

# **QUALITY ASSURANCE MANUAL**

Western Balkans Institute  
2018

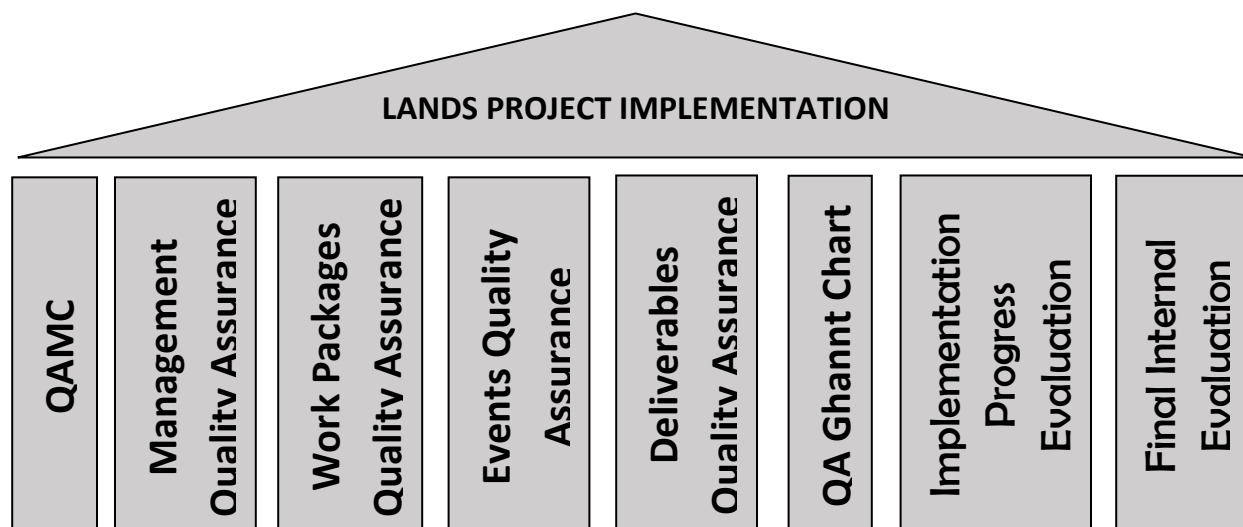


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## **INTRODUCTION**

This Manual is a part of a package of documentation for the implementation of the LANDS project. Purpose of the Manual is to present clear rules, procedures and instruments as well as the distribution of quality assurance responsibilities during the implementation of the LANDS project. Manual has been created to be used by everybody involved in implementation of the LANDS project, and especially for project coordinators and members of different teams (QAMC, Steering Committee, Team of financial officers, expert teams, etc.). Project LANDS quality assurance will be based on the following pillars:



# Q A M C

## KOMITET ZA OSIGURANJE KVALITETA I MONITORING

<b>Number of members</b>	13, representatives of all partner institutions.
<b>QAMC Coordinator</b>	Western Balkans Institute WEBIN
<b>Frequency of meeting</b>	QAMC will meet regularly 3 times a year via Skype or face to face if possible. QAMC may meet more often if deemed necessary.
<b>QAMC accountable to</b>	Project Steering Committee (PSC)
<b>Tasks and activities QAMC</b>	<p>QAMC will:</p> <ul style="list-style-type: none"> <li>• create and keep improving the QA tools (evaluation questionnaires, interview frameworks, etc.),</li> <li>• collect data through reports, questionnaires and interviews,</li> <li>• analyze evaluation reports and progress indicators,</li> <li>• make conclusions about accomplishment of indicators,</li> <li>• formulate recommendations on improving the implementation of the project in the upcoming period,</li> <li>• through the reports, inform the Steering Committee and the public about its findings, conclusions and recommendations,</li> <li>• prepare progress reports upon the completion of the first and second years of the project,</li> <li>• design and carry out final internal evaluation at the end of the project.</li> </ul>
<b>QAMC meetings</b>	The QAMC meetings will be scheduled by the coordinator min. 2 weeks in advance. The coordinator will prepare meeting agenda and send it to QAMC members min. 1 week in advance. Meeting minutes will be taken by the coordinator. The meeting participants will have to complete the Management Evaluation Form after every meeting and submit it to the coordinator, who is responsible to processes and interpret it and add conclusions to meeting minutes.
<b>Instruments</b>	<ol style="list-style-type: none"> <li>a) Management Evaluation Form</li> <li>b) WP Evaluation Form</li> <li>c) Event Evaluation Form</li> <li>d) Deliverables Evaluation Form</li> <li>e) QA Ghannt Chart</li> </ol>

# MANAGEMENT QUALITY ASSURANCE

Management quality will be assessed on the basis of the Management Evaluation Form. The form is intended for evaluation of meetings of the following project teams:

TEAM OF COORDINATORS	STEERING COMMITTEE
QAMC	TEAM OF FINANCE OFFICERS

This form is an integral part of the meeting documentation of every meeting of the aforementioned teams. Person chairing a meeting is responsible for collecting and processing forms and inserting the evaluation findings into the meeting minutes.

