SEM-SEM

Smart Control Systems for Energy Management

Erasmus + #: 561703-EPP-1-2015-1-UK-EPPKA2-CBHE-JP

Quality Assurance Report
1ˢᵗ Semester
(15ᵗʰ October 2015 – 14ᵗʰ April 2016)

Project Acronym:	SEM-SEM
Full Project Title:	Smart Control Systems for Energy Management
Project No.:	561703-EPP-1-2015-1-UK-EPPKA2-CBHE-JP
Funding Scheme:	ERASMUS+
Project Coordinator:	STAFFORDSHIRE UNIVERSITY (SU)
Project Quality Coordinator:	Eurotraining

Title of Work Package	Monitoring and Quality Control
Work Package	WP12
Work Package Leader	EUROTraining
Target Group	✓ All project partners ✓ Students, teachers, engineers and industry management
Starting Date	15-10-2015
Activity Duration	3 years
Document Compiled by	Eurotraining
Document Version	Final
Dissemination Level	Institution

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1. Introduction – Purpose of this Document

Monitoring and Quality Control is an integrated process to the implementation of every successful project, as it is necessary in order to ensure and improve the quality of its respective activities and results. In SEM SEM, the quality assurance is continuous, thus implemented throughout the project's lifetime.

In this framework, the Quality Assurance Report for the 1st Semester summarizes the results of the evaluation process that was implemented during the first six months of the project, based on the established Quality Assurance Plan. It includes evaluation results on the progress of project implementation as reported by all partners, as well as the evaluation of the kick – off meeting that took place in Cairo (20th and 21st of January 2016).

2. Monitoring Results of General Aspects of Project Implementation

In this section of the Quality and Monitoring Rubric, all partners, regardless if the led a WP or not, were asked to evaluate some general aspects of the implantation process so far. Questions referred to the following categories:

- Progress and Direction
- Management and Communication
- Team and Roles
- Lessons Learned
- Opportunities and Risks
- Difficulties and Challenges

The results of the internal evaluation of those aspects for the first semester of the project are analysed in the next chapters. *It should be highlighted that even though detailed Quality and Monitoring Rubrics have been gathered by all partners of the project, it was decided that this report' objective is to refer only*

to the most significant aspects of the evaluation that will ensure its substantiality and provide the appropriate feedback for improving the project's progress and results. All relevant evaluation documentation is available to Eurotraining, as leader of WP12: Monitoring and Quality Control.

2.1 Progress and Direction

In that part of the evaluation process, partners expressed their opinions about the progress of the project implementation.

At first, partners were asked to identify any deviation in outcomes from the initial plans. Only one partner, as leader of WP, reported a three-month delay in WP3, explaining that the main reasons behind that were the delay in the project contract and the Partnership Agreement, as well as some internal management issues for one of the partners, that were, however, resolved some time later.

Some of the most important aspects of this part of the evaluation was the quality of the work carried out by the project's team (defining objectives, choice of activities, definition of work procedures, division of roles, etc., as well as the appropriateness of the calendar proposed for carrying out the project's activities.
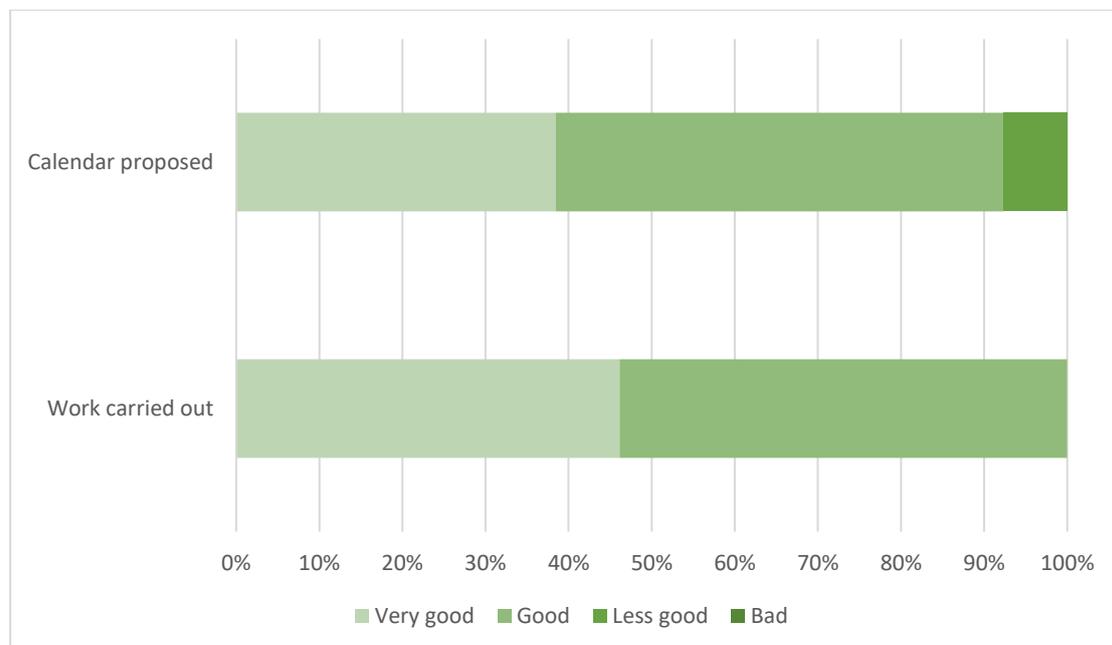
As the graph indicates, all partners were, at some level, satisfied by both these aspects of the project's progress and direction. Additional comments that were made about the work carried out and the established calendar included, among others:

- *"IST new Contact person and MU was very helpful and active in compensating any delay for the WP. All partners were active to start the WP"*
- *"The calendar was changed to meet the new time plan, and it became very condensed"*
- *"This will take much longer than expected, as the different regulations are not easy to match"*
- *"There was some delay from the European commission to send the required documents and the fund first instalment"*
- *The challenges regarding awarding a double degree have been identified and clarified"*

What support would you have needed?

"More training and workshops"
"The financial support which was delayed"
"A clear roadmap should be defined"
"Better communication among the partnership"

2.2 Management and Communication

This section of the evaluation process included questions regarding the management of the project activities as well as the communication among the partnership. Key – points of this section of the evaluation were the efficiency level of the management and coordination arrangements, as well as the circulation of information and the communication among the partnership.

