QUALITY CONTROL REPORT ON THE PROJECT "LANGUIDE"

1 Introduction

This document reports on the outcomes of the quality management of the project LanGuide that was effectively monitored by the quality control work group.

The aim of this document is to ensure that the project has met the partners' needs and expectations so far and to ensure that the project will continue its effort to manage schedule, budget and objectives.

2 The quality control plan

The control group, which is formed by one representative from every partner that is not the lead partner in charge in each institution, began to work at the end of August. During the first Zoom meeting on 9th September, the group discussed the tasks to be performed:

- creating the questionnaire that would be used as the evaluation tool

- putting the questionnaire online

- statistical analysis

- writing the report

During the meeting it was decided to use Google Form for creating the online questionnaire, because it's simple to use and free of costs.

The group had a few days to work on the template of the questionnaire. After that, the questionnaire was put online and the link sent to all partners involved in the project.

The questionnaire was made available online from Monday 14th to Friday 18th September 2020. We opted for 17 closed-ended questions on a numeric scale from 1 to 5 (*not at all, somewhat, more or less, almost, entirely*) and the statement "I don't know". The last question, the 18th, is an open-ended one that allows respondents to elaborate on their point and write their thoughts (*Please comment freely on any issue linked to the LanGuide project that the questions above have failed to address*). The questions are related to three main categories: project meetings and management, intellectual outputactivities and webpage.

The work group had a second Zoom meeting on 25th September to decide what still remains to be done and to distribute the tasks among the partners.

2.1 The Control chart

It was decided to use the so-called **Control charts**, one of the 7 Quality Control Ishikawa tools and suggested by the Project Management Institute in its Quality area of knowledge. Control charts are used to determine whether or not a process is stable or has predictable performance, by checking upper and lower limits of performance. In our case, lower specification and control limits were decided so that the inner quality control board can monitor if the mean score of each question in the survey is higher than these limits. We have called the specification limit 'light limit (LL)" and the control limit "hard limit (HL)". We set that if a question in the survey receives a mean score below LL twice in a row, then a quality control meeting should be called. Respect to HL, scoring below HL only once is enough to trigger this meeting. In these cases, the quality control group will decide a contingency action to solve the problem related to the question which received such scores. Our predefined limits are: LL=2.5 and HL=1.5.

The number of participants included in the survey was 15. Everyone answered the questionnaire. The collected and analyzed data were completely anonymous.

For the sake of clarity, we show below that current aspect of the Control Chart for Question 1 in our survey. Since this is the first time the survey is performed, the plot is not very informative yet.
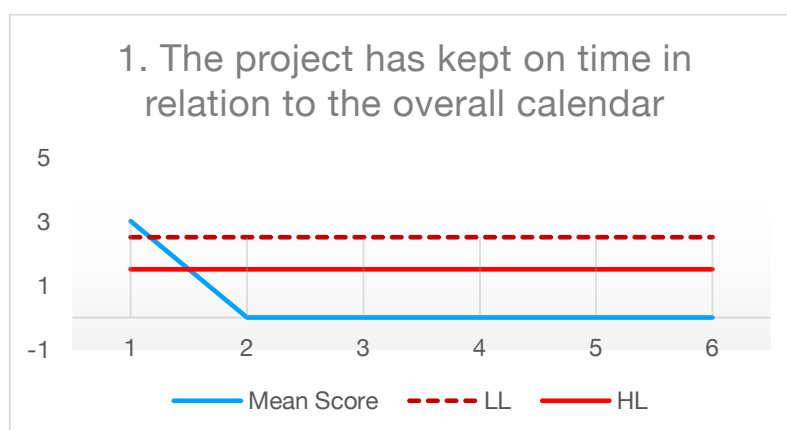
3 Analysis of the questionnaire questions

Q1 – The Project has kept on time in relation to overall calendar.

A mean value of 3 in the answers to this question, keeps this aspect above the soft threshold that we have set for us. An interesting observation is that out of 14 respondents, 5 have given this question a very good grade (4) and 5 have given this question a low grade (2), with 4 people staying the middle (3). This might need more investigation as it shows there might be a disagreement between the partners regarding the time management in the project.