### Management Evaluation Template Form

**NEXT DESTINATION BALKAN:  
AGRITOURISM LANDSCAPES DEVELOPMENT**  
# 585833-EPP-1-2017-1-RS-EPPKA2-CBHE-JP



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<b>EVALUACIONI FORMULAR O UPRAVLJANJU / PROJECT MANAGEMENT EVALUATION FORM</b>
<b>DOGAĐAJ / EVENT:</b>
<b>DATUM&amp;MESTO / DATE&amp;PLACE:</b>

*Molimo Vas da na skali od 1 do 5 ocenite Vaše zadovoljstvo načinom na koji se upravlja projektom, pri čemu 1 označava potpuno nezadovoljstvo a 5 potpuno zadovoljstvo. Vaše mišljenje će nam pomoći da unapredimo ovaj segment funkcionisanja projekta. Svi komentari, pozitivni i negativni su dobrodošli! / Please indicate your satisfaction with the project management, by circling appropriate number on scale from 1 to 5, where 1 indicates complete dissatisfaction and 5 indicates complete satisfaction. Your opinion will help us to improve this segment of the project. All opinions, positive & negative are welcome!*

Zadovoljstvo pripremom sastanka (mesto, najava i komunikacija, priprema agende, dostavljanje materijala unapred i sl.) / Satisfaction with preparation of the meeting (venue, announcements, communication, timely distribution of working materials, etc.).	1	2	3	4	5
Zadovoljstvo vođenjem i korisnošću sastanka / Satisfaction with facilitating the meeting and its usefulness.	1	2	3	4	5
Zadovoljstvo na koji se upravlja rizicima i rešavaju konflikti / Satisfaction with the way risks and conflict are being handled.	1	2	3	4	5
Zadovoljstvo načinom komunikacije i deljenja informacija / Satisfaction with communication and distribution of information.	1	2	3	4	5
Navedite šta smatrate da treba unaprediti u upravljanju projektom i na koji način / What in your opinion could be improved in managing the project and how:					
_____					
_____					
_____					
_____					

Hvala Vam što ste popunili ovaj upitnik! / Thank you for completing this questionnaire!

# WORK PACKAGES

## QUALITY ASSURANCE

Work packages quality will be assessed on the basis of the WP Evaluation Form. The form is intended for coordinators of work packages and members of the thematic expert teams within the work packages. This form is to be completed during the course of implementation of the work package and after the completion of the work package. Distribution of the forms, their processing and the drafting of report is responsibility of coordinators of work packages. The evaluation reports shall be submitted to the QAMC Coordinator.

### WP Evaluation Template Form

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<b>EVALUACIONI FORMULAR O RADNOM PAKETU / WORK PACKAGE EVALUATION FORM</b>
<b>DATUM / DATE:</b>

*Molimo Vas da na skali od 1 do 5 ocenite upravljanje projektom, pri čemu 1 označava potpuno nezadovoljstvo a 5 potpuno zadovoljstvo. Vaše mišljenje će nam pomoći da unapredimo ovaj segment funkcionisanja projekta. Svi komentari, pozitivni i negativni su dobrodošli! / Please evaluate the project management on scale from 1 to 5, where 1 indicates complete dissatisfaction and 5 indicates complete satisfaction. Your opinion will help us to improve this segment of the project. All opinions, positive & negative are welcome!*

<u>Uključenost i angažovanost partnera / Partner involvement and responsiveness</u>	1	2	3	4	5
<u>Komunikacija i deljenje informacija / Communication and distribution of information</u>	1	2	3	4	5
<u>Raspodela zadataka i jasnoća instrukcija / Task division and clarity of instructions</u>	1	2	3	4	5
<u>Koordinacija radnim paketom / WP coordination</u>	1	2	3	4	5
<u>Uvremenjenost / Timely implementation</u>	1	2	3	4	5
Navedite šta smatrate da treba unaprediti u realizaciji radnog paketa i na koji način / What in your opinion could be improved in WP implementation and how: <hr/> <hr/> <hr/> <hr/>					

Hvala Vam što ste popunili ovaj upitnik! / Thank you for completing this questionnaire!