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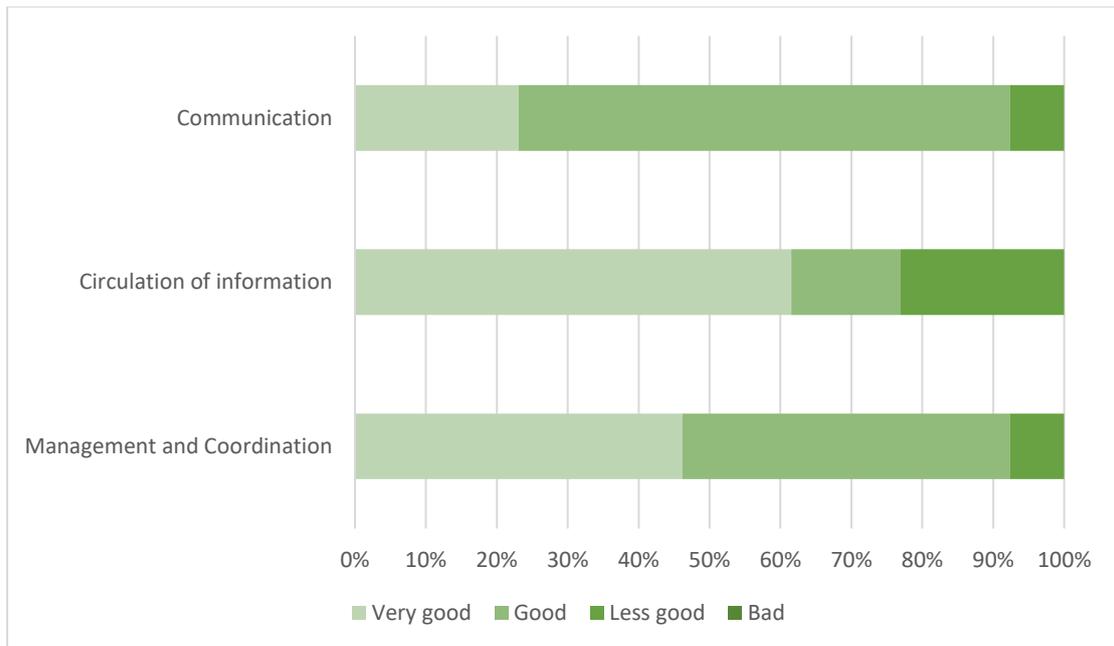
Partners' responses as depicted in the above graph, indicate that not everyone was fully satisfied regarding specific aspects of the management and coordination of the project. In particular, the evaluation of the information flow and the communication scheme established between partners could have better. Additional comments and answers on "What support would you have needed", included the organization of more Skype meetings, better information exchange, managing the delays in information circulation, improving communication channels, and others.

2.3 Team and Roles

The efficient implementation of the project's tasks and activities depends greatly on the quality of the teamwork and cooperation among the partnership. Partners were asked to evaluate, among others, the team work (in terms of being cohesive and supportive, and all partners' roles being clearly defined and understood), and the cooperative work of the partners.

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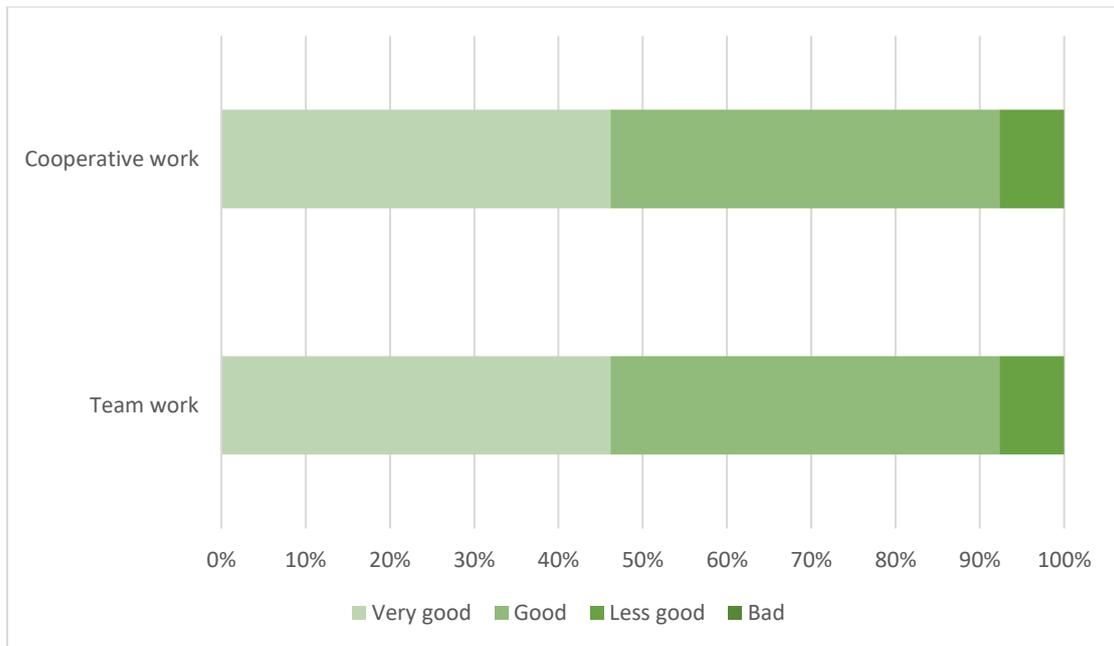
Responses regarding these aspects of the project's progress seem to be very balanced. Partners are, in general, satisfied by the distribution of roles, the team work implemented, as well as the cooperation among the partnership. A slight dissatisfaction expressed by one of the partners should be looked further into.

In this section of the evaluation, partners were, also, asked to mention what worked and what didn't work well in the partnership up until now. These are the answers of those who opted to respond:

What worked well	What didn't work well
Understanding of a common goal	*Flow of the budget money*
Exchange experience	*Some problem in money transfer*
The diverse teams	*Communication issues might create problems during the next phases of the project*
Most of WP	*Overall communication and allocation of tasks*
Most partners were willing to work for the objectives of the project	*Delay 3 months due to changes in IST management*
The communication with AASTMT	*Time management and deadline fulfillment of tasks*
Sticking to the time plan and the deadlines with now problems	*Early signs show that communication issues might create problems during the next phases of the project*

Sticking to the time plan and the deadlines	
Adapting smoothly to the new time plan to compensate the delay	
Getting introduced to new concepts and ideas from all partners who worked hardly to meet project goals	
Most partners were willing to work for the objectives of the project	

2.4 Lessons Learned

Almost all partners reported that they have learned something thanks to the implementation of the project for that period, either at personal or at organisational level, thanks to their engagement to the SEM SEM project.

Personal level	Organisational level
Development of new programs	*The application of smart energy management systems in automation and energy sectors*
Network, EU experience in many issues	*Exchange experience specially in RE fields*
Team work with different cultural backgrounds	*Training to our staff*
Partners from different cultures and countries can be handled and train to work in well-defined workplan	*General aspects of energy management.*
It is very difficult to work without guidelines	*Connection to new partner, the importance of marketing needs for the programs that will be offered by this project*
Being introduced to new methods and approaches in energy management from different backgrounds and countries that can be applied in the courses	
Different cultural backgrounds can contribute to fostering new ideas	

Regarding the transnational success of the project so far, most partners agreed that even though still at an early stage, it seems that the partnership of

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European, Egyptian and Jordanian Organisations and Universities has a great transnational potential, and that this will be more elaborate during the following phases of the project. Partners proposed better coordination and allocation of tasks, as well as establishing communication and dissemination strategies that will ensure the sustainability of the project's transnational approach.

