Sign Language Translation Mobile Application and Open Communications Framework

Deliverable 7.2: Quality Assurance Plan

Project Information	
Project Number: 101017255	
Project Title: SignON: Sign Language Translation Mobile Application and Open Communications Framework	
Funding Scheme: H2020-ICT-57-2020	
Project Start Date: January 1st 2021	

Deliverable Information	
Title: D7.2 Quality Assurance Plan	
Work Package: 7 – Coordination and Management	
Lead beneficiary: DCU	
Due Date: 31/03/2021	
Revision Number: V1.0	
Author: Aoife Brady	
Dissemination Level: Public	
Deliverable Type: Report	

Overview: This document describes the quality assurance approach for the SignON project. The Quality Assurance Plan (QAP) defines the overall policies, the participant roles and responsibilities, the quality procedures and the means of ensuring that all the activities (R&D activities, deliverable writing, etc.) are in conformance with the contract provisions and specifications.

Revision History

Version #	Implemented by	Revision Date	Description of changes
V0.1	Aoife Brady	05/02/2021	First version
V0.1	Jane Dunne	02/03/2021	
V0.1	Dimitar Shterionov	05/03/2021	
V1.0	Aoife Brady	29/03/2021	Implementation of changes by reviewers from the consortium

Approval Procedure

Version #	Deliverable Name	Approved by	Institution	Approval Date
V0.1	D7.2 Quality Assurance Plan	Jane Dunne	DCU	11/03/2021
V0.1	D7.2 Quality Assurance Plan	Giacomo Inches	FINCONS	23/03/2021

V0.1	D7.2 Quality Assurance Plan	Vincent Vandeghinste	INT	16/03/2021
V0.1	D7.2 Quality Assurance Plan	Gorka Labaka	UPV/EHU	19/03/2021
V0.1	D7.2 Quality Assurance Plan	John O'Flaherty	MAC	18/03/2021
V0.1	D7.2 Quality Assurance Plan	Horacio Saggion	UPF	23/03/2021
V0.1	D7.2 Quality Assurance Plan	Irene Murtagh	TU Dublin	23/03/2021
V0.1	D7.2 Quality Assurance Plan	Lorraine Leeson	TCD	30/3/2021
V0.1	D7.2 Quality Assurance Plan	Gregg Young	VRT	30/03/2021
V0.1	D7.2 Quality Assurance Plan	Joni Dambre	UGent	22/03/2021
V0.1	D7.2 Quality Assurance Plan	Hannes De Durpel	VGTC	22/03/2021
V0.1	D7.2 Quality Assurance Plan	Anthony Ventresque	NUID UCD	24/03/2021
V0.1	D7.2 Quality Assurance Plan	Henk van den Heuvel	RU	16/03/2021
V0.1	D7.2 Quality Assurance Plan	Catia Cucchiarini	TaalUnie (NTU)	23/03/2021

V0.1	D7.2 Quality Assurance Plan	Tim Van de Cruys	KU Leuven	23/03/2021
V0.1	D7.2 Quality Assurance Plan	Frankie Picron	EUD	24/03/2021
V0.1	D7.2 Quality Assurance Plan	Dimitar Shterionov	TiU	10/03/2021

Acronyms

The following table provides definitions for acronyms and terms relevant to this document.

Acronym	Definition
QAP	Quality Assurance Plan
PMB	Project Management Board
PMT	Project Management Team
WP	Work Package
WPL	Work Package Leader
SAB	Scientific Advisory Board
PC	Project Coordinator
SC	Scientific Coordinator
PM	Project Manager
REC	Research Ethics Committee
TTO	Technology Transfer Office

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1. Executive Summary

This document describes the quality assurance approach for the SignON project. The Quality Assurance Plan (QAP) defines the overall policies, the participant roles and responsibilities, the quality procedures and the means of ensuring that all the activities (R&D activities, deliverable writing, etc.) are in conformance with the contract provisions and specifications.

2. Introduction

The objective of the Quality Assurance Plan (QAP) is to define the prerequisites of quality, to help monitor and control the quality of the processes and deliverables and to ensure activities are carried out according to the contractual obligations and specifications. The QAP defines the participants' roles and responsibilities within the project, the procedures for managerial, scientific and administrative aspects of the project (reporting, work package deliverables, use cases, prototypes, etc).

The project consortium has to follow these procedures throughout the project lifecycle to ensure the overall quality of the on-going project. The QAP also provides deliverable templates to make sure that communication, materials and project documents are standardized within the consortium and it assists in monitoring the progress of the work and helps to anticipate any difficulty that could postpone some tasks and propose adequate and timely solutions.