# EVENTS

## QUALITY ASSURANCE

Event quality will be assessed on the basis of the Event Evaluation Form. The form is intended for participants of events such as meetings and workshops of thematic expert teams, seminars and training, conferences and other events, excluding: Team of Coordinators meetings, Steering Committee and QAMC meetings, Team of Finance officers meetings.

This form is an integral part of the documentation prepared for every event taking place within the project. Partner hosting an event is responsible for collecting and processing the forms and adding evaluation findings to the event report.

[Events Evaluation  
Template Form](#)

<p>NEXT DESTINATION BALKAN: AGRITOURISM LANDSCAPES DEVELOPMENT # 585833-EPP-1-2017-1-RS-EPPKA2-CBHE-JP</p>		 <p>Co-funded by the Erasmus+ Programme of the European Union</p>
<p><b>EVALUACIONI FORMULAR O DOGAĐAJU / EVENT EVALUATION FORM</b></p>		
<p>DOGAĐAJ / EVENT: DATUM&amp;MESTO / DATE&amp;PLACE:</p>		
<p><i>Molimo Vas da ocenite uspešnost ovog događaja. Sva mišljenja, pozitivna &amp; negativna su dobrodošla! / Please evaluate the success of this event. All opinions, positive &amp; negative are welcome!</i></p>		
<p><b>1. Da li je ovaj događaj ispunilo Vaša očekivanja? / Did this event meet your expectations?</b></p> <ul style="list-style-type: none"> <li>• DA/YES</li> <li>• DELIMIČNO/PARTLY</li> <li>• NE/NO</li> </ul> <p>Komentar/Comment: _____</p>		
<p><b>2. Koliko je bio koristan/relevantan ovaj događaj? / How useful/relevant was this event?</b></p> <ul style="list-style-type: none"> <li>• VEOMA / VERY</li> <li>• DELIMIČNO / PARTLY</li> <li>• NIMALO / USELESS/IRRELEVANT</li> </ul> <p>Komentar/Comment: _____</p>		
<p><b>3. Ocenite facilitatora događaja, njegovo-njeno razumevanje teme, pristup događaju i učesnicima (5 - Odlično, 1 - Loše) / Evaluate the event facilitator, his-her grasp of the subject, approach to event and participants (5 - Excellent, 1 - Poor)</b></p> <ul style="list-style-type: none"> <li>• 5</li> <li>• 4</li> <li>• 3</li> <li>• 2</li> <li>• 1</li> </ul> <p>Komentar/Comment: _____</p>		
<p><b>4. Ocenite prostor i uslove rada (5 - Odlično, 1 - Loše) / Evaluate the venue and working conditions (5 - Excellent, 1 - Poor)</b></p> <ul style="list-style-type: none"> <li>• 5</li> <li>• 4</li> <li>• 3</li> <li>• 2</li> <li>• 1</li> </ul> <p>Komentar/Comment: _____</p>		
<p><b>5. Šta Vam se najviše dopalo? / What did you like the most?</b></p> <p>_____</p> <p>_____</p>		
<p><b>6. Šta Vam se najmanje dopalo? / What did you like the least?</b></p> <p>_____</p> <p>_____</p>		
<p><b>7. Molimo Vas napisite svoje sugestije za budući sličan događaj? / Please write your suggestions for future similar event?</b></p> <p>_____</p> <p>_____</p>		
<p><i>Hvala Vam što ste popunili ovaj upitnik! / Thank you for completing this questionnaire!</i></p>		

# DELIVERABLES

## QUALITY ASSURANCE

Quality assurance of deliverables will be evaluated by assessment against the respective indicators. This will be done in scope of 2 progress evaluations and final internal evaluation by the QAMC members.

