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Project Quality Plan

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Abstract:

The WINSOC consortium consists of eleven organisations from four countries. In order for the project to succeed there must be an agreed set of common operating procedures to allow successful co-operative working between the partners. The purpose of this document is to describe the set of procedures necessary for this co-operation. This document should be used as a reference by staff working on the project to help them complete their work to an appropriate quality level.

Key words: winsoc, quality plan

¹ PU: Public, PP: Restricted to other programme participants (including the Commission Services), RE: Restricted to a group specified by the consortium (including the Commission Services), CO: Confidential, only for members of the consortium (including the Commission Services)

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1 ISSUE AND CHANGE CONTROL

Issue and change control of this document will be effected by mutual agreement between WINSOC Project partners as necessary.

Changes to this document shall only take place with the agreement of all partners. Changes are made by the re-issue of the complete document by SCOM. Copies of old issues of this document will be retained by the Project Manager in the archive of project record.

Since the IST programme and this project are implementing a paperless approach to document usage, no signatures will be required. Agreement with the document can be indicated by e-mail and these will be kept with the original in the project file.

2 INTRODUCTION

The WINSOC consortium consists of eleven organisations from seven countries. In order for the project to succeed there must be an agreed set of common operating procedures to allow successful co-operative working between the partners. The purpose of this document is to describe the set of procedures necessary for this co-operation and to achieve consistent levels of quality across the project. This document should be used as a reference by all staff working on the project to help them complete their work and interface to other partners.

3 SCOPE

This Quality Plan describes the procedures and practices to be implemented by all WINSOC project partners in order to provide the services demanded under CEC Contract No. 33914 (accepted on 02/06/2006) and potential future amendments promoting harmonious working between the partners of the consortium.

The plan covers all the major areas of concern that are anticipated as important for the execution of this project. Areas not covered by this quality plan are left to the discretion of the project leaders of the partners.

In the event of a conflict between this document and the contract conditions called up in the aforementioned Contract, the latter shall take precedence. In the event of a conflict between this document and the local procedures of partner organisations, this document shall take precedence.

4 ORGANISATION

4.1 Project Co-ordination

- The main objective of the project management and co-ordination task is the supervision of all the activities carried out within the project, ensuring proper interaction not only within the consortium, but also with EC and other external bodies as required. Ing. Paolo Capodieci from SCOM shall act as the Project Co-ordinator and will therefore assume overall responsibility for the liaison between partners and the EC. The project management task will seek to achieve the following goals: To ensure stringent compliance of the EC contract as scheduled, providing timely production of deliverables, Quarterly Management Reports and periodic reports.
- To assess both quality and accuracy of the technical results of the project.
- Active monitoring of the WPs to guarantee a coordinated effort of all the project resources and to take corrective actions when needed.
- To establish proper communication flows among partners and with external consortia, promoting the appropriate dissemination of technical information stemming from the distinct activities of the project.
- Protecting, publishing, and promoting the utilisation of the knowledge generated within the project.
- Creating, updating and maintaining the Project Web Page at the Internet domain www.winsoc.org and an e-mail distribution list.
- Obtaining audit certificates (as and when required) from each of the participants.

4.2 CEC Contact

The point of contact at the CEC for all issues (technical and management) related to this contract is Michel Schouppe. Full contact information is as follows:

Michel Schouppe

European Commission

Information Society and Media Directorate-General

DG INFSO - G5 - ICT for the Environment

B-1049 Brussels

BELGIUM

Phone: +32 2 296.06.18

Fax: +32 2 298.02.04

Email: Michel.Schouppe@cec.eu.int

4.3 Quality Responsibility

The quality of each work package is the responsibility of the project partner managing that work package. Therefore the quality organisation chart for the overall project corresponds to the lower part of the Decision Making Structure of the Project (see figure below), i.e. the Steering Committee and the overall WP leader structure. The list of partners participating in the Steering Committee is included in para 4.5.