Q2 – The tasks that we have set ourselves to do during this period have been fully carried out.

A mean value of 3.07 is higher than the threshold that we have set. It should also be noted that the majority of the respondents (11 of them) have chosen the higher side of the scale (3 or 4 points) for this question while there is only 3 respondents who are to the lower side (1 or 2 points). In general it can be concluded that the general opinion of the group about this question is to the positive side.

Q3 – The work that has been done so far is in accordance with the long-term goals of the project.

A mean value of 3.5 is a good result here. Most of the answers (9 answers) are of the highest grade possible, with 3 respondents choosing to vote for 3 and 3 respondents choosing to vote for 2. In general it seems like the overall impression of the group is positive with regard to the work done helping us achieve the long-term goals.

Q4 –There has been sufficient and effective communication within the partnership.

An average value of 3.07 characterises the answers to this question, which places it above the soft threshold that we have targeted. With 5 persons granting a 4, 4 assessing it with only 2 and 6 persons allotting a 3 for it, it seems clear that the aspect of communication is a sensible matter within the members of the project, being it among themselves or between them and the management. An answer may come from the suggestion one of the partners offered with the open-ended question: "I think it would be helpful to have several work groups inside the project that will work on different issues (linguistic aspect, informatics, dissemination, etc.)."

Q5 – I have received all necessary information and documents and have had time to read them.

This question scored an average of 3.13, with almost all members of the project assigning 3s (8) and 4s (5), while two persons see a real problem at the level of information and documents received, as a 1 and a 2 were allotted for this aspect. The change of management may have contributed to creating a gap between what partners should have received and what they actually received, as pointed out during several online meetings by some partners.

Q6 – Partners share a common view of the objectives and outcomes of the project.

This is one of the questions with its mean value of 2.86, close to the threshold (but still above it). The answers are spread out between a grade of 1 up to a grade of 4, with most answers between 2 and 4. It is understandable that in a multi-disciplinary project, creating a common view between all the partners might require more communication. This is a fact that can be investigated for future.

Q7 – Clear decisions have been made wherever necessary.

A mean value of 3.00, which is higher than the threshold that we have set, characterises the 7th question regarding the decisions made. There are 8 persons who appreciated the clarity of decision making with a 3, 4 persons who considered it is worth a 4, 2 persons who didn't venture over 2 and even 1 person who assigned only a 1. This proves again, a medium level of satisfaction among the partners concerning decisions, decision making and the clarity of the decisions taken, while some concern is constantly expressed.

Q8 – My own workload for the project has been in accordance with my expectations.

This is one of the low scoring questions, while still being above the threshold. With mean value of 2.75 and the answers on the two sides of the mean value (4 respondents have chosen 1 and 6 have chosen 4), it is clear that some of the partners feel as their workload is higher or lower than they expected. It should also be noted that during different phases of the project, different groups might face different workloads. Hence this should be followed up in the future surveys.

Q9 – I have been happy with the quality of my contribution to the project activities so far.

A mean value of 3.38 is a good result here, especially considering that out of 14 answers, 10 of them have given a score of 4 to this question. The other four answers are split equally between a grade of 1 and 3.

Q10 – I am happy with the overall management of the project.

With a balanced ranking of 3s and 4s, on a par at 7 answers each, this question addressing the overall management style of the project scored 3.40 and places it among the highest ranked ones. However, there is still one person who signals concern with a 2 and may be connected to one of the opinions expressed in the open-ended section of the questionnaire which invited partners to freely express their opinions: "Too many 'new tasks' where raised one year after starting the project. I suppose this is because of the change in the principal investigator and, although surely they are necessary, that unexpected workload did not feel good." (see the open-ended question). But, overall, the flow of

receiving information and documents and the time allotted to reading them seems to have satisfied the partners to a moderate degree.

Q11 – Relations within the partnership have been positive and supportive.

Scoring a 3.33, the 11th question, cataloguing the relationships among the partners as positive and supportive, reveals a homogeneous opinion, as 7 answers assigned a 4, 6 were of 3, while 2 considered that these relations need improvement as they allotted only a 2 for their quality.