2.5 Opportunities and Risks

During the first semester of the project, partners seem to have faced not only challenges but opportunities, too. The mentioned challenges were:

Keep up with time schedule
Visa issues to attend meetings and trainings
Communication and sharing the workload
Coordination of Portuguese partners
More details about master programs on the Universities websites was hard to be reached
Delays and redesigning a new work plan *Assigning and swapping the courses to the partners*
Regulations asymmetries
Maybe due to the large size of the partnership, communication issues have been faced

On the other hand, opportunities and/or unexpected benefits discovered were:

Common energy management challenges between partners
Smart management
The Importance of smart energy management to EG/JOR, where the awareness is absences in both countries
Topics being introduced by partners in the courses suggested seemed to be very helpful to my organization
Discover different ways of working

2.6 Difficulties and Challenges

In the final part of this evaluation's section, partners were asked to identify the roots of the difficulties and/or challenges they faced during the first months of the project, as well as whether they succeeded in handling them.
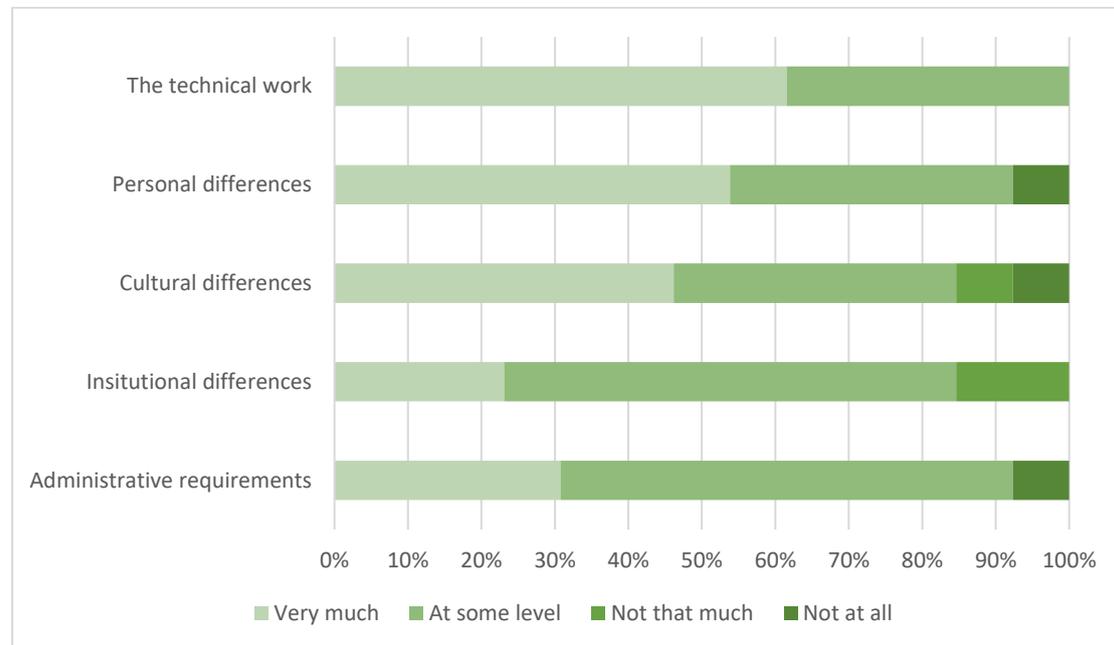
According to partners' opinions, most difficulties encountered during the first semester of the project were rooted in the technical work needed to reach the objectives. On the other hand, institutional, cultural, and personal differences were not an issue among the partnership.

3. Monitoring Results of Progress and WP Completion

According to the established quality assurance procedure, leaders of active WPs have to report on the progress of implementation. During the first semester, the following WPs were active:

- WP1: Conducting surveys on similar regional and international master (Leader: AASTMT)
- WP2: Conducting a survey on national and regional industrial needs (Leader: University of Jordan)
- WP3: Development and establishment of new master courses (Leader: Staffordshire University)
- WP9: Administrative work of the Double Degree (Leader: IST)

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- WP11: Project Sustainability (Leader: ALEXSEEDS)

- WP12: Monitoring and Quality Control (Leader: Eurotraining)

- WP13: Project Management (Leader: Staffordshire University)

3.1 Progress of WP1

Deliverable n.	Deliverable title	% Achieved	Delivery date (according to application)	Actual delivery date
1.1	Survey on similar MSc programmes in Europe	100%	14/12/2015	14/12/2015
1.2	Survey of similar postgraduate in North America and Africa regions	100%	14/12/2015	15/12/2016
1.3	Survey of similar programmes in South America and ASIA regions	100%	14/12/2015	14/12/2015
1.4	A final report with concluding recommendations	100%	14/1/2016	14/1/2016

WP 1 – Conducting surveys on similar Regional and international master				
WP Outputs	Performance Indicators	% Achieved	Number reached so far	COMMENTS
1.1. Conducting a survey report about Smart Control Systems for Energy Management for similar MSc and Training programs	Final report with results and recommendations	100%	ALL DONE	Report about similar Master in EU countries
	Final report with results and recommendations	100%	ALL DONE	Report about similar Master in EU countries
	Final report with results and recommendations	100%	ALL DONE	Report about similar Master in EU countries
	Final report with results and recommendations	100%	ALL DONE	Report about similar Master in EU countries
1.2. Survey of similar postgraduate in North America and Africa regions	Final report with results and recommendations	100%	ALL DONE	Report about similar Master in North American countries
	Final report with results and recommendations	100%	ALL DONE	Report about similar Master in African countries
1.3. Survey if similar programmes in South America and Asia regions	Final report with results and recommendations	100%	ALL DONE	Report about similar Master in south American and Asia region countries
1.4. A final report with concluding recommendations	Final report with results and recommendations	100%	ALL DONE	All these reports were conducted in one report with conclusion and recommendations

3.2 Progress of WP2

Deliverable n.	Deliverable title	% Achieved	Delivery date (according to application)	Actual delivery date
2.1	Survey on regional professional training needs	100%	14/1/2016	14/1/2016
2.2	Survey of similar regional training programs	100%	14/1/2016	14/1/2016
2.3	A final report with concluding recommendations	100%	14/2/2016	14/2/2016

WP 2 – Conducting survey on national and regional industrial needs				
WP Outputs	Performance Indicators	% Achieved	Number reached so far	COMMENTS
2.1. Survey on regional professional training needs	Final report with results and recommendations	100%	ALL DONE	Report about similar Training programs in EU countries
2.2. Survey on similar regional training programs	Final report with results and recommendations	100%	ALL DONE	Report about similar Training programs in Middle East and Asian countries
2.3. A final report with concluding recommendations	Final report with results and recommendations	100%	ALL DONE	All these reports were conducted in one report with conclusion and recommendations

3.3 Progress of WP3

Deliverable n.	Deliverable title	% Achieved	Delivery date (according to application)	Actual delivery date
3.1	Establish phase 1 of the developed M.Sc. courses	10%	14/12/2016	Not Yet
3.2	Establish phase 2 of the new MSc courses	0%	14/12/2016	Not Yet
3.3	Synergetic to omit redundancies between courses	0%	14/4/2017	Not Yet

WP 3 – Development and establishment of new master Courses				
WP Outputs	Performance Indicators	% Achieved	Number reached so far	COMMENTS
3.1. Establish phase 1 of the developed MSc courses	The Curriculum was defined and agreed up one between IST, AASTMT and MU. The Courses contents and Materials	10% of the	NA	The Mapping between the IST course and the Master program proposed courses was discussed and agreed upon
3.2. Establish phase 2 of the new MSc courses	The Courses contents, ILOS and Materials	0%	NA	NA
3.3. Synergetic to omit redundancies between courses	Self-Study Reports for the whole Curriculum	0%	NA	NA

3.4 Progress of WP9

Deliverable n.	Deliverable title	% Achieved	Delivery date (according to application)	Actual delivery date
9.1	Preparing necessary doc for double degree	40%	M12	
9.2	Official Meetings between AASTMT and IST Double Degree	25%	M12	
9.3	Official Meetings between AASTMT and IST Double Degree	NA	M12	
9.4	Signing the agreement	NA	M12	