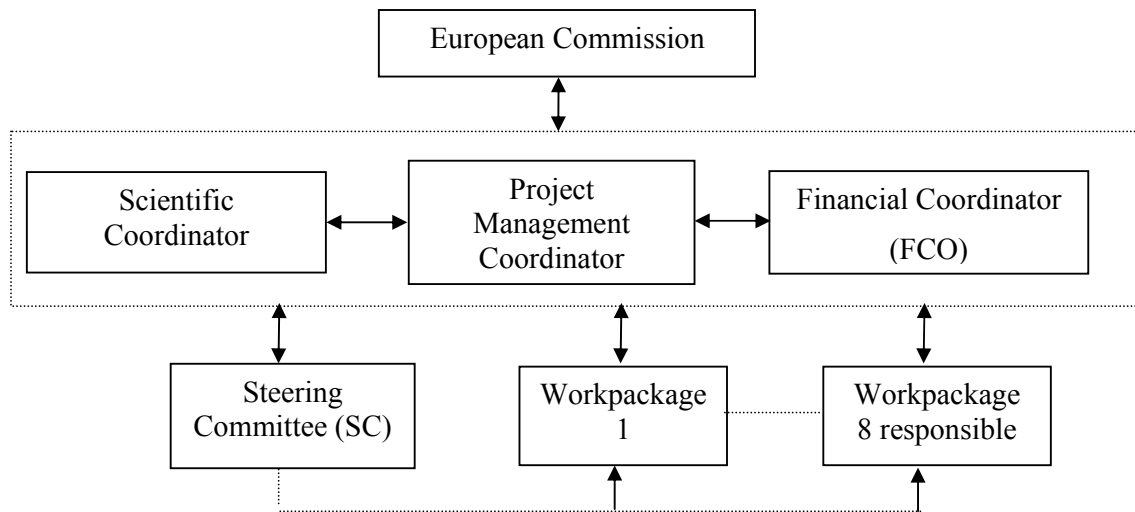


Figure 1: Graphical representation of the DMS of the project.

4.4 WP Leader Contacts

The following table shows the project leaders and points of contact for each of the partners in the consortium. Any changes in this list should be formally announced to SCOM.

Position	Name	Address
WINSOC Project Co-ordinator	Eng. Paolo Capodieci (SCOM)	Viale dell'Industria, 4 00040 Pomezia (Rome) – Italy Phone: +39 06 91091 631 Mobile: +39 335 8267 555 Fax: +39 06 91091 389 E-mail: paolo.capodieci@selex-comms.com
Winsoc Co-ordinator Assistant	Eng. Paolo Del Carratore (SCOM)	Via A. Negrone 1A 16153 Genova – Italy Phone: +39 010 600 4879 Mobile: +39 335 73 86 769 Fax: +39 010 614 4429 E-mail: paolo.delcarratore@selex-comms.com
Winsoc Financial Co-ordinator	Dr. Anna Roncone (SCOM)	Viale dell'Industria, 4 00040 Pomezia (Rome) – Italy Phone: +39 06 91091 742 Fax: +39 06 91091 389 E-mail: anna.roncone@selex-comms.com
WP1 Project Leader	Eng. Paolo Capodieci (SCOM)	Selex Communications SpA Viale dell'Industria, 4 00040 Pomezia (Rome) – Italy Phone: +39 06 91091 631 Mobile: +39 335 8267 555 Fax: +39 06 91091 389 E-mail: paolo.capodieci@selex-comms.com
WP2 Project Leader	Karel Charvat (CCSS)	Ceske Centrum Pro Vedu a Spolecnost Radlicka 28/663, 150 00 Praha – Czech Republic Phone: +42 0604617327 Fax: +42 0281973501 E-mail: charvat@ccss.cz

WP3 Project Leader	Prof. Sergio Barbarossa (INFO)	Information and Communication (INFOCOM) Department Via Eudossiana 18 00184 Rome - Italy Phone: +39 06 44585497 Mobile: +39 3383530398 Fax : +39 06 4873300 E-mail: sergio@infocom.uniroma1.it
WP4 Project Leader	Dr. Otello Gasparini (DUNE)	DUNE Ingegneria dei Sistemi Via Britannia, 54 00183, Rome - Italy Phone: + 39 06 70451252 Mobile: + 39 3381350014 Fax: +39 06 77200919 E-mail: gasparini@dune-sistemi.com
WP5 Project Leader	Eng. Paolo Capodieci (SCOM)	Selex Communications SpA Viale dell'Industria, 4 00040 Pomezia (Rome) – Italy Phone: +39 06 91091 631 Mobile: +39 335 8267 555 Fax: +39 06 91091 389 E-mail: paolo.capodieci@selex-comms.com
WP6 Project Leader	Dr. T S Shoba (ANTRIX)	Antrix corporation limited AANTARIKSH BHAVAN, NEW BEL ROAD 560094, Bangalore – India Phone: +918022172185 Fax: +918023418981 E-mail: Shoba@antrix.org
WP7 Project Leader	Dr. Maria-Angeles Grado Caffaro (SAP)	Sapienza SL JULIO PALACIOS 11, 9-B, Madrid - Spain Phone: (34) 91314480 E-mail: ma.grado-caffaro@sapienzastudies.com
WP8 Project Leader	Dr. Karel Charvat (CCSS)	Ceske Centrum Pro Vedu a Spolecnost Radlicka 28/663, 150 00 Praha – Czech Republic Phone: +42 0604617327 Fax: +42 0281973501 E-mail: charvat@ccss.cz