Q12 – Possible disagreements have been rapidly and satisfactorily resolved.

Starting from a person who doesn't know how to approach this aspect (see the "I don't know" answer provided), continuing with 2 persons revolving around 2 and ending with the 7 persons who assigned a 3 and the 4 ones who decided upon for a 4, this questions meets the average of 3.21 which, again, is above the threshold targeted. There was also a comment which can be attributed to this aspect: "There are still a few content and technical issues that need to be dealt with. Not all the partners are contributing equally and this has to be discussed and resolves."

Q13 – I have been happy with the quality of other partners' contributions to the project activities.

The mean value for this question is 3.14 which is above the threshold. Most of the respondents (8 out of 15) have chosen to give this question a score of 3 which means they "almost" agree with the statement and out of remaining 7 answers, 5 of them are set to a score of 4. It can be concluded that in general the partners are happy with the quality of the work done by other partners, but not as happy as they are with their own work (Q9).

There was also a text comment which can be related to this question:

> *"There are still a few content and technical issues that need to be dealt with. Not all the partners are contributing equally and this has to be discussed and resolves."*

Clearly, at least one partner believes that the work distribution amongst the partners is not equal. This is an issue that should be discussed with the partners in the future meetings.

Q14 – The activities for the last IOs are the result of a truly collective effort.

With an average value of 3, this question is above the threshold value. Most partners (10 out of 15) entirely or almost agree with this question, with only 5 answers being on the lower side of the scale.

Q15 – I am satisfied with the design and content of the activities as they are now.

This question has scored a mean value of 3.13, which is above the threshold value. Although 8 answers are on a grade of 4, there are 5 partners who feel that the activities could have been designed better. This can also be discussed during the next phase of the project.

Q16 – Navigation within the web page (http://languide.si) is intuitive and simple.

With only 2 values of 2 and 2 of 3, this question assessing the navigation on the project's webpage capitalizes a score of 3.60, which is the highest of all the questions. Obviously enough, the majority of the members of the project consider that the navigation on the webpage is intuitive and simple.

**Q17 – The web page provides useful information about the project.**

On the same line of thought, the content of the project's webpage is appreciated as providing useful information by the majority of the members of the project, as question number 17 scores an average of 3.40 points, with 2 persons appreciating it with a 3 and 9 with a 4. However, there still are 3 persons who consider that the page needs improvement, as they provided a 2 and one person who doesn't know how to catalogue it, as the "I don't know" answer was provided instead of any point.

Q18 – Do you have any concerns about the next stages of the project?

The last question, whose scores were designed to be attributed in a reversed scaled value (0 being the best appreciated, while 5 – the worst), scored an average of 1.33 which, in the light of the observation concerning the scoring approach, can be interpreted as staying within the limits of the threshold targeted. With 3 persons not knowing what opinion to express, 1 person manifesting serious concern (4), 4 persons attributing a 2, and 4 persons attributing a 1, there is also one person who has no concerns whatsoever about the next stages of the project. Thus, all in all, the average generated for this aspect concludes that there is a good chance that the project will be kept within the limits of success.

Mean score per question in Survey #1
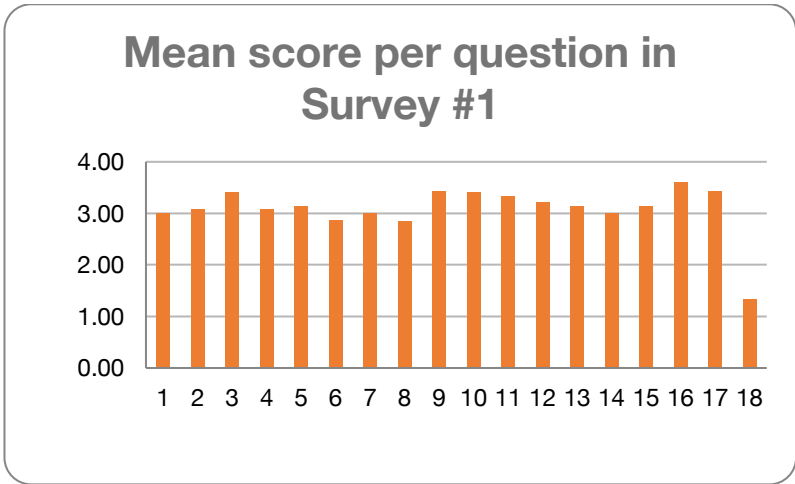
All answers have mean value > 1.5 (hard limit) and > 2.5 (Light limit)
Q18 has a reverse sense: the lower the better. HL and LL are here 2.5 and 1.5, respectively.
The general quality perception of the team is good, always above 2.5 and mostly > 3.0 (out of 4).
The 2 lowest scored questions are Q6 and Q8.

