissemination	Report	EN, ES	15/10/2019	International	P4 - EAFIT
D4.3	Project website and online dissemination service	Service/Product	EN, ES	15/05/2019	International	P4 - EAFIT
D4.4	Course Evaluation Workshop	Event and Report	EN	15/01/2021	National	P4 - EAFIT
D4.5	To implement the STOREM pathway and apply the new curriculum to students	Service/Product	EN, ES	15/06/2021	National	P4 - EAFIT
D4.6	EU Professors teaching visits to PCs Universities	Service/Product	EN, ES	15/02/2021	National	P4 - EAFIT
D4.7	Workshop on how to create employment opportunities in the Environment Protection field	Event	EN	15/04/2021	National	P4 - EAFIT
D4.8	To organise staff visits to PC universities for career events and project co-supervision	Event and Report	EN, ES	15/06/2021	National	P4 - EAFIT
D4.9	Concluding conference	Event	EN, ES	14/10/2021	National, International	P4 - EAFIT
D5.1	Organisation of the kick-off meeting	Event	EN	15/01/2019	International	P1 - UNICA
D5.2	Formation of the project management committees	Service/Product	EN	15/11/2018	International	P1 - UNICA
D5.3	Set up an online document collaboration environment	Service/Product	EN, ES	15/01/2019	International	P1 - UNICA
D5.4	Project Financial administration	Report	EN	14/10/2021	International	P1 - UNICA