4.5 Steering Committee composition

Partner Number	COMPANY Short Name	REPRESENTATIVE
1	SCOM	<p>Eng. Tito Mattei Viale dell'Industria, 4 00040 Pomezia (Rome) – Italy Phone: +39 06 91091 109 Mobile: +39 335 7876 687 E-mail: tito.mattei@selex-comms.com</p>
2	DUNE	<p>Eng. Enrico De Marinis DUNE Ingegneria dei Sistemi Via Britannia, 54 00183, Rome - Italy Phone: +39 06 704 51 252 Fax: +39 06 772 00 919 E-mail: demarinis@dune-sistemi.com</p>
3	SAP	<p>Dr. Maria-Angeles Grado Caffaro Sapienza SL JULIO PALACIOS 11, 9-B, Madrid - Spain Phone: +34 91314480 E-mail: ma.grado-caffaro@sapienzastudies.com</p>
4	INFO	<p>Prof. Sergio Barbarossa Information and Communication (INFOCOM) Department Via Eudossiana 18 00184 Rome - Italy Tel : +39 06 44585497 Mobile: +39 3383530398 Fax : +39 06 4873300 E-mail: sergio@infocom.uniroma1.it</p>
5	EPFL	<p>Prof. Martin Hasler EPFL, Swiss Federal Institute of Technology Bat. IN CH-1015 LAUSANNE - Switzerland Tel. +41 216932622 Fax: +41 216936700</p>

		E-mail: martin.hasler@epfl.ch
6	CCSS	<p>Dr. Karel Charvat Ceske Centrum Pro Vedu a Spolecnost Radlicka 28/663, 150 00 Praha – Czech Republic Phone: +42 0604617327 Fax: +42 0281973501 E-mail: charvat@ccss.cz</p>
7	UPC	<p>Prof. Alba Pages Zamora Universitat Politecnica de Catalunya JORDI GIRONA, 31 - 08034 Barcelona - Spain Phone: +34 9340 17245 Mobile: +34 627 927350 Fax: +34 9340 16447 E-mail: alba@gps.tsc.upc.edu</p>
8	ICOM	<p>Dr. Antonis D. Valkanas INTRACOM S.A. Telecom Solutions 19,7 Km New Road Peania-Markopoulo, 19002, Peania Attiki - Greece Tel: +30-210 667 9015 Fax: +30-210 667 1446 E-mail: abal@intracom.gr</p>
9	CEA	<p>Jean-Benoit Pierrot Commissariat a l'energie atomique 17 rue des Martyrs, 38054 GRENOBLE Cedex 9 - France Phone : (+33/0) 438 783 518 Fax : (+33/0) 438 785 159 E-mail : jean-benoit.pierrot@cea.fr</p>
10	AMRITA	<p>Prof. P. Venkat Rangan Amrita Vishwa Vidyapeetham ETTIMADAI, 641105 COIMBATORE - India Phone: +91 422 265 683 Fax : +91 422 265 21 E-mail: venkat@amrita.edu</p>
11	ANTRIX	<p>Ms T S Shoba Antrix Corporation Limited AANTARIKSH BHAVAN, NEW BEL ROAD</p>

		560094, Bangalore – India Phone: +918022172185 Fax: +918023418981 E-mail: Shoba@antrix.org
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5 QUALITY SYSTEM

For matters not covered in this document, the quality system operated by each of the partners will conform to the normal quality procedures operating within their organisation, at the discretion of the individual project leaders. Where procedures are mandatory within the Partner organisation (for example, Health and Safety procedures), these will be implemented.

6 PROCEDURES

6.1 Documentation Control

All documents circulated outside a partner must be named according to the scheme outlined in Annex 1 - Document Naming. This includes non-deliverable documents as well as deliverable documents, but excludes normal day to day communications.