Frequency of scores per question in Survey #1

MODE OF EACH QUESTION IN SURVEY #1
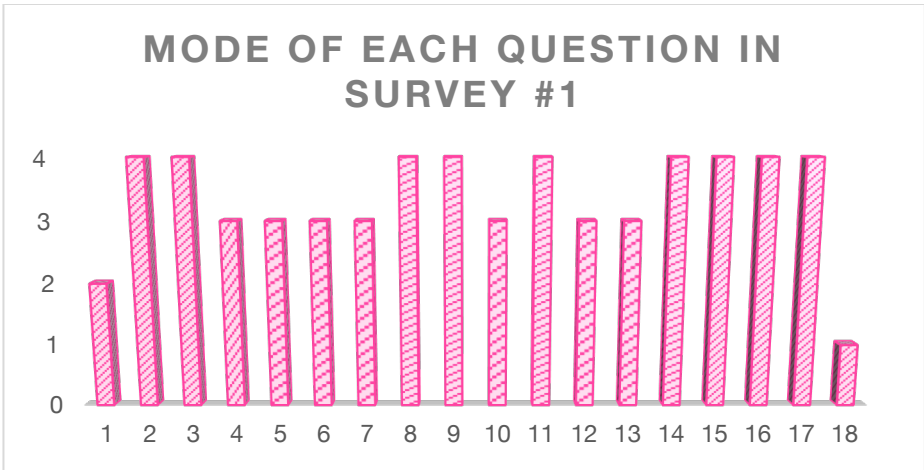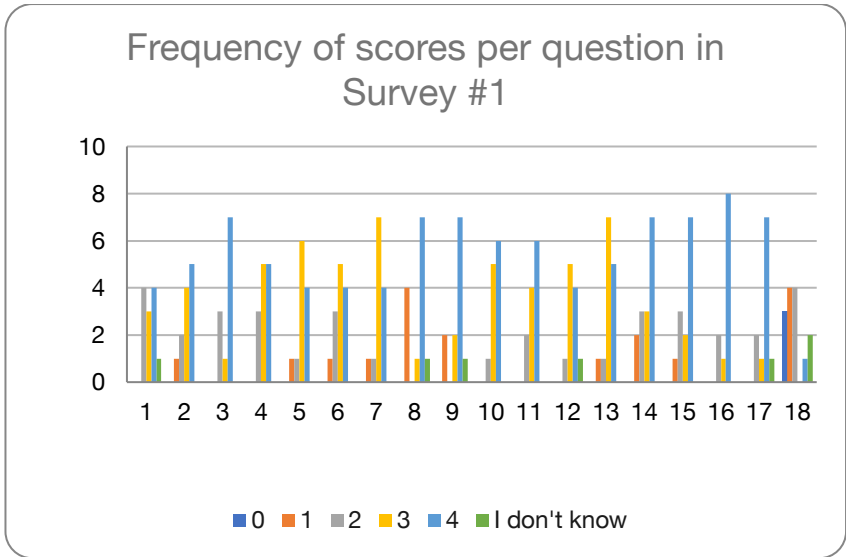
The most frequent scores in the survey are 3 and 4. In fact the mode of all modes is 4, the maximum value. This indicates the high quality perceived up to now.
The only question with a not high mode is Question 1, whose most frequent score obtained is 2.
Please note Question 18 has mode 1. Q18 has a reverse sense, so 1 is a good value (similar to 3 for the other questions).