This document is to be used as an instruction guide for participants of project SignON, with regards to information management, document publication, quality assurance issues, project organisation and contact information.

3. Application, Dissemination and Communication

The standards and requirements stated in this document shall be applicable to every person engaged in SignON. The project coordinator, DCU – Dublin City University, is responsible for managing the QAP and any proposed modifications must be submitted to the project management team which will update and issue the revised version. Each new issue must be approved by the Project Coordinator (PC) and the revision number must be indicated in the new issue.

This QAP and its annexes are confidential and for SignON beneficiaries use only. They may be publicly circulated with the approval of the Project Management Board (PMB). Each participant will receive this document at the issue date and it will be available on the project collaborative web platform (Google Drive).

4. SignON Organisational Structure

SignON is structured and managed in a way that will ensure the achievement of the project objectives. The coordinator is responsible for the overall supervision of the execution of the project and acts as an intermediary between the Consortium and the European Commission, as defined in the Grant Agreement (Article 41.2).
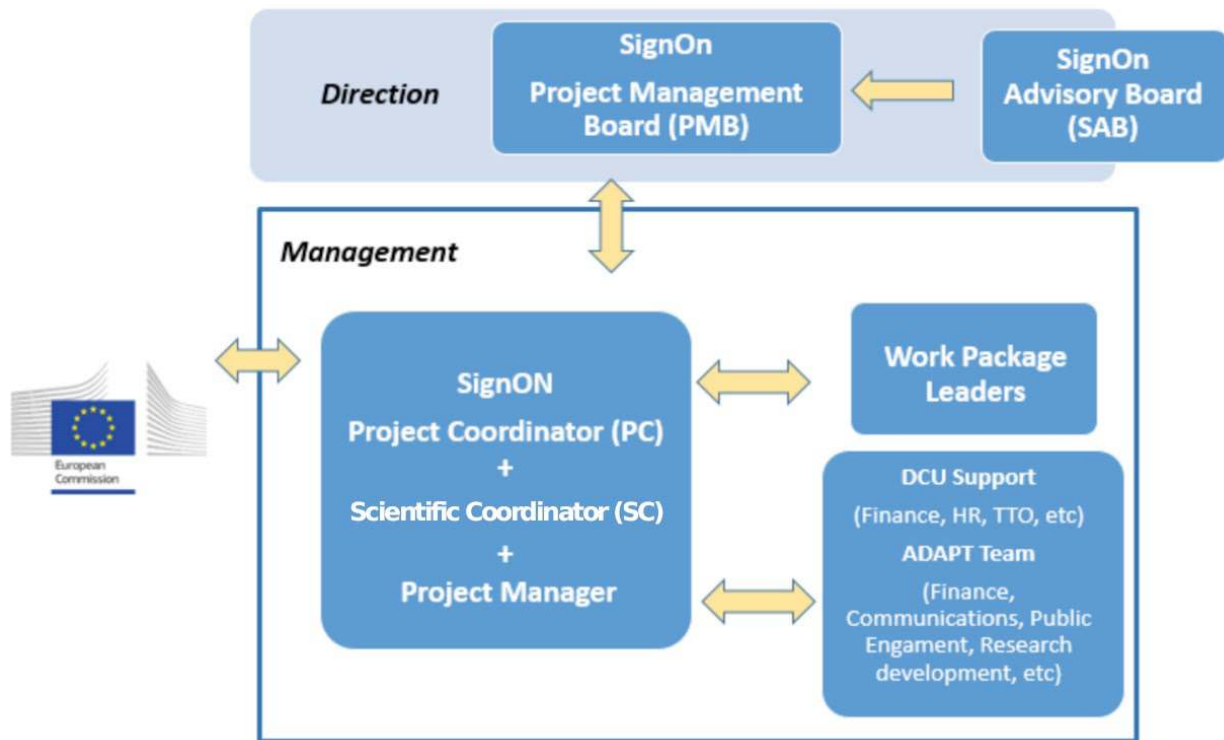
Figure 1: SignON Management Structure

The SignON consortium will manage the project professionally, and in accordance with international best practice. Careful consideration has been given to the project management structure (Figure 1) and the methodologies to be used. The project scope, objectives, timelines, and costs, as well as the roles and responsibilities of all participants and stakeholders have been clearly defined. The participants already

have considerable experience in managing projects within their own organisations, either EU funded or other, or in collaboration with EU and international partners and with each other. Coordination, management and advisory positions within the project are clearly defined and have been agreed in advance. Routes of communication are clear and there will be timely and appropriate communication with the EC Project Officer.

The project is divided into 9 Work Packages (WP) which interact with each other. Each WP is managed by a Work Package Leader (WPL) and supported by the Project Management Board (PMB).