WP 9 – Administrative work of the Double Degree				
WP Outputs	Performance Indicators	% Achieved	Number reached so far	COMMENTS
9.1. Preparing necessary docs for double degree	Mapping the different degrees in a common structure	50%		There are so many differences between the countries, that it takes time to understand the differences
9.2. Official Meetings between AASTMT and IST Double Deg	Number of meetings	20%		Many more meetings are required to design the process
9.3. Official Meetings between MU and IST Double Deg	Number of meetings	20%		
9.4. Signing the agreement		0%		

3.5 Progress of WP11

Deliverable n.	Deliverable title	% Achieved	Delivery date (according to application)	Actual delivery date
11.1	Strengthening relationships with the industry	~5%	14/10/2018	
11.2	Marketing of the programme to ensure sustainability	~5%	14/10/2018	

WP 11 – Project Sustainability				
WP Outputs	Performance Indicators	% Achieved	Number reached so far	COMMENTS
11.1. Strengthening relationships with the industry	Prepare the proper documentation for marketing of the programme	5%	N/A	Documentation and marketing were not yet implemented as the project was at its early stages
11.2. Marketing of the programme to ensure sustainability	Conducting marketing campaign	5%	N/A	Marketing was only conducted within Alexseeds group

3.6 Progress of WP12

Deliverable n.	Deliverable title	% Achieved	Delivery date (according to application)	Actual delivery date
12.1	Monitoring by Eurotraining on EG/JOR partners' management	~16%	14/10/2018	
12.2	Monitoring by Eurotraining on EU partners' management	~16%	14/10/2018	

WP 12 – Monitoring and Quality control				
WP Outputs	Performance Indicators	% Achieved	Number reached so far	COMMENTS
12.1 Monitoring by Eurotraining on EG/JOR partners' management	Feedback surveys for trainings (16), workshops (2), meetings (4), conferences (2)	4%	1/25	Evaluation report of the KOM, held in Cairo, Egypt
	Semiannual reports (6)	~16%	1/6	Quality report for the first semester of the project
12.2 Monitoring by Eurotraining on EU partners' management	Feedback surveys for trainings (4), meeting (1)	N/A yet	N/A yet	N/A yet
	Semiannual reports (6)	~16%	1/6	Quality report for the first semester of the project

3.7 Progress of WP13

Deliverable n.	Deliverable title	% Achieved	Delivery date (according to application)	Actual delivery date
13.1	Regional and International Coordination Meetings	20%	14/10/2018	Till end of the project
13.2	EG/JOR Institutional Management	15%	14/10/2018	Till end of the project
13.3	Coordination Meetings with group leaders	15%	14/10/2018	Till end of the project

WP 13 – Project Management				
WP Outputs	Performance Indicators	% Achieved	Number reached so far	COMMENTS
13.1. Regional and International Coordination Meetings	The kick off meeting was held in Alexandria Egypt, January 2016.	20%	1	Should continue till end of the project
13.2.EG/JOR Institutional Management				There are 2 sub-coordinators for the project (AASTMT-Egypt and JUST Jordan)
13.3. Coordination Meetings with group leaders				Group leaders' meetings have been arranged over the project life in regular bases and when is required. Some

		group leaders meeting happened during the training and workshop events
Horizontal Project Management Indicators		
Effective and concerted project implementation	Timely signing the consortium agreement	Most of the partners promptly responded and some suffered from some delays. It is planned to exchange the signed agreements documents during Jordan coordination meeting
	A minimum of two teleconferences will be organized	Online meetings and one to one meetings will be organized
	No more than five adjustment decisions	N/A till now
External relations	Positive management board relationships	
	Exchanges with stakeholders through the platform and/or the social media	It is planned to the VOIP communication facilities and have a project presence in Research Gate.
Conflict resolution	No conflicts between partners	N/A
Risk management	Corrective measures applied	N/A

## 4. Evaluation of Project's Events and Activities

4.1 Kick – off meeting

During the first semester of the project, partners participated in the Kick – off Meeting that was held in Cairo, Egypt, the 20th and 21st of January 2016. The evaluation of the meeting session concluded the following:

The partners had the opportunity to evaluate the meeting including different aspects as mentioned before by rating from 1 to 5 according to the questions provided and the level of satisfaction. The level of satisfaction was assessed from 1 which stands for the worst rating to 5 which stands for the best rating.

1. Overall, how would you rate the meeting?
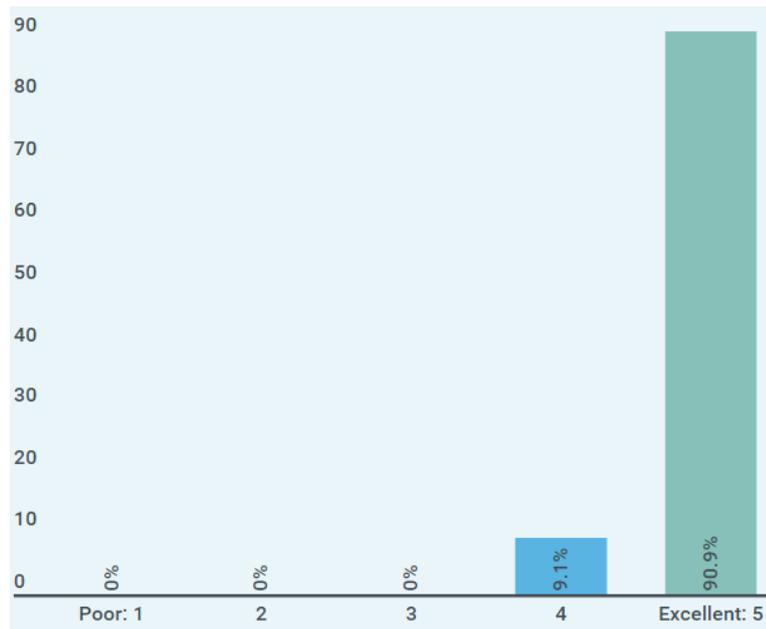
The meeting has been accessed as excellent by a large majority of partners who submitted their evaluations. In total 90.9% of the partners found the meeting excellent while only 9.1% found rated it as 4. That indicates the overall satisfactions of the partners attended the meeting including its content and organisational aspects.

2. The objectives of the meeting were clear to the partners.

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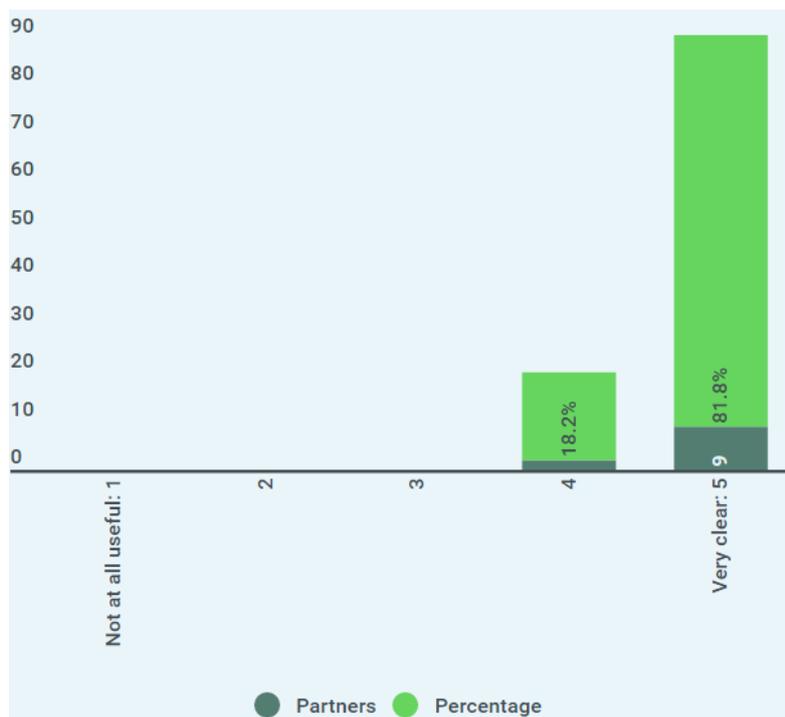
In general, the objectives of the meeting were very clearly addressed as it has been indicated 81.8% of the attendees. Some aspects of the meeting perhaps needed further clarification for some partners but that represents a small amount of 18.2% who found the objectives clear. The responses show that better guidance regarding the main outputs would be helpful for better success and achievements of the project's objectives.

