

**DEVELOPMENT AND
IMPLEMENTATION OF SYSTEM
FOR PERFORMANCE
EVALUATION FOR SERBIAN
HEIS AND SYSTEM - PESHES**



QUALITY PLAN
University of Kragujevac
Prof. dr Miladin Stefanović





Co-funded by the
Erasmus+ Programme
of the European Union



Quality control and monitoring

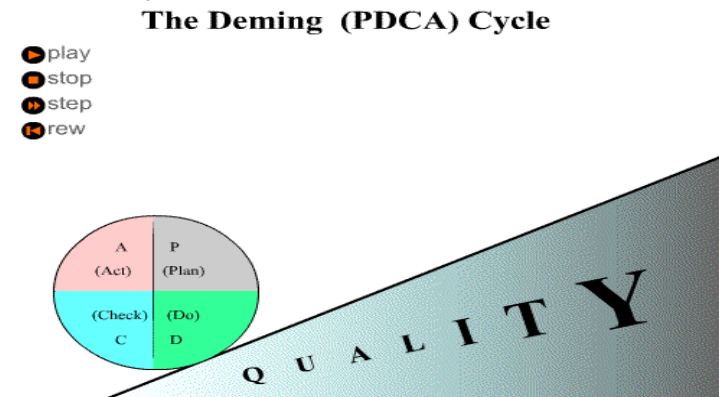
- 
- The quality of all phases and activities of this project will be monitored and supervised by the steering committee

- 
- Yearly evaluations by EU personnel, will be used to assess project achievements, and highlight possible areas of modification within the project framework.

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- Quality-review and evaluations will be performed by Serbian consortium partners and the grant holder

Control techniques

- Control techniques will be used to monitor and control the actual quality of project deliverables. In the concept of quality assurance, all tools, techniques and principles of quality management will be used:
 - Assessment of satisfaction of end-users and project results;
 - PDCA circle;
 - Management and control based on facts and data;
 - As well as the quality of



PROJECT CONSORTIUM:

University of Belgrade, UBG

University of Novi Sad, UNS

University of Niš, UNI

University of Kragujevac, UKG

State University of Novi Pazar, SUNP

Singidunum University, SUB

National Council for Higher Education, NCHE

Statistical Office of the Republic of Serbia, SORS

National Employment Service of Serbia, NES

Conference of academies for applied studies in Serbia, CAASS

Center for the Promotion of Science, CPN

University of Twente, UT

University of Rijeka, UoR

Politecnico di Torino, POLITO

Universitat Politècnica de València, UPV

Ministry of education, science and technological development, Republic of Serbia, MEST



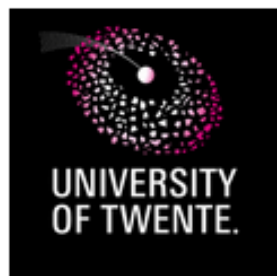
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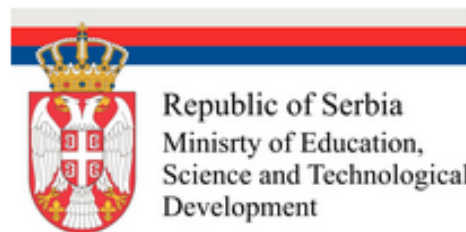
Republic of Serbia
National Council
for Higher Education



CENTER FOR
THE
PROMOTION
OF SCIENCE



UNIVERSITAT
POLITÈCNICA
DE VALÈNCIA



Republic of Serbia
Ministry of Education,
Science and Technological
Development



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- Quality control and monitoring of project activities and results will be performed continuously throughout the whole duration of the project and evaluated at several levels. At the highest level, the quality of all phases and activities of this project will be monitored and supervised by the PCB, which will consist of all the partners in the project. On the other levels NPCT will perform quality control and monitoring.
- To assure quality control and monitoring, the creation of written documents about every project activity will be performed in accordance with the best practice and quality planning, designed according to ISO 9001:2008. Using selected quality control and monitoring techniques and tools we will monitor and control:
 - 1) Processes and activities during the project realization, and after, as a part of project sustainability
 - 2) Quality of deliverables
 - 3) Stakeholders and users satisfaction of developed project results
 - 4) Quality of management and quality of financial management.

- Quality assurance, control, monitoring and management are essential for a high quality of project deliverables. All deliverables will be evaluated, their quality tracked and monitored and improved if it is necessary.
- Yearly evaluations by EU personnel, will be used to assess project achievements, and highlight possible areas of modification within the project framework. Besides that, quality-review and evaluations will be performed twice a year by NPCT.
- Quality assurance, control and monitoring will be performed by all participants in the project consortium and at all levels. A special working group will create, implement, monitor and evaluate project quality policy from all aspects. This body will develop a time schedule for each activity with a definition of dead-lines – dates when the activity milestones will be checked. Activity monitoring will include regular reporting and evaluation. The quality system has to ensure transparency and traceability.