Issue control will be the responsibility of the editor of the document. For documents prior to agreement by the project (i.e. Version “0.x”), the change control applied is left to the discretion of the editor.

For project approved (i.e. Version “1.x” or higher) controlled documents, all recipients of the document must be recorded and informed of all changes to the document.

6.2 External Publishing/Dissemination of Results

All results and technical information pertaining to the WINSOC project, that are to be published outside the WINSOC consortium must be circulated amongst all partners before publication, to give the partners time to comment upon publication.

Ordinarily, the document should be circulated well in advance of publication. A minimum of one-week review period should be allowed. The exception to this rule is the presentation of material that is already in the public domain and is known to be non-contentious within the partnership.

Each document will contain a section named “Acknowledgements”, which will help us relate the publication to WINSOC. The section should start with the following phrase: "This work

has been performed in the framework of the FP6 project WINSOC IST-033914, which is funded by the European Community. The author(s) will like to acknowledge the contributions of his/her (their) colleagues from WINSOC Consortium.”

6.3 Communication by E-MAIL

The primary means of written communication on the project is via e-mail. WINSOC related e-mails will be identified in the subject “[WINSOC] ...”. All partners must have a nominated email address for WINSOC communications. This must be regularly checked for correspondence. These are assumed to be the e-mail addresses of the project leaders, given in the tables (see para. 4.4 and 4.5). Additionally, a unique project distribution list has been created and will be maintained by SCOM during all project duration including all project participants. Nevertheless each WP leader can create and maintain specific mailing lists to address sub-groups of partners within the scope of his activities.

All exchanged documents should be normally restricted to .zip, .pdf and small-size (<2 Mbytes) .doc files and will not be distributed by e-mail, but using the private part of the project web page (an e-mail will be used instead to inform partners that a document has been made available in the site).

6.4 DMS Meetings

The Decision Making Structure (DMS) has been established at the Kick-Off meeting held at SCOM on September 14th and 15st 2006. The DMS includes the Project Management Coordinator, the Financial Coordinator, the Scientific Coordinator, the members of the Steering Committee (composed of the WP leaders). This committee will assemble in a regular (tri-monthly) basis in order to review progress on the project and resolve all technical and agenda issues arising in its consecution. DMS meetings will be held at the premises of each of the partners in a rotating fashion. In particular DMS will support the Project Co-ordinator in order to review/amend the project planning with regard to time schedule, deliverables or performance of any partner, as well as terms of the EC contract such as costs or termination date. Decision process will be based upon consensus and majority of member’s votes. Should vote process result in equity, the Project Co-ordinator’s vote decides.

Meeting minutes will be produced by the Coordinator, circulated and approved by all participants in the meeting. The report will address all important issues dealt with during the meeting, the decisions taken and further actions (with the indication of the partner who has been assigned the task).

6.5 Quarterly Management Reports

As indicated in Section 7.2 of Annex I to the contract, the coordinator will submit to the Commission Quarterly Management Reports which provides, for each reporting period:

- The technical progress and achievements of the project
- The project status
 - work started
 - work completed

- work delayed
- status of deliverables
- remedial actions required, if applicable
- Resources expenditure by partner, workpackage and activity.
 - Absolute values for the reported period
 - Aggregated values (actual vs. planned)

This information will be supplied by each partner to the coordinator a week in advance of the specified deadline, i.e., the end of every three month period within the time span of the project.

6.6 Deliverables and Milestones

6.6.1 Editors and their Responsibilities

Each document has a partner assigned as responsible for its generation, nominally named the editor, and two partners assigned as auditors, whose task is to make the final review of the document. The editor's responsibility includes writing the document, editing and including inputs from other partners, ensuring that the document is finalised, revised by the auditors and sent to SCOM in good time for publication on or before the contractual delivery date. The deliverable front sheet is included in "Annex 2 – Deliverable front page" whereas the proper template will be found in the "Consortium Documents → Document Templates" section of the private part of the project web page.

Editors should use their best endeavours to ensure that the document:

- Addresses the subject matter as described in the Annex I to the contract clearly and concisely.
- Is factually correct.
- Is grammatically correct.
- Conforms to the standard project format.

SCOM will act as a final quality check before publishing deliverables and will reject documents that do not adequately fulfil these criteria.

The following timescale should be obeyed by Editors in compiling multi-partner deliverables:

Date	Action
D-12 weeks	Editor issues table of contents for other partners to plan contributions.
D-6 weeks	All contributions sent to editor.
D-4 weeks	Editor completes draft and circulates to all partners for comment.

