

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

### - INTRODUCTION

The evaluation of the quality of project management was carried out in the period between October 8<sup>th</sup> and October 15<sup>th</sup>, 2021, in accordance with the procedure stipulated in PQA Guide. The questionnaire was completed by 50 out of 85 participants (58,8%).

### FINDINGS

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

- 5 - 38 responses (76 %)
- 4 - 10 responses (20 %)
- 3 - 2 responses (4 %)
- 2 - /
- 1 - /

Comments:

- All tasks and activities foreseen through the work packages have been implemented in a timely manner, and they are on line with the planned and desired quality criteria.
- The project is managed quite well, and the coordinator invested additional efforts to compensate for the activities and managing tasks which have suffered as a result of COVID19.
- It would be good if we had more coordination meetings to clarify some points of doubt as to upcoming tasks and reports.
- I am mostly satisfied with the way in which the project has been handled so far, bearing in mind the circumstances and difficulties resulting from the previous period which has largely affected the normal project implementation.
- It would be good if the communication was faster and more efficient.
- I am quite satisfied, bearing in mind the external factors which have largely affected the regular project implementation.

2. What are you particularly satisfied with and what would you like to highlight?

- Partners are well aware of their responsibilities and we function as a team.
- I like the fact that we can always contact the project coordinator and receive clear and valuable feedback.

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- Our project team is well-coordinated and we collaborate in a great working atmosphere.
  - Each project activity is well-presented and explained and we are clear with the task that we have to do in order to provide our contribution in a timely and quality manner.
3. What would you like to improve?
- Sometimes there is too much information circulating via email and mobile apps, which makes it hard to digest all provided data at the same time.
  - It would be good if we were better synchronized when some of the tasks are performed jointly or depend on simultaneous completion of individual tasks.
  - Following the mutual agreement that we reach during online and face-to face meetings with regards to deadlines.
  - Everything is great.
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 - 45 responses (90%)
  - 4 – 5 (10%)
  - 3 - /
  - 2 - /
  - 1 - /

### Comments:

- Both the Project Steering Committee and the coordinator institution maintain good practice throughout the project by being available for additional information, and by being clear about every important aspect of the project
  - Information and instructions are mostly provided in a timely manner, and they try to be as clear as possible
  - Everything is done in a very efficient and clear way.
  - They could be a bit more assertive when it comes to agreed deadlines.
5. To what extent are you satisfied with the degree of your involvement in the project?
- 5 - 35 responses (70%)
  - 4 - 10 responses (20%)
  - 3 – 5 responses (10%)

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- 2 - /
- 1 - /

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

- 5 - 28 responses (56%)
- 4 - 9 responses (18%)
- 3 - 13 responses (26 %)
- 2 - /
- 1 - /

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

- 5 - 50 responses (100%)
- 4 - /
- 3 - /
- 2 - /
- 1 - /

Comment:

- I didn't notice that there were situations in which the Committee had to interfere in the afore-mentioned way.
- As to the project team, we have cooperated from the beginning in a very friendly and collaborative way. In that sense, no intervention was necessary. When it comes to COVID19, which has largely influenced the way in which we had to adjust to somewhat altered approach to project implementation, I think that the Committee has so far handled the situation in a great manner.
- No such conflicts or crisis management have occurred so far.
- The Committee gathers highly experienced individuals with great communication and coordination skills, and this was the key feature which contributed to a seamless project flow, without significant internal conflicts.
- I am very satisfied because the team as a whole so far participated in solving every potential crisis by engaging in a constructive dialogue. I feel that I have also contributed as an individual, and this is important.
- Everything was handled nicely.

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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 - 50 responses (100%)
- 4 - 0
- 3 - 0
- 2 - 0
- 1 - 0

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

- Our partner institution, as now part of a larger system (Academies of Vocational Studies) could slow down the process of decision-making on the project, and the process of implementing the remaining activities.
- COVID is still a current topic, though it appears to be slightly waning.

## CONCLUSIONS & RECOMMENDATIONS

*According to the respondents' feedback, one can assert that the project team is highly satisfied with the manner in which the project has been managed so far. Information and instructions are clear and they are delivered in a consistent and timely manner. The Committee justifies its role as a proper crisis and conflict management body and the project team is well-coordinated and cooperates in a friendly atmosphere.*

*The respondents are generally satisfied with the project atmosphere, as well as with the efficiency and efficacy of project implementation.*

*What is perceived as a main risk is still the pandemic of COVID19, as well as structural changes which occurred in partner institutions since the project inception.*

*Respondents would also recommend a more frequent communication, especially after the period of COVID.*