3. **The meeting was useful for helping our organisation to carry out the expected project activities?**
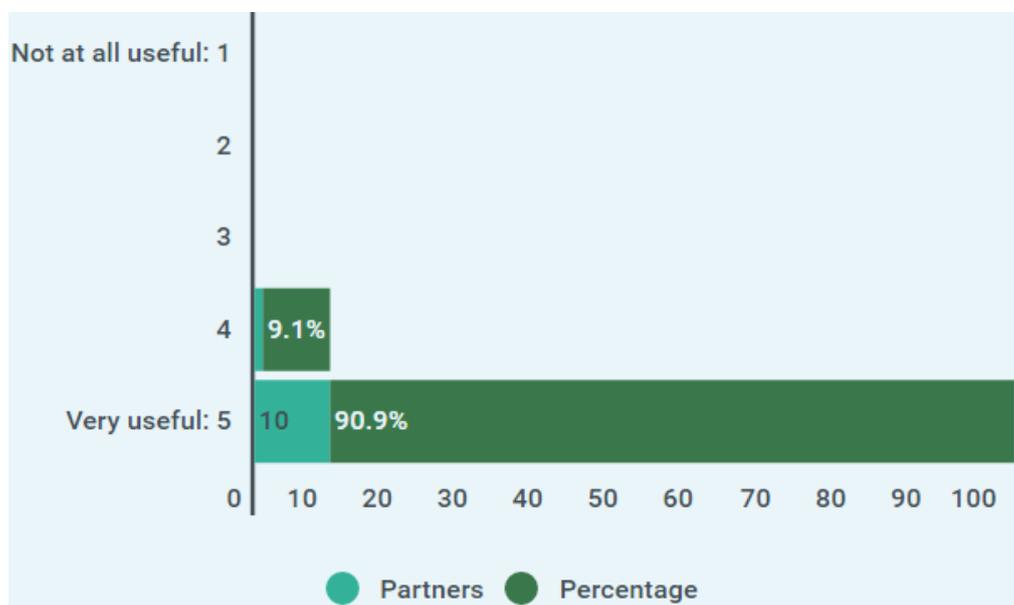
Partners found that the meeting it was helpful in order to carry out the expected results. In total, 90.9% found the meeting very useful while only a 9.1% found the meeting useful. The results present a clear indication of the main activities that needed for the implementation of the project. Despite that, uncertainties may exist but not significant in order to impact on project's results.

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4. The meeting was useful for establishing communication among partners.
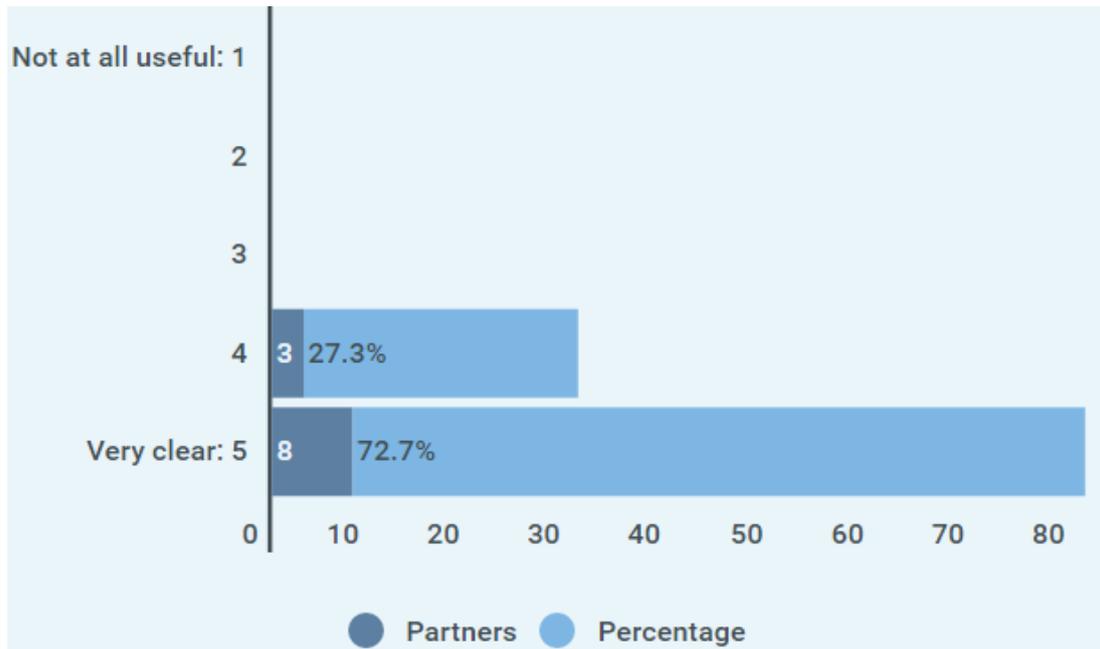
Although the general satisfaction for the meeting is very high, there is a relative problem in the communication aspect among partners. From the partners completed the questionnaires, 72.7% stated that they find the meeting very useful for establishing communication among partners but 27.3% agreed that it was useful. That signifies that communication problems should better be addressed and more networking activities probably should be included in the next partner meetings. The lack of communication may create further burdens on the future steps of the project.

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5. After the meeting, work plan and deadlines for each result were clear
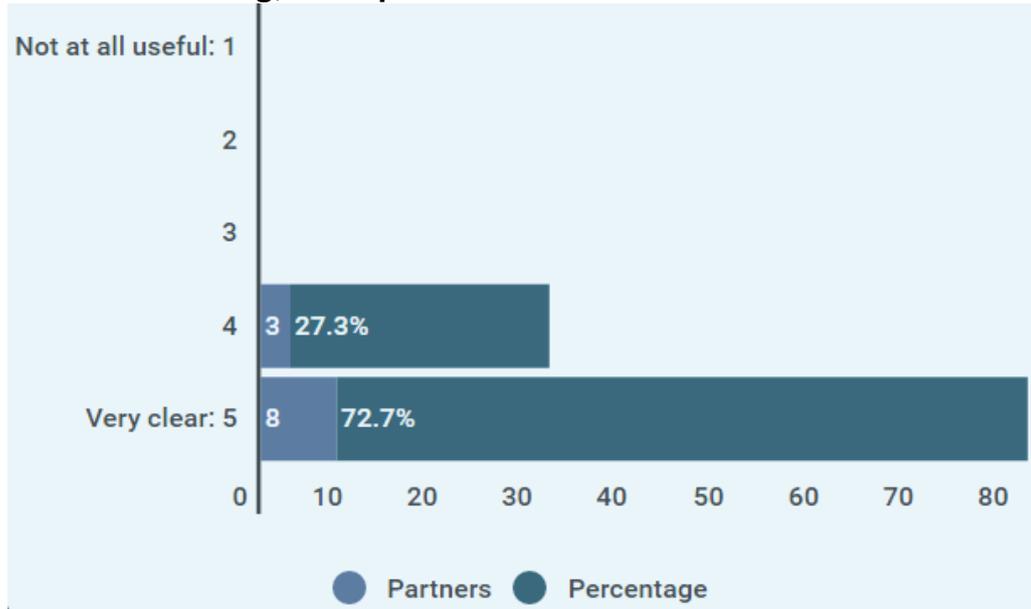
Similar results presented about the work plan and deadlines as the graph above shows. From the all the partners, 72.7% agreed that the work plan and deadlines were very clear after the meeting. A smaller number of attendees 27.3% considers that a slightly better analysis of the work plan could be helpful to understand and to meet the deadlines of the project.