D-3 weeks	Comments to editor.
D-2 week	Editor finalises document and sends to SCOM.
D-1 week	SCOM publishes document
D	Deadline (D) is defined as the last working day of month of publication.

6.6.2 Approval

Generally passive approval will be deemed adequate for all documents. That is, when a document is circulated by an author, a deadline for comments is given. If the auditors do not comment by this date, they are deemed to have accepted it. The comment deadline must not be less than one week from date of circulation. In certain cases active approval may be required. In which case the editor must obtain a communication (e-mail) indicating their acceptance.

Whether to use active or passive approval is left to the discretion of the editor of the document.

Once a document has been approved, it will be handed over by the Editor to the Coordinator, who will forward it to the Commission.\

6.6.3 Review strategy among partners

In order to improve the quality of important deliverables, prior to their formal submission to the EC, a revision process will be set-up.

It is foreseen that each meaningful deliverable is revised and checked by two partners. During the kick-off they has been done the assignment of main different deliverables, to a couple of partners. The assignment will be such that by rotation all the partners perform such process.

6.6.4 Publishing

Once a deliverable is completed and delivered to the Commission, the document is added to the list of publications available from the Web Page.

6.6.5 Content

A deliverable will comprise three parts as follows;

- Front sheet comprising administrative information
- An executive summary or statement of result

- Main body of the document.

Clearly, the IST community, and perhaps a wider audience, need to know at least what the result is. Equally the commercially sensitive information must be protected. This procedure is designed to ensure these two criteria are satisfied.

6.6.6 Achievement of Milestones

Design reviews are conducted involving the partners concerned in accordance with project planning.

Each review has the following targets:

- assess the ability of design and development results to meet the requirements,
- evaluate the general status of the activity to:
 - identify possible technical and management risks and identify/implement mitigation actions,
 - early identification of the causes of delay with respect to the schedule,
 - verify that the documentation is complete,
- verify the accordance of the results of project activities with input requirements.

The review is carried on by the PM coordinator in conjunction with the Scientific coordinator, who contact the partners and discuss with them the status of work and deliverables. Depending on the project schedule, design reviews can also be held during Project Steering Committee meetings.

The result of the review is reported in the next Quarterly Management Report and, if applicable, in the PSC meeting minutes.

6.6.7 Risk Assessment and Action Plan

During each design review also the possible risks of the project are identified, evaluated and a risk mitigation strategy is defined. This is in accordance with the principles described in par. 7.3 of Annex I to the Contract.

The result of Risk Assessment and the Risk Action Plan are published in the next Quarterly Management Report and, if applicable, in the PSC meeting minutes.

7 ANNEX 1 - DOCUMENT NAMING

Within IST a large volume of information is generated as an interim or final result. A substantial part of the information is generated in parallel. The identification, status, purpose, and origin must be easy to use by all programme participants. The classification described below is considered the minimum necessary to achieve this objective. Each partner is responsible for classifying its documents and attributing file names consisting on the following fields (separated by a dash “-“):

Project Identification: WINSOC

Name of the organisation: Participant short name according to par. 4 of the “Description of Work”.

Related Deliverable: e.g.: D1.1 (for the documents listed in para. 8.5 of the Description of Work). Other less official documents should be identified by the following string WP n - <doc_name>.

Version: Two digits separated by a dot (see Section 7.1 below)

An example of this filename can be seen in the footer of this document.

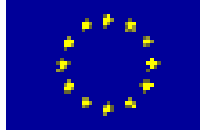
7.1 Version

The revisions should be classified as follows:

Drafts	0.x
Project approved	1.x
Further revisions	2.x or higher

The second digit indicates minor changes to the document not requiring an explicit approval by the project.

8 ANNEX 2 – DELIVERABLE FRONT PAGE



IST-2005-2.5.12-WINSOC

DX.X vX.X

Deliverable Title

Contractual date of delivery to the EC:

Actual date of delivery to the EC:

Editor(s):

Workpackage:

Estimated person months:

Dissemination level²:

Nature: Report

Version: X.X

Total number of pages:

Abstract:

Key words:

² PU: Public, PP: Restricted to other programme participants (including the Commission Services), RE: Restricted to a group specified by the consortium (including the Commission Services), CO: Confidential, only for members of the consortium (including the Commission Services)