The management structure will enable: close monitoring of the project work and early flagging of any potential delays; effective resource planning and budgeting; monitoring performance of participants against KPIs; monitoring of project deliverables; compliant reporting; fruitful engagement with the Scientific Advisory Board; and effective internal and external communication, in particular with the EC Project Officer and stakeholders. There are 20 participants from the 17 institutions participating in the Consortium, each with a clearly defined technical, validation or management role. All participants understand their roles and responsibilities within the project and there is clear complementarity, with little overlap across participant roles.

The Project Management Board (PMB) is the ultimate decision-making authority of the project to which all other project bodies report and are accountable. It will be responsible for decisions within the general frame of the Grant Agreement and the Consortium Agreement. The PMB will include the: Project Coordinator and PMB Chair, Scientific Coordinator, a representative of all SignON partners and expertise, and the SignON Project Manager (PM).

The members of the PMB are:

1. Project Coordinator and PMB Chair (Prof. Andy Way, DCU);
2. Scientific Coordinator (Dr. Dimitar Shterionov, TiU)
3. Project Manager (Aoife Brady, DCU);
4. TCD: Prof. Lorraine Leeson
5. MAC: Dr. John J. O'Flaherty
6. UCD: Dr. Anthony Ventresque
7. FINCONS Dr. Giacomo Inches
8. INT: Dr. Vincent Vandeghinste
9. NTU: Dr. Catia Cucchiarini

10. RU: Dr. Henk van den Heuvel

11. KU Leuven: Prof. Dr. Myriam Vermeerbergen

12. KU Leuven: Prof. Dr. Frank Van Eynde

13. UGent: Prof. Dr. Joni Dambre

14. VGTC: Hannes De Durpel

15. EUD: Mark Wheatley

16. VRT: Dr. Mike Matton

17. UPF: Dr. Horacio Saggion

18. UPF: Professor Josep Blat

19. UPV/EHU: Dr. Gorka Labaka

20. TU Dublin: Dr. Irene Murtagh

4.1 Roles and responsibilities of project bodies and actors

4.1.1 Project Management Board (PMB)

The PMB will foster project cohesion and exchange, actively exploring and supporting research synergies across WPs. Its tasks include:

· High-level project management decisions

· Reporting

· Conflict Resolution

· Change Management

· Risk Management

· Financial management

· Progress monitoring including scientific direction and research challenges

The PMB will meet quarterly throughout the project.

4.1.2 Scientific Advisory Board (SAB)

The SAB members represent people with different backgrounds including members of the Deaf and Hard of Hearing (DHH) community. The SAB will review the work-plan with the PMB via video conference

every six months and will provide a broader view of potential opportunities, obstacles and insights on the needs of the community and the adequacy of the technology (e.g. on developments in the marketplace, user community, and policy sector) to realise the expected impacts of the project.

Members of the SAB are:

- Prof. Dr. Christian Rathmann, Professor in Deaf Studies & Interpreting at Humboldt University
- Dr Aphra Kerr, Associate Professor of Sociology at Maynooth University, co-convenor of the Technology and Society interdisciplinary research network
- Ms Helga Stevens, Director of Doof Vlaanderen (Deaf Flanders) and former Member of European Parliament (MEP).
- Prof. Dr. Mikel L. Forcada, President of European Association for Machine Translation
- Dr. Ádám KÓSA, M EP, co-chair of the Disability Intergroup of the European Parliament
- Mr David Sácnhez, Fundación CNSE para la Supresión de las Barreras de Comunicación

4.1.3 Project Coordinator (PC)

Prof. Andy Way is the Project Coordinator (PC) for the SignON project and represents the project and the Consortium as a whole. Andy will chair the Project Management Board, manage project resources, monitor overall project performance and timeliness, report to the Commission, and promote project visibility.

4.1.4 Scientific Coordinator (SC)

Dimitar Shterionov is the Scientific Coordinator (SC) for the SignON project. He will oversee all scientific and technical aspects of the project, including the realisation of technical objectives, and report any concerns to the project coordinator and PMB.

4.1.5 Work Package Leaders (WPL)

He/She is in charge of the coordination, planning and supervision of the WP tasks.