QUALITY PLAN: Quality planning, control and monitoring

- 5.1 Establishment of quality assurance work group
- 5.2 Providing an external quality audit
- 5.3 Ensuring regular quality control and monitoring
- 5.4 Inter-project coaching activities



5.1 Establishment of quality assurance work group

RESPONSIBLE FOR WORKING PACKAGE

University of Kragujevac



Members of Quality assurance working group:

1. Team leader: dr Snežana Nestić, University of Kragujevac (s.nestic@kg.ac.rs)
2. Members of Serbian Universities
3. EU partner: representative of University of Valenecia
4. All other partners will take part



5.3 Ensuring regular quality control and monitoring

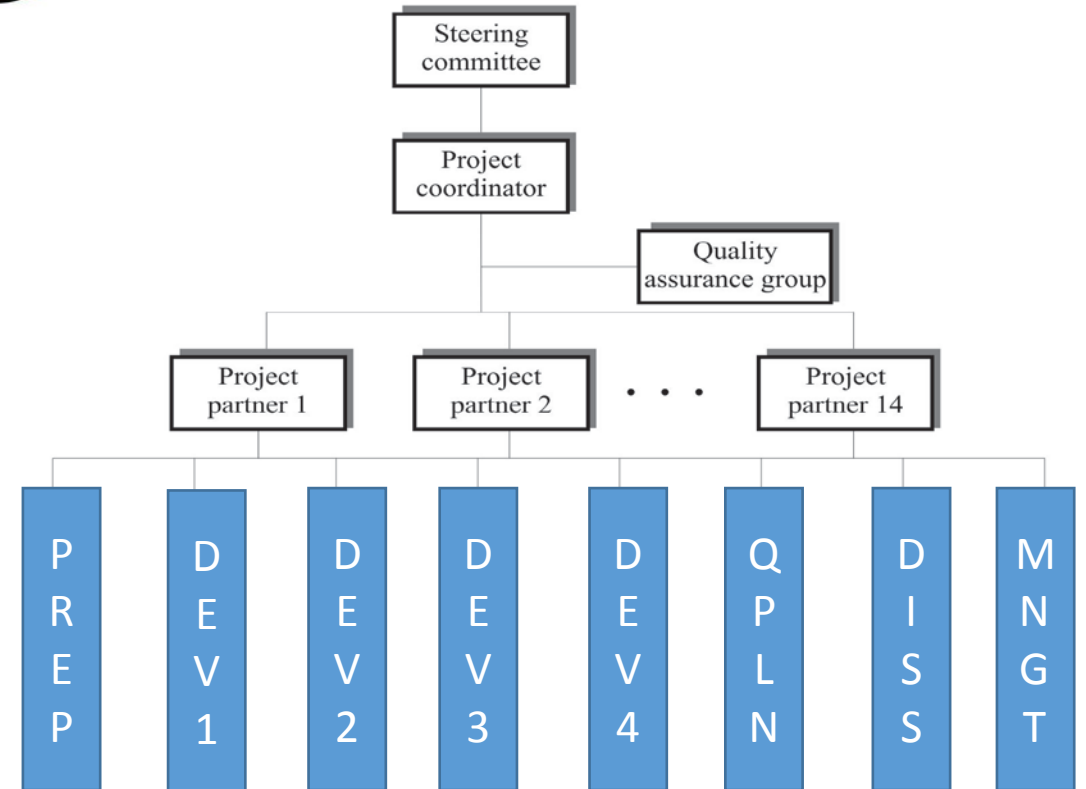
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Task of each project partner

- b) Defining the quality control activities of each project partner,
- c) Defining monitoring activities of each project partner,
- d) Defining the records and analysis for project planning and control,
- e) Defining the precise roles, schedules and corrective measures for achieving project goals.



RESPONSIBLE FOR WORKING PACKAGE

University of Kragujevac



Members of Quality assurance working group

Responsible, Team leader: dr Snežana Nestić, University of Kragujevac
(s.nestic@kg.ac.rs)

- To enable Inter-project coaching activities
 - *First activity: December 2016.*
 - *Inter project coaching activities, sharing experience with Erasmus + “Enhancement of HE research potential contributing to further growth of the WB region” - Topic: “How to ensure quality of Erasmus + projects”*

MAIN TASKS of quality assurance work group

- **To establish quality assurance work group**

To develop appropriate documentation



and instructions

- To provide an external quality audit
- To ensure regular quality control and monitoring
- To enable Inter-project coaching activities
 - *First activity: December 2016.*
 - *Inter project coaching activities, sharing experience with Erasmus + “Enhancement of HE research potential contributing to further growth of the WB region” - Topic: “How to ensure quality of Erasmus + projects”*



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