DELIVERABLES	INDICATORS
<ul style="list-style-type: none"> <li>1.1. Report on agritourism development potential in RS and BA</li> <li>1.2. Needs assessment report of agritourism competences and training courses</li> <li>1.3. Stakeholders analysis report</li> <li>1.4. Policy recommendations</li> </ul>	<ul style="list-style-type: none"> <li>1.1. – 1.3. 80, 60 and 30-page reports in 1-3 languages, min. 20 contributors, 400 recipients;</li> <li>1.4. 3 groups of recommendations (for national and local institutions and HEIs), 30 active contributors;</li> </ul>
<ul style="list-style-type: none"> <li>2.1. Improved teacher competences in Moodle course development</li> <li>2.2. Created agritourism training courses, incl. Moodle courses</li> <li>2.3. Created training materials</li> </ul>	<ul style="list-style-type: none"> <li>2.1. 1 seminar held, 24 teachers trained, high satisfaction with training;</li> <li>2.2. 4 workshops with 60 participants, 20 courses created&amp;updated, min. 30 Moodle teacher/educator accounts ;</li> <li>2.3 20 sets of course materials created;</li> </ul>
<ul style="list-style-type: none"> <li>3.1. Improved training competences of teachers</li> <li>3.2. Created ToT materials and manual</li> <li>3.3. Improved knowledge and training skills of agritourism educators</li> <li>3.4. Created pool of trainers in agritourism</li> </ul>	<ul style="list-style-type: none"> <li>3.1. 1 seminar held, 5 ToT sessions, min. 40 participants, high satisfaction with training;</li> <li>3.2. 1 set of materials, 60 pages manual, positive feedback of teachers and educators;</li> <li>3.3. 6 sessions, 60 educators trained, high satisfaction with training;</li> <li>3.4. min. 60 pool members, internal regulation act created, coordinator appointed;</li> </ul>
<ul style="list-style-type: none"> <li>4.1. Accredited agritourism training courses</li> <li>4.2. Equipment purchased and installed</li> <li>4.3. Improved agritourism competences of rural households and prospective entrepreneurs</li> <li>4.4. Improved competences of agritourism professionals improved</li> </ul>	<ul style="list-style-type: none"> <li>4.1. 20 courses accredited, 4 course catalogues;</li> <li>4.2. Variety of raining equipment, Joint procurement committee set up, 2 meetings held;</li> <li>4.3.-4.4. 12 training sessions, 240 households and entrepreneurs trained, high satisfaction with training</li> </ul>
<ul style="list-style-type: none"> <li>5.1. QA manuals and quality plan</li> </ul>	<ul style="list-style-type: none"> <li>5.1. 2 manuals, 30-page documents, positive feedback</li> </ul>

<p>5.2. Quality assured in project implementation&amp;management 5.3. Progress evaluation reports 5.4. External and internal evaluation reports</p>	<p>by consortium members; 5.2. QAMC set up with 15 members, 6 meetings, 80% of meetings positively evaluated, QA plan implemented; 5.3. 2 20-page reports with recommendations,1 40-page internal evaluation report; 5.4. 60-page report published in Serbian/Bosnian &amp;EN languages;</p>
<p>6.1. Project website 6.2. Internal institutional dissemination carried out 6.3. Cooperation agreements signed 6.4. Project results disseminated</p>	<p>6.1. 250 hits per month, 5 entries monthly, positive feedback; 6.2. 15 internal dissemination sessions; 6.3. 6 agreements signed 6.4. Min. 3 TV reports, 3 press articles, min. 5 internet articles, 100 participants of conferences, 12 newsletters, 400 addresses;</p>
<p>7.1. Project kick off meeting held, project teams constituted, rules and procedures agreed 7.2. Project/Finance Management Manual created and distributed 7.3. Smooth project management, administration and reporting ensured</p>	<p>7.1. 5 project teams constituted, 30 participants of kick off meeting, positive feedback of participants, procedures agreed; 7.2 30-page document distributed to min. 60 project participants; 7.3 6 PSC meetings, min. 15 participants, 15 meeting minutes, quarterly reporting to coordinator;</p>

# **QA GHANNT CHART**

A Gantt chart is a type of bar chart that illustrates a project schedule. This chart lists the tasks to be performed on the vertical axis, and time intervals on the horizontal axis. The width of the horizontal bars in the graph show the duration of each activity.

Ghannt chart shall be used by the following project teams: Team of Coordinators, Steering Committee, QAMC.

## **IMPLEMENTATION PROGRESS EVALUATION**

Implementation Progress Evaluation will be carried out by the QAMC members after the completion of first and second project year. Progress evaluations will measure the extent to which the project has been implemented within the first and within the first two years, in accordance to plan indicated in project application. It will contain fact finding part and recommendations. Approach and evaluation plan will be discussed and agreed by the QAMC members. Progress report will be published at project website and delivered to the Steering Committee.

## **FINAL INTERNAL EVALUATION**

Final Internal Evaluation will be carried out by the QAMC members after the completion of the project. Internal evaluations will measure the extent to which the project has been implemented and results achieved, in accordance to plan indicated in project application. Approach and evaluation plan will be discussed and agreed by the QAMC members. Internal Evaluation report will be published at project website and delivered to the Steering Committee.