6. After the meeting, my role and responsibility within the next project activities were clear

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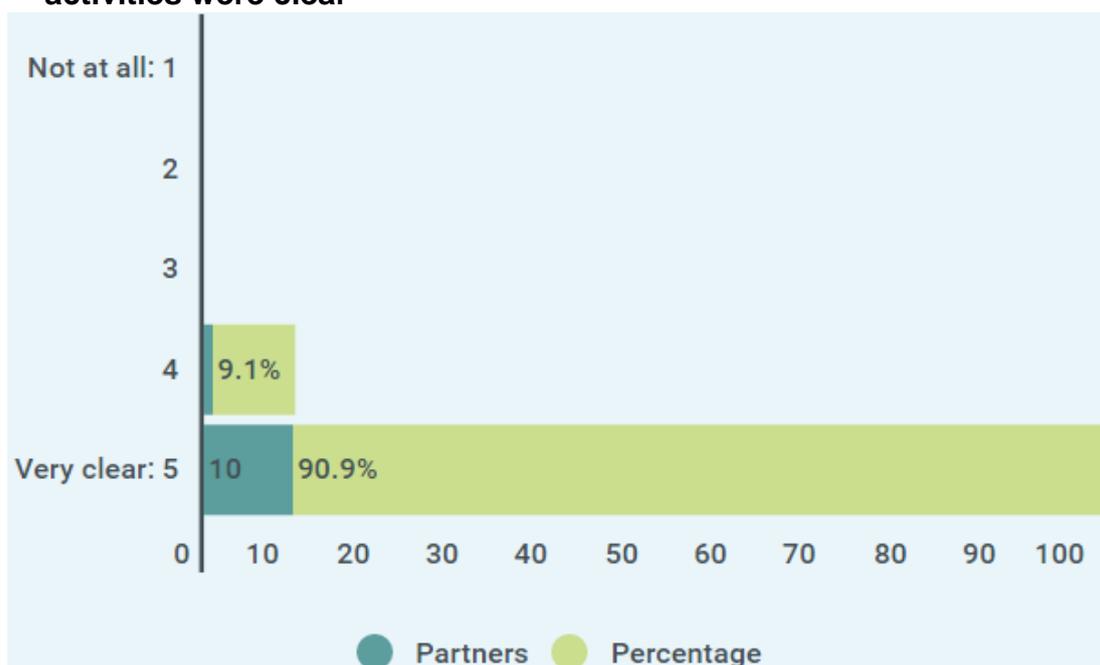
After the meetings, the roles assigned to each partner organisation it was clear as the figures show. According to the evaluation results, 90.9% of the partners argued that their roles and responsibilities in each working package is clearly defined. Only 1 partner stated that it was less clear its role in the project.

7. What is your opinion about the project meeting in terms of issues discussed, social interactions, problem resolution, etc.?
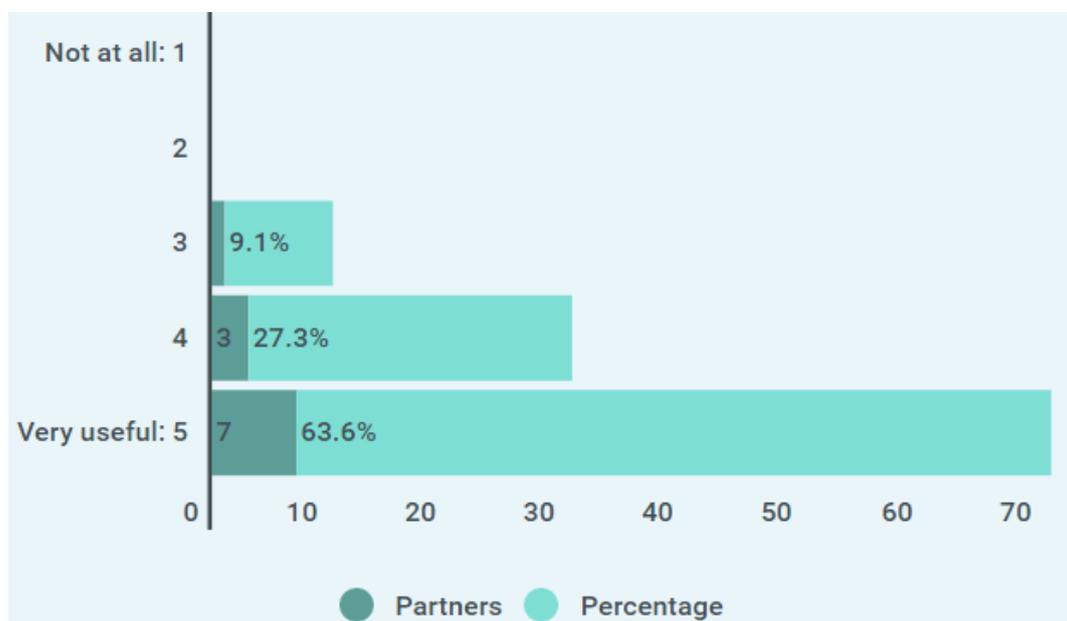
From the total responses received from the partner organisations, 7 out of 11 attendees, amounted to 63.6%, considered that the meeting it was fruitful in terms of the issue's discussions and the social interaction among partners. Therefore, 3 out of 11 attendees rated the specific service as slightly less successful and only 1 partner find it balanced but more improvement can significantly contribute to develop more clear lines in terms of issues and problems that may occur during the whole project.

