

## Example of a Quality Assurance Plan Workdocument

**Note: definitions of quality:**

1) **efficiency:** is the management of resources the best, do we manage to produce planned outputs with limited resources?

2) **effectiveness:** to what extent do we reach our goals?

3) **ethical:** is the project management participatory-responsive to partners needs and inputs, is communication transparent? it is respectful of difference?

N	Objective	Activity	Indicator	Tool	Person(s) responsible	Measurement to be done (frequency and/or time period)	Status	Answer/Result	Comments	Links to documents
1. Planning and Implementation (effectiveness dimension of quality)										
1	To enhance the capacities of the partner organizations for strategic development by strengthening their monitoring, evaluation and learning processes.	-Training of the researchers at projectsmeetings; (+ exercises: development of organisational assessment tools, design and use of this quality assurance plan) -Dissemination of obtained knowledge and skills by researcher within their organizaions;	Output: Representatives of all six partner organizations attend the training (Yes/No).	Signed Participants list TNMs	Project Coordinator (UNOY)	After each project meeting	Completed	yes	See signed participant list of project meetings 1,2 & 3	
			Output: Representatives of all six partner organizations participating in project activities disseminate the information and skills within their organizations (Yes/No; please add a comment on how)	Final evaluation form						
			Outcome: Training participants of the 3 project meetings have their M&E skills developed (target 5 out of 6)	Skills assesment form (baseline, midterm and final version)	Project Coordinator (UNOY)	After each project meeting	In progress		It's problematic to check the change since we have used slightly different questions in the different forms.	
			Outcome: Evaluations from the partner organizations after the project are positive in terms of their MEL capacity development (target 5 partners out of 6)	Final evaluation form (including final skills assessment form)						

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2. Assessment and Evaluation - Project Management (efficiency dimension of quality)										
2	Staying within planned budget and increasing cost efficiency whenever possible		Outcome: Budgeted Cost / Actual Cost (additionally, please add an explanatory comment on it if relevant)	Budget tracking	Project Coordinator (UNOY)	A week before each Quality Assurance Committee meeting	On track		UPDATE 3: We are still within the budget and have been cost-efficient by planning the second project meeting and the international multiplier event directly after each other.	
3	Staying within a planned timeframe		Number of deliverables submitted on time (target 100%)	Project diary and/or workplan						
			Number of changes to the timeframe for each stage of the project (target < 3)	Project diary and/or workplan	Project Coordinator (UNOY)	A week before each Quality Assurance Committee meeting	In progress		2 changes have occurred so far 1. The 2nd TNM has been postponed from 2-5 October to 9-11 November. 2. The International Multiplier event has been postponed from October to November.	
4	Staying within the planned project scope, assessing the scope		Number of changes to a planned amount of project meetings, research visits, multiplier events and monthly meetings (target:0)	Project diary and/or workplan						
			Evaluation of project meetings and research visits' food, accommodation and logistics (target average >7 points out of 10)	project meetings and research visits evaluation forms	Project Partner (EIF)	After each project meeting and research visit	In progress		1st project meeting: Average Score - 9,75	
			Evaluation of the extent to which researchers feel project meetings' objectives were met (target average >7 points out of 10)	Project meetings evaluation forms						

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3. Feedback and Procedures for Change (ethics dimension of quality)										
5	Project management procedures are adjustable for higher efficiency and effectiveness		Feedback questions on project management are included into the evaluation forms after each project meeting (Yes/No)	Evaluation forms	Project Partner (FCV)	After each project meeting	Completed	Yes	In all the evaluation forms the following question was included: 'To what extent are you satisfied with the project management so far in the project?' With the following options to answer (Rate 1 till 10) and the space to explain the answer provided.	
			Given feedback is incorporated into project setup (Yes/No; please add a comment on how)	Narrative reports, project diary						
6	The Evaluation guidelines are adjustable and inclusive of stakeholders' inputs		Space for discussion about the Research Report - Intellectual Output 1 provided at the Young Peacebuilders Forum (international multiplier event) (Yes/No)	International Multiplier Event (Young Peacebuilders Forum) agenda & session outlines	Project Partner (CEIPES)	01/12/2015	Completed	Yes	Yes, we shared the research findings during a public presentation and had focused group discussions with the participants about the research.	Link to the agenda & narrative report of the multiplier event
			Collaboration over Intellectual outputs 1 and 2 is done online through open ICT platforms (Yes/No)	Google Drive monitoring						
			Given feedback is incorporated into the final draft of MEL guidelines (Yes/No; please add a comment on how)	Minutes of the Young Peacebuilders Forum section dedicated to MEL guidelines, project diary	Project Partner (CEIPES)	After the completion of the final draft of the Evaluation Guidelines	In progress		We sent an on-line questionnaire to all the participants of the YPF and collected feedback from them. And we have summarized the feedback gathered during the discussion and consult that document while we are drafting the guidelines.	