4 The Virtual Workshop

For the part of the meetings, we included also the analysis of the questionnaires for the Virtual workshop held on 29th and 30th June 2020 via Zoom. After the workshop, a questionnaire on the satisfaction with the workshop was sent to the team members via e-mail. The questionnaire consists of a total of 10 questions with possible answers "yes" and "no". The questions relate to the satisfaction of the participants with different aspects of the workshop, and the satisfaction based on the answers of the participants is analyzed below. In the end, there was also one open question where the participants could state their comments, advice and suggestions. A total of 9 members completed the questionnaire.

The overall results are shown in Table 1.

Person	Was there a clear and appropriate agenda?	Were the goals of the Workshop – Meeting clear in advance?	Were the long-term goals clearly formulated?	In your view, are the long-term goals likely to be achieved?	Was there sufficient time to discuss the points?	Did everyone have sufficient opportunity to contribute?	Was the timetable respected?	Was there efficient communication within the partnership?	Has everyone received the information they need?	Do you think that all the partners clearly understand their role in the project and in the upcoming tasks?
1	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
2	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
3	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
4	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
5	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
6	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
7	Yes	No	No	Yes	Yes	Yes	Yes	Yes	No	No
8	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
9	Yes	Yes	No	Yes	Yes	Yes	Yes	Yes	Yes	Yes

Table 1: The overall results

4.1 Question-by-question analysis

1) All members answered the first question "Was there a clear and appropriate agenda?" "yes".

| Was there a clear and appropriate agenda?		
	Number	%
Yes	9	100.00%
No	0	0.00%
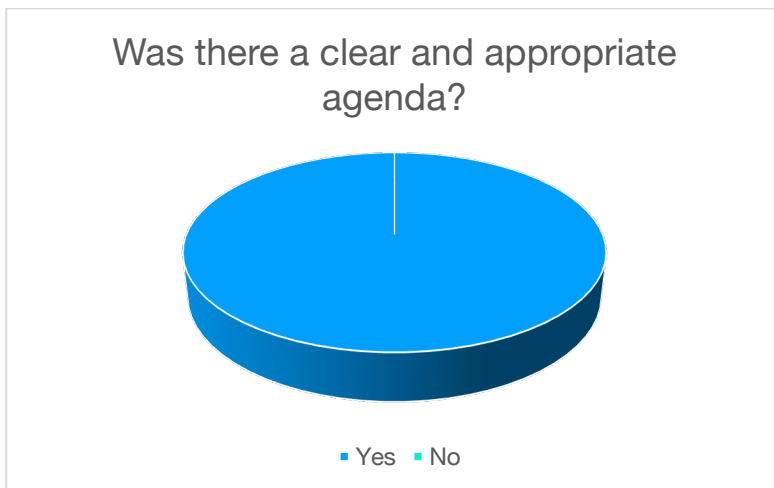
2) To the second question "Were the goals of the Workshop – Meeting clear in advance?" 8 member answered "yes" and 1 member answered "no".

| Were the goals of the Workshop – Meeting clear in advance?		
	Number	%
Yes	8	88.89%
No	1	11.11%

3) The third question "Were the long-term goals clearly formulated?" received 7 "yes" answers and 2 "no".

Were the long-term goals clearly formulated?		
	Number	%
Yes	7	77.78%
No	2	22.22%

Were the long-term goals clearly formulated?

- Yes - No
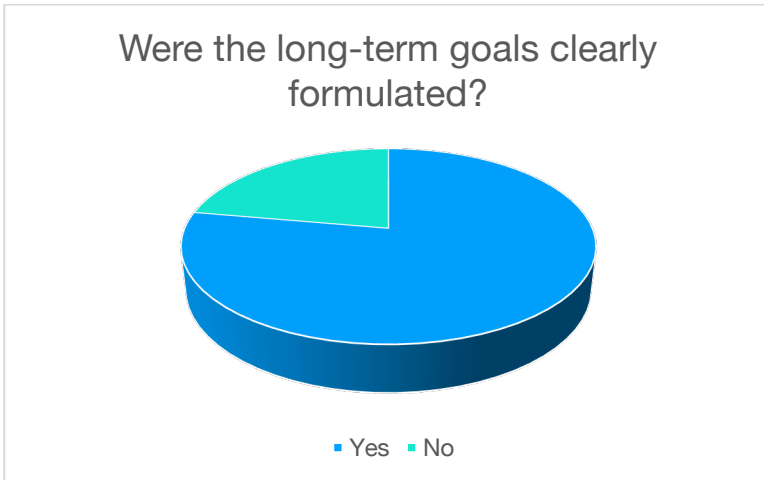
4) All members answered the fourth question "In your view, are the long-term goals likely to be achieved?" "yes".