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8. Are you satisfied with the presentations made by the partners in the meeting (timing, content, quality of content, connection with the project tasks, etc.)?
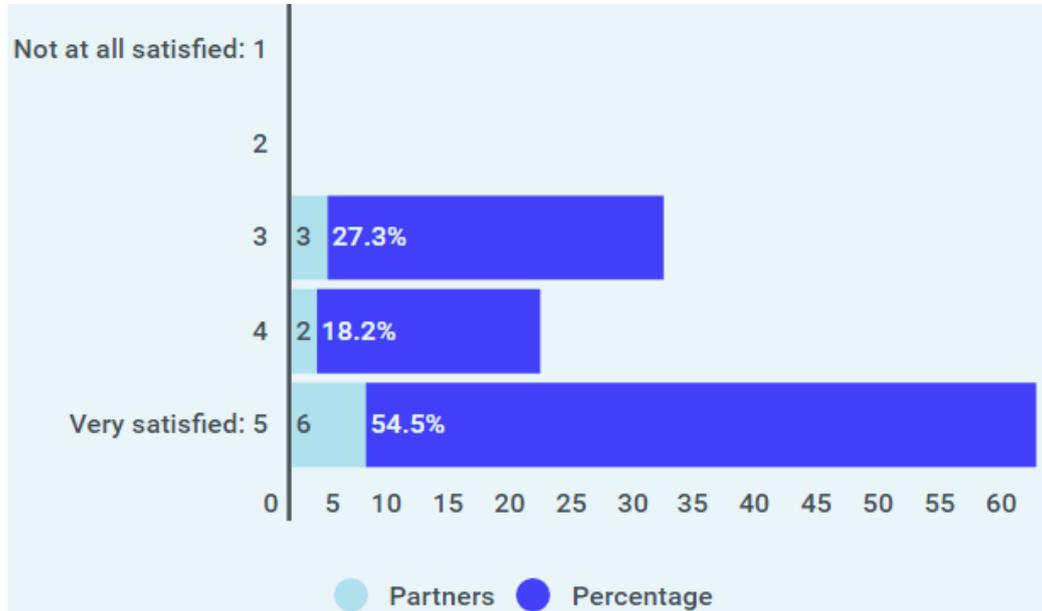
Regarding the overall satisfaction related to partners' presentations during the meeting, the results show that almost half of the attendees were truly satisfied about 54.5%, whereas 18.2% found the presentations satisfying and 27.3% that were fair. That shows that many of the attendees did not have a clear idea of the content, timing and connection with the project tasks but this imagine can change considering that things have been clarified after the meeting.

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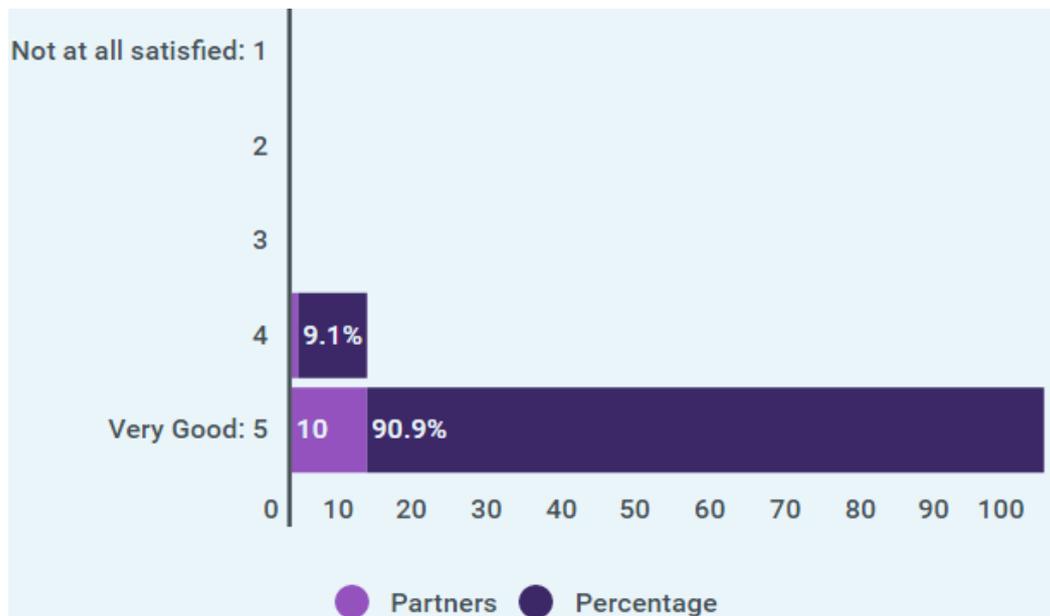of the European Union

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9. Were you satisfied with the meeting venue?
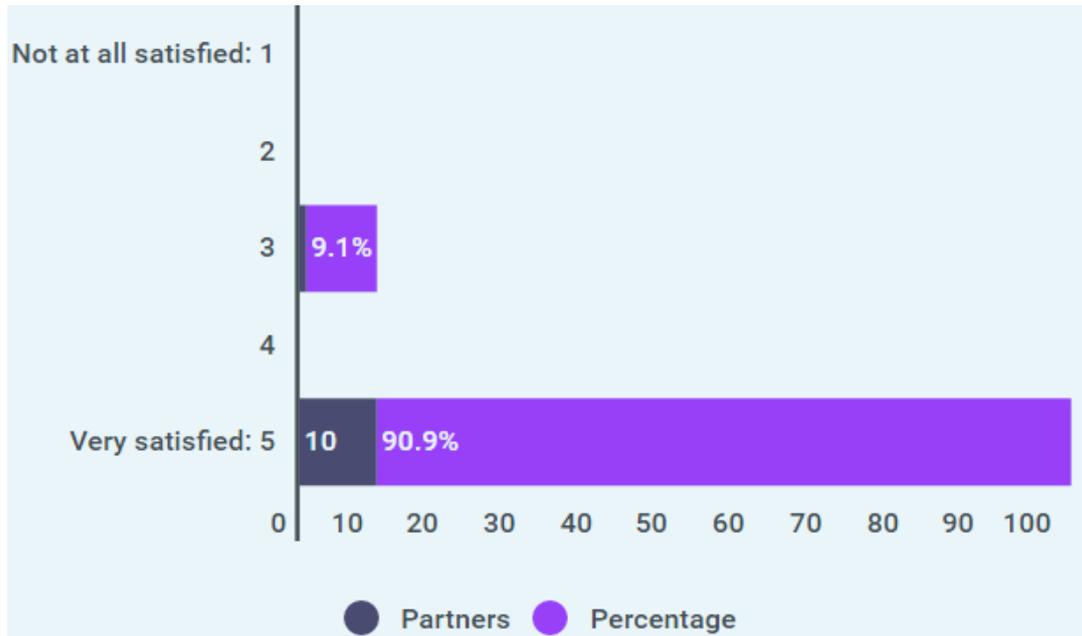
Almost of partners were very satisfied with the meeting venue, apart from one partner that found the meeting venue less satisfactory. From the total available figures, 90.9% indicated that the venue met their expectations.

### 10. How do you rate the duration, date and timing of the meeting?

The ratings about the duration, date and timing of the meeting are generally very satisfactory. The overall majority of attendees rated the duration and

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timing of the meeting as very good as indicates 90.9% of them. Only one of the attendees rated the venue as good.