- WP1 Co-creation and user response - Frankie Picron (EUD)
- WP2 SignON Service, Framework and Mobile application - Giacomo Inches (Fincons)
- WP3 Source message recognition, analysis and understanding - Joni Dambre (UGent)

- WP4 Transfer and InterLingual Representations - Dimitar Shterionov (TiU)

- WP5 Target message synthesis - Josep Blat (UPF)

- WP6 Communication, Dissemination and Exploitation - Jorn Rijckaert (VGTC)

- WP7 Coordination and management - Aoife Brady (DCU)

- WP8 Ethic requirements - Aoife Brady (DCU)

- WP9 Ethics - Lorraine Leeson (TCD)

4.1.6   *Project Manager (PM)*

Aoife Brady is the Project Manager (PM) and she will manage day-to-day project administration of the project including, for example, Consortium management, scheduling, maintaining the risk register, timesheet collection and validation, cost statement preparation, quarterly monitoring reports, reviews, formal submission of deliverables and routine EU liaison. The Project Manager will provide monthly progress updates to the Project Coordinator and will support the WP6 leader in implementing planned dissemination and communication activities.

5. Contact information

Any notification must be made to the Project Management Team via e-mail and sent to: signon-pm-team@adaptcentre.ie. The SignON website is available at https://signon-project.eu/.

6. Project Monitoring and Evaluation

6.1 Reporting within the SignON Project

SignON will undergo a thorough and systematic monthly internal evaluation by the Project Coordinator and PM (Management level) which will provide monthly updates to the Project Management Board. The PM will liaise with the WPLs to produce the monthly report. The PMB will meet quarterly or when requested by the PC and a yearly external evaluation will be carried out by the SAB. Internal evaluations will assess the project's progress and identify any necessary corrective measures if there is insufficient progress. Objective internal evaluation of the project will be based on the following criteria:

a. Achievement of Project Milestones and Deliverables: Overall project and WP progress will be evaluated in terms of project milestones and deliverables. Progress will be determined through meetings between the scientific coordinator and the participants concerned.

b. Scientific Impact: The Consortium will evaluate scientific progress in terms of the number and quality of publications in international journals and conferences and the number and quality of their citations.

c. Industry Impact: The Consortium will evaluate the influence of the project on the strategic decisions and results of industrial participants. What is the effect of the project on workflow, economic and resource efficiency, and strategic direction of SignON industrial participants?

d. Societal Impact: The Consortium will evaluate the societal impact in terms of experiments with diverse members of the public and the impact that the SignON solution will have in participants' everyday lives.

6.2 Reporting to the European Commission

Two reporting periods are planned for the entire duration of the project (RP1 is from M1 to M18; RP2 is from M19 to M36). These reporting periods coincide with two of the reviews that will be held for the project. The third, intermediary review that is not linked to a payment period, will take place remotely in M9. The second reporting period will culminate in the submission of the Final Report for the project.

Reporting will be conducted every 6 months at specific dates. Each participant will submit a progress report to their WP leader who will report to the PMB on progress in relation to deliverables and milestones. These reports will clearly show progress against deliverables for the period, milestones, next cycle work plan, deviations from the agreement, and any relevant engagement with stakeholders. These

periodic reports will show the incremental progress of the project towards its objectives and to ensure the successful achievement of the overall project goals.

Annual reports will be assembled by the Project Manager and submitted to the EU Commission.

This approach will also help the Consortium to monitor the use of the allocated resources and budget to project partners and activities at fixed intervals, and to gradually collect the information that is required to compile the Final Report at the end of the 3-year project.

7. Quality Plan

7.1 Quality Standards for Deliverables

This plan provides guidelines and procedures to ensure quality within the SignON project to make sure quality standards (form, revision, approval, identification, etc) are met. Guidelines provide a better and easier collaboration among consortium partners.

7.2 Deliverable Identification

7.2.1 Document Type

Documents in SignON will have different types and in order to make it easier to classify the documents, a coding system will be put in place:

Document Code	Document Type
DEM	Demonstrator
ETHICS	Ethics Requirements
ORDP	Open Research Data Pilot

OTHER	Other
R	Report

Table 1 – Document Type

7.2.2 Document Name

To ensure correct identification and version of each document, a document identifier will be used. For **deliverables**, the document identifier will be in the following format:

SignON_<D#>_<documentcode-documentname>_<versionnumber>

Example: For the present document, quality assurance plan, the document identifier is:

SignON_D7.2_QualityAssurancePlan_v0.1

For **other documents**, the document identifier will be in the following format:

SignON_<WP#>_<documentcode-documentname>_<versionnumber>

Example: For a paper submitted to X Conference, the document identifier is:

SignON_WP4_C-XConferencePaperName_Vx.x

7.2.3 Deliverable Template

This template will be found in the digital platform used by the SignON Consortium, Google Drive, and can be easily accessed and downloaded by every participant. It will also be found as Appendix 1 in this document.

The template is given to satisfy quality criteria concerning the format (appearance and structure) of the deliverables.