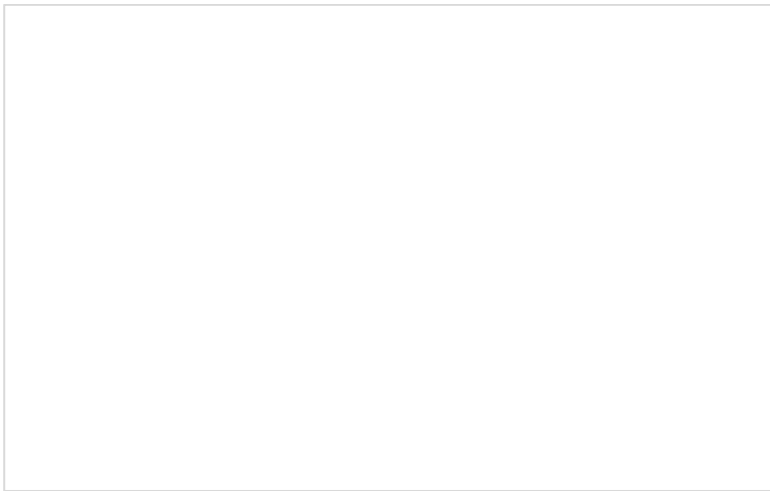| In your view, are the long-term goals likely to be achieved?		
	Number	%
Yes	9	100.00%
No	0	0.00%

In your view, are the long-term goals likely to be achieved?

- Yes - No
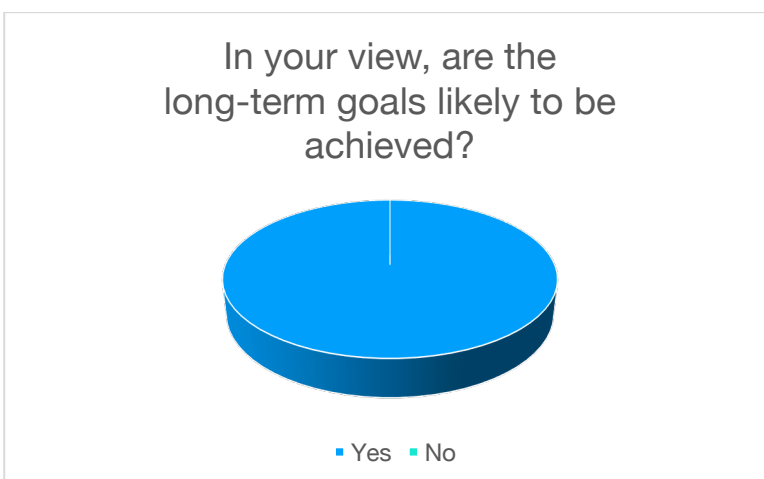
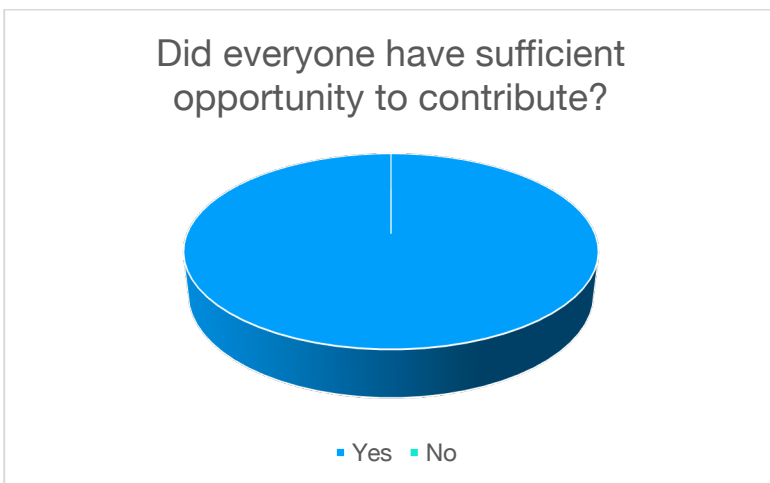5) To the fifth question "Was there sufficient time to discuss the points?" all members answered affirmatively.