11. Was the information provided sufficient for this meeting (E.g. quantity and quality of information flow before the meeting; communication management from promoter and/or hotel etc.)
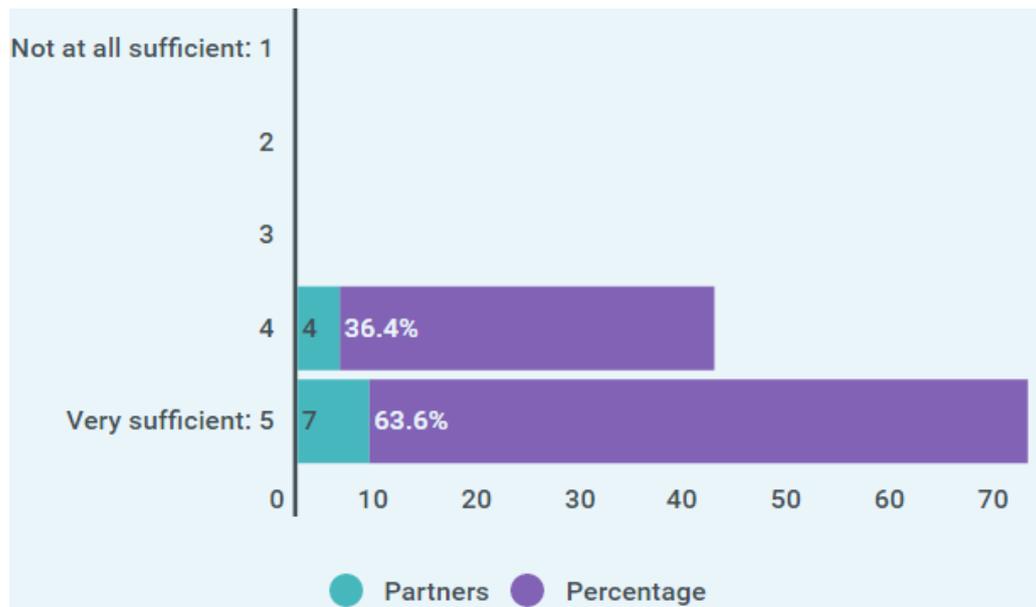
The information provided for this meeting it was generally found very sufficient, as states 63.6% of the attendees. Accordingly, 36.4% found the information flow just sufficient. In relation, with the above a general level of satisfaction has been justified related to the quantity and quality of information flow before the meeting and communication management from promoter and hotel.

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12. Were meeting activities organised in an efficient manner?
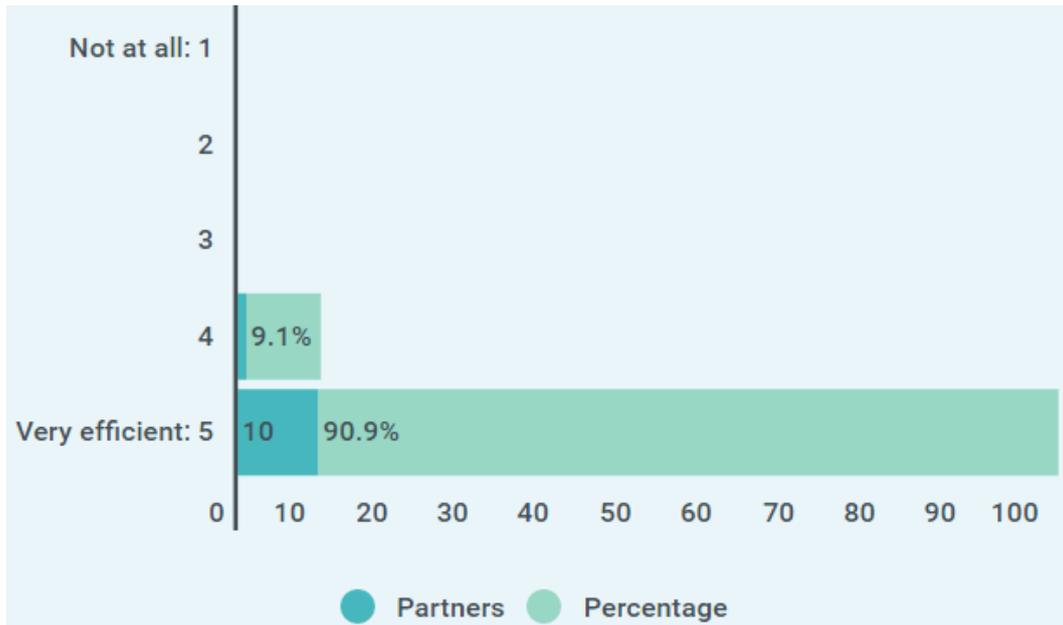
The majority of the attendees, 90.9% found that the meeting activities were very efficient organised and just 9.1% which means 1 of the participants found the meeting activities organised in an efficient manner. The overall satisfaction is prominent in this case.

13. What should be improved for the next meeting? Which difficulties detected must be solved? How? Please explain.

Dedicate more time to the action plan.

No need for improving. The meeting was very well organized and implemented.

A question should go out for suggestions of additions to the agenda.

14. Any additional comments?

Instead of this questionnaire, I suggest to ask people during the meeting about their comments. This will be more interactive and easier for everyone.

Summary and conclusions

The results of the first evaluation of the kick-off meeting were satisfying. Both the quantitative and qualitative parts of the evaluation provide a valuable feedback for assessment of the overall purpose of the meeting, its organisation and the content and outputs produced. In addition, the results well depicted the communication and team-working aspects of the meeting providing a clear insight on the issues to addressed to achieve the results of project, the reporting methods and the organisation of the meeting. The cooperation between partners has also been indicated as well as problem in communication.

The rating system that has been used during this evaluation, was based on a scale rate from 1 to 5. The best rate that could be given it was 5 and the worst 1 according to each question. In all questions the average rates were between 3 to 5, while most of the partners marked rated the different aspects of the meeting with 4 or 5. That is a good outcome and shows that the partners have a positive view of the first phase of the project and their roles and responsibilities have been clarified.

Arguably, the only less satisfying aspects that have been identified in this evaluation are minor issues that have been reported by the partners such as:

- flow of information before the meeting;
- management of the meeting;
- issues discussed during the meeting
- social interaction among partners;
- workplan and deadlines;
- objectives of the project;
- partners' presentations during the meeting.

In general, the partners are well satisfied but the above issues were reported in the questionnaire as less satisfying but overall positive. Further improvements in the communication among partners and social interaction in future meeting could help in achieving better results and also better networking opportunities. In addition, the workplan and deadlines as well as the project objectives were not totally clear for some partners. The quality of the presentations it was more

related to the fact that the partners needed a clarification of the project's objectives that was achieved after the kick-off meeting.

Remarks

- Partners can carefully read on the project objectives and deadlines;

- communicate with other partners and/or the leading partner for clarifications;

- participate in all hangout meetings;

- evaluate and peer reviewing each meeting;

- meet internal deadlines and respect the work plan

Conclusions

The overall feedback on the implementation of the project's tasks and activities for the first semester, can be considered positive. Even though the major project's results have yet to be produced, the progress so far indicates that all partners are engaged and willing to work on implementing the foreseen tasks.

Coordination and communication among the partnership have been reported to be good, even though partners raised some concerns about the flowing of information between partners, as well as the communication scheme established that, according to some partners, should be reinforced to cover the partnership's needs. In addition, the work being carried out in the project's framework seems to be satisfactory for partners, who reported that either on personal or organisational level they have already learned something through their involvement in the project.

Except for WP3, no other major delays in the implementation of the project's foreseen activities were reported. Delays in WP3 were explained in detail by the coordination and, as mentioned, all relevant issues were resolved and the implementation of the WP had been on track since then.

During the first semester, only the Kick – off Meeting of the project has been held. Partners had the opportunity to meet in person and discuss the objectives of the project and the roles and responsibilities of each partner organisation. A

detailed timeline for the project's implementation was set, and all partners discussed their thoughts and ideas, while the coordinator was willing to respond to any unclear or ambiguous aspects. As evaluation results indicate, the meeting was adequately efficient, even though future ones are expected to be even more successful, as, by then, a better understanding among the partnership and suitable communication channels will have been established.

Last but not least, it should be mentioned that the evaluation procedure that is used for quality assurance is of significant importance for the implementation of the project, and partners should pay particular attention to all relevant actions. They should feel free and confident to comment on any issue they think is worth mentioning, and the partnership should take all appropriate actions to address them and thus ensure the quality of the project.