7.2.4 Quality Procedure

For any document produced by SignON partners, the following procedures must be followed:

7.2.4.1 Revision

The following table must be used to provide, for any deliverable or document, the version number, author, date of revision and a brief description of the changes made.

Version #	Implemented by	Revision Date	Description of changes
<Vx.x>	<Name>	<dd/mm/yyyy>	<…..>

7.2.4.2 Approval

The following table should be used to approve a document. All the partners involved in the deliverable should fill this approval procedure.

Version #	Deliverable Name	Approved by	Approval Date
<Vx.x>	<……>	<Name, Host Institution>	<dd/mm/yyyy>

7.2.4.3 Deadline Compliance

In order to submit high-quality deliverables within the deadlines agreed to and stated in the Grant Agreement, the following procedure will be put in place and monitored by the Project Coordinator (PC). The Project Manager (PM) will be responsible for initiating and controlling this procedure until the deliverable has been submitted and approved by the Commission.

The **delivery date** corresponds to the last business day of the delivery month. The delivery date is the submission date.

To ensure compliance with this procedure, 4 steps must take place:

Step 1 – Deadline: 6 weeks before delivery date

The PC and PM will send an email to the WPL and the institution responsible for the deliverable with the following information:

- The deliverable title
- The deliverable name
- The person in charge of the deliverable (coordinating author)
- The date of submission

Step 2 – Deadline: 3 weeks before delivery date

The coordinating author submits the deliverable to the WP Leader. The latter is responsible for both the form and the content of the deliverable. He/She should communicate directly to the author of any required changes within one week after report submission. All messages about the deliverable should be addressed (in copy) to the Project Coordinator (PC), Scientific Coordinator (SC) and Project Manager (PM).

Step 3: Deadline – 2 weeks before delivery date

The deliverable will be shared with the wider consortium for review. Consortium members will have one week to review the deliverable and to come back with any comments or suggested revisions.

Step 4: Deadline – 1 week before submission date

The coordinating author implements the suggested (and appropriate) changes and checks whether all formal requirements are met. The coordinating author submits the final version of the deliverable to the Project Coordinator (PC), Scientific Coordinator (SC) and Project Manager (PM) for the last revision and approval procedures. Upon approval, a member of the SignON PMT will upload the deliverable on the EU Portal.

8. General Guidelines regarding Style and Font

The following are proposed guidelines to be followed by every participant to ensure the same quality for different documents created by different partners:

- All the acronyms should be defined in the table, at the beginning of each document
- All the Institutions' names should be written in capital letters as well as the project name SignON
- Font: Calibri (Body). Size: Headings – 14 and text 11
- Paragraph spacing should always be 1.5

9. Conclusion

This document presents the internal processes that will be followed to ensure that all of the activities in the SignON project are executed and delivered in conformance with the SignON Grant Agreement. D7.2 presents the quality assurance plan for the lifetime of the project. The approach described in this plan is aligned with the information already provided in the grant agreement for SignON as specified in GA number 101017255.

Appendix 1 – Deliverable Template

SignON: Sign Language Translation Mobile Application and Open Communications Framework

<Deliverable # – Deliverable name>

Project Information
Project Number: 101017255
Project Title: SignON: Sign Language Translation Mobile Application and Open Communications Framework

Funding Scheme: H2020 ICT-57-2020	
Project Start Date: January 1st 2021	

Deliverable Information
Title: "Deliverable Title"
Work Package: "WP # - WP Name"
Lead beneficiary: "Lead Beneficiary Name"
Due Date: dd/mm/yyyy
Revision Number: Vx.x
Authors: "Authors' Names"
Dissemination Level: "Public or confidential"
Deliverable Type: "Demonstrator, Ethics, ORDP, Other, Report"

Overview: Briefly describe the purpose of the document.

Revision History

Version #	Implemented by	Revision Date	Description of changes
<Vx.x>	<Name>	<dd/mm/yyyy>	<…..>

Approval Procedure

Version #	Deliverable Name	Approved by	Approval Date
<Vx.x>	<……>	<Name, Host Institution>	<dd/mm/yyyy>

Acronyms

The following table provides definitions for acronyms and terms relevant to this document.

Acronym	Definition
<acronym>	<definition>
Term	**Definition**
<term>	<definition>

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Table of Contents: Insert->Table of contents

Paragraph and Header Styles

Normal text: Calibri, 11

Line Spacing: 1.5

Heading 1: Calibri, 14, Bold

Heading 2: Calibri, 12, Bold

Heading 3: Calibri, 11, Bold, Italic

Paragraph Styles in the document can be set using Format -> Paragraph styles -> Heading X -> Update to Match