Was there sufficient time to discuss the points?

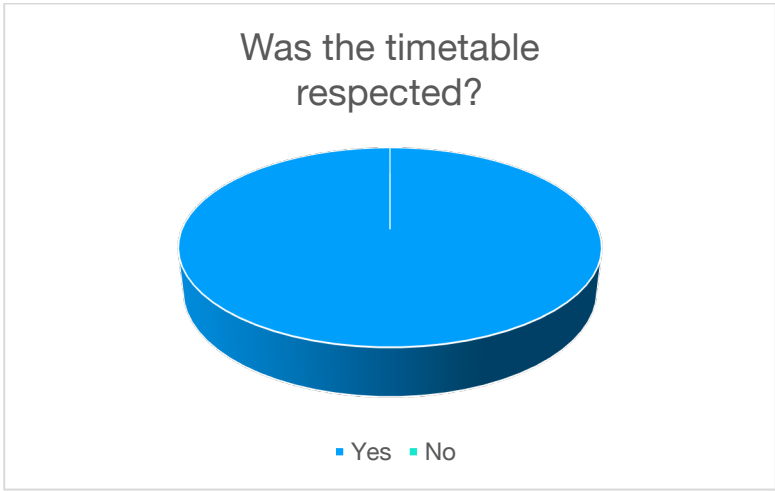|	Number	%
Yes	9	100.00%
No	0	0.00%

6) All members answered the sixth question "Did everyone have sufficient opportunity to contribute?" "yes".

| Did everyone have sufficient opportunity to contribute?		
	Number	%
Yes	9	100.00%
No	0	0.00%

7) The seventh question "Was the timetable respected?" was answered 100% affirmatively.

Was the timetable respected?		
	Number	%
Yes	9	100.00%
No	0	0.00%

Was the timetable respected?

Yes ■ No

8) All members answered "yes" to the eight question "Was there efficient communication within the partnership?"

| Was there efficient communication within the partnership?		
	Number	%
Yes	9	100.00%
No	0	0.00%

Was there efficient communication within the partnership?

Yes ■ No
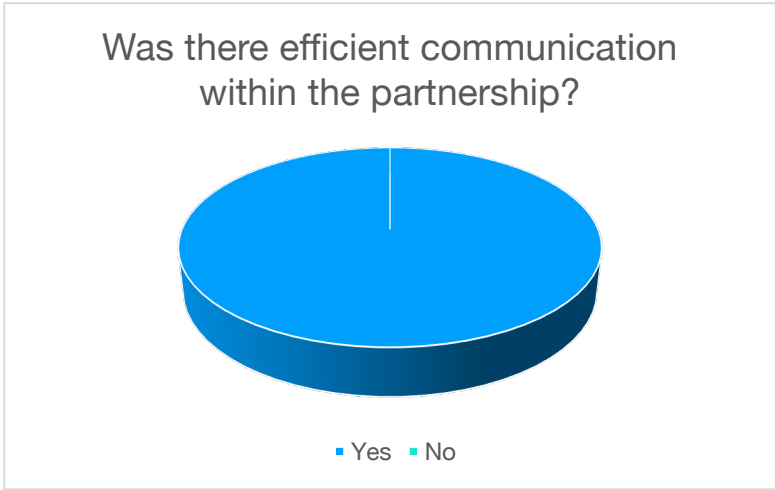
9) To the second question "Has everyone received the information they need?" 8 member answered "yes" and 1 member answered "no".

Has everyone received the information they need?		
	Number	%
Yes	8	88.89%

No	1	11.11%	

Has everyone received the information they need?

