

## 4<sup>th</sup> MANAGEMENT QUALITY REPORT

### - INTRODUCTION

The evaluation of the quality of management was carried out in the period 06.02.2021. to 16.02.2021, in accordance with procedure stipulated in PQA Guide. The questionnaire was completed by 40 from 85 participants (47%).

### FINDINGS

1. To what extent are you satisfied with the overall management of the KEY project?

- 5 - 35 responses (88%)
- 4 - 5 responses (12%)
- 3 - 0
- 2 - 0
- 1 - 0

Comment:

- All planned tasks through the work packages are carried out successfully and full respect for the project coordinator.
- The project is managed very well.
- Considering circumstances and complicated procedures in countries involved in the Project, the Project management team does its best not to endanger Project activities and to accomplish defined project's goals and results
- The project is largely coordinated in an appropriate manner, which enables the realization of the activities.
- More intensive communication between partners is missing
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2. What are you particularly satisfied with and what would you like to highlight?

- The atmosphere at meetings and mutual cooperation
- I like the individual approach of the project coordinator
- Networking, know-how transfer, platform for sustainable development of cooperation
- Very constructive, friendly working atmosphere among partners.
- The project and activities are well planned, and thanks to the good individual responsibility of the participants, the work is carried out conscientiously and appropriately.

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3. What would you like to improve?

- The project is well managed and the necessary instructions arrive on time.
- More active work at home
- Faster implementation of what we agree on at meetings, and a higher level of using the English language
- I am not aware of any possible improvement.

4. Evaluate to what extent you consider that the information and instructions you receive from the Project Steering Committee and coordinators are clear and precise?

- 5 - 40 responses (100%)
- 4 - 0
- 3 - 0
- 2 - 0
- 1 - 0

Comment:

- I have no objections to the work of those mentioned
- I think that for the most part the instruction is clear, except in certain situations when there is a subsequent (mostly necessary) correction of the agreed activities.

5. To what extent are you satisfied with the degree of your involvement in the project?

- 5 - 30 responses (74%)
- 4 - 7 responses (18%)
- 3 - 3 responses (8%)
- 2 - 0
- 1 - 0

6. To what extent are you satisfied with the degree of involvement of other partners in the project?

- 5 - 28 responses (70%)
- 4 - 7 responses (18%)

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- 3 – 5 responses (12%)
- 2 - 0
- 1 - 0

7. To what extent are you satisfied with the Project Steering Committee approach to conflict and crisis management?

- 5 - 40 responses (100%)
- 4 - 0
- 3 - 0
- 2 - 0
- 1 - 0

Comment:

- There were no major crises, so they didn't do anything in that segment
- Cooperation between members of the project team is excellent, and crisis situations are most often caused by external factors
- Such conflicts or crisis management never happened.
- I think that the management team has a lot of experience in managing projects and that this is especially important in solving certain, I would say more controversial situations than conflicts and crisis situations.
- Everyone in the team is invited to give their opinion and the best solution is sought
- As far as I know, they are resolved well.

8. To what extent are you satisfied with the finance management in the project (e.g. payment of travel expenses and fees, filling in forms, etc.)?

- 5 - 40 responses (100%)
- 4 - 0
- 3 - 0
- 2 - 0
- 1 - 0

9. What risks can you identify in the continuation of the project?

- Some partner institutions, members of project Consortium, are losing status of independent legal institution in the system of University/Academy of applied sciences, and

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all administrative decisions (and strategic) are not in our domain any more, but at level of the dean/president of University and Academy, who do not act responsible because they do not care (or could not care because of many other duties) about the current activities at the project. They act slow, and making barrier to the flow of activities.

- COVID:

### CONCLUSIONS & RECOMMENDATIONS

*The participants are fully satisfied with the management of this work package.*

*Satisfaction in managing the project has increased compared to the previous evaluation. The project is largely coordinated in an appropriate manner, which enables the realization of the activities.*

*What the partners highlighted as a good thing is the atmosphere at meetings and mutual cooperation. The information and instructions that partner receive from Steering Committee are very clear and precise. Cooperation between members of the project team is excellent, and crisis situations are most often caused by external factors. Pandemic is cited as the main risk in the continuation of the project implementation.*