Yes ▪ No
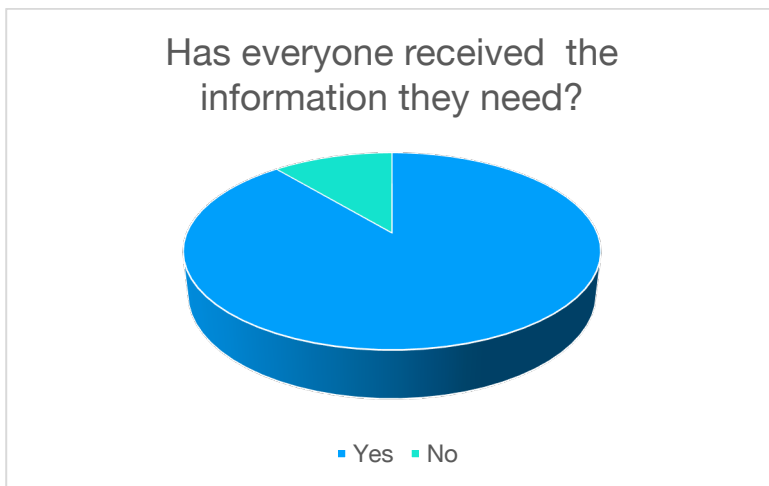
10) 8 answered "yes" and 1 "no" to the tenth question "Do you think that all the partners clearly understand their role in the project and in the upcoming tasks?" .

Do you think that all the partners clearly understand their role in the project and in the upcoming tasks?		
	Number	%
Yes	8	88.89%
No	1	11.11%

Do you think that all the partners clearly understand their role in the project and in the upcoming tasks?

Yes ▪ No

11) The following statements were given as an answer to the open question – comments, advice, suggestions :

- "I feel a bit more time for the discussion of the implementation of the tool was necessary as it is a really important issue. It seemed we somehow abruptly ended the session

regarding some details (even though we agreed on many of the most important points, and what is left is not impossible to deal with later on in the project). Also, I suggest that, in the future, a bit more time be given to miscellaneous issues outside the set agenda (maybe at the end of the meeting) as it seems there is always a few of such point that eat into the set timetable slots."

- "Each partner should chair a virtual meeting so that they can highlight the problems they are faced with. Every meeting should be delegated to a different partner. The lead partner does not need to chair each meeting."

- "No meetings should be prolonged because project members might have a new meeting right afterwards – it is better to schedule a new meeting in a couple of days rather than have some members leave the prolonged meeting."

- "All the points to deal with during the workshop were pointed out in the agenda and the coordinator maked a great effort to achieve all of them."

- "In my opinion, this workshop was very fruitful, especially because we could define most of the requirements for the IT Tool and everybody participated very actively. "

- "Every partner should actively be involved in the workshop."

4.2 Overall analysis

According to the answers to the questions asked in the questionnaire, it can be concluded that the workshop was very successful.

All participants were satisfied with the agenda, time spent for discussion, timetable, communication within the partnership. All members also think that long-term goals are likely to be achieved and that everyone had sufficient opportunity to contribute.

Eight members consider that the goals of the workshop were clear in advance, that everyone received the information they needed and that all the partners clearly understand their role in the project and in the upcoming tasks and one member disagrees.

Seven members agree that the long-term goals were clearly formulated and two members consider they were not.

Regarding the comments, advice and recommendations in the last question, they can be summed up as follows:

- more time for the discussion of the implementation of the tool was necessary
- in the future, a bit more time should be given to miscellaneous issues outside the set agenda
- each partner should chair a virtual meeting

- no meetings should be prolonged - better to schedule a new meeting in a couple of days
- each partner should actively be involved in the workshop
- all the points were set out in the agenda and the coordinator made a great effort to achieve all of them
- the workshop was very fruitful, everybody participated very actively

5 Conclusion

Quality is characterized by a continuous process to ensure the realisation of all the aspects of the project. The goal is to monitor continuously the satisfaction of all the partners involved.
 It is necessary to perform evaluative control every 6 months in order To implement improvement. The next quality report is planned March 2021.

October 2020