



INTERIM QUALITY REPORT



October 2014

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0. Introduction

The present evaluation report summarizes the first half of the external quality management support provided for “Q-PLM” (**Quality Assurance for VET Providers Using Product Lifecycle Management**), a Leonardo da Vinci project, proposed by bfi Steiermark, AT.

Apart from bfi Steiermark (P1), the following institutions participate in the project:

- P2 - INIT Developments Ltd., DE
- P3 - Syntra West vzw, BE
- P4- FONDO FORMAZIÓN EUSKADI, ES
- P5 - WINNOVA, FI
- P6 - City of Cork Vocational Education Committee, IE
- P7 - Gospodarska zbornica Slovenije Univerisitatea „Ştefan cel Mare”, SI
- P8 - din Suceava, RO

The main project aim of the Q-PLM project is the development of an IT-based tool for the integrated product lifecycle management for VET providers.

To reach this goal, the project develops a number of methods and instruments. The main project outputs can be described as follows:

- Analysis of existing PLM (Product Lifecycle Management) software
- Research of variables influencing the product lifecycle of a VET offer
- Identification of indicators for variables for product lifecycles in VET
- Handbook for Active Product Lifecycle Management for VET providers
- Software product for Active Product Lifecycle Management for VET providers
- Testing phase for the software
- Final conference event in Austria in June 2015

In order to dispose of sufficient information to be able to evaluate the Q-PLM project, the present report is based on documents, results and outcomes delivered until October 2014, on the first two process evaluations published after the project meetings as well as on a constant contact with the project management based on conversations per e-mail, phone or personal meetings including all relevant information and data for the present evaluation.

1. Evaluation of project results

In the following chapters the main project results referring to the period from October 2013 until September 2014 will be evaluated. The author based its estimations on the main results of the project either sent by the project's coordinator or publically available (e.g. on the project website). Accompanying results of the first period will not be included in this report.

1.1. Deliverable 3 - Quality Assurance Handbook

This deliverable has been realized with a very small delay and exists in English version as foreseen in the application. The requested number of approximate 20-25 pages has been largely exceeded and comprises 59 pages giving a very comprehensive and complete overview of the general quality management concept as well as of the instruments used for the evaluation of the different project levels. Furthermore the document contains a lot of graphics and charts permitting the user a very simple orientation among the different deliverables and their corresponding quality criteria.

1.2. Deliverable 6 - Dissemination Strategy

The dissemination strategy in English has been realized in time and in due form. It gives a clear overview of the upcoming dissemination tasks and valorisation activities of the partnership for the whole project's period. It presents in detail the planned activities, their target groups and the expected impact on national but also on European level. The strategy is accompanied by an action plan where the partners can see the major tasks at a glance as well as by a template to be used for the documentation of national activities.

1.3. Deliverable 7 - Project Website

The project website has been developed in time and exists in all requested languages (EN, DE, NL, SI, FI, ES, RO). It contains a presentation of the project, its

objectives, aims and results, a download sector including the most important materials and results, an internal working space for the partnership, a link to the respective websites of the partners as well as a direct link to the project's facebook site. Furthermore the website offers the possibility to subscribe for the project's newsletters alert.

1.4. Deliverable 8 - Leaflet and poster

Both documents have been delivered in time and exit in the languages foreseen by the application (EN, DE, NL, SI, FI, ES, RO).

The leaflet, of course, gives more information about the project stating its background, the project outputs to be expected, the details of the partnership as well as some further appropriate information. The foldable leaflet has been produced in a very attractive design and permits to find all relevant information at a glance.

The same is valid for the project's poster permitting also to find all necessary information on just one page. Furthermore the big letters used for writing the project's website permit interested persons to recognize very quickly where they can find more details about the project.

1.5. Deliverable 9 - 1st Project newsletter

The first newsletter has been realized in all requested project languages (EN, DE, NL, SI, FI, ES, RO), contains more than the requested 1-2 pages foreseen in the application and has a professional design. It describes the most important facts about the project at that early project phase giving a clear overview of the things that can be expected from the project. Furthermore the project data (lifetime, funding project, project number or website) as well as the names and logos of the whole partnership are indicated in this first newsletter. Some information on the project meeting in Bruges accompanied by some nice pictures make the newsletter perfect for attracting the attention of interested people.

1.6. Deliverable 10 - Facebook page

A special Facebook site for the project has been installed (in English) and is used by the partnership for regular dissemination and promotion. A direct link to this Facebook page exists also on the project's website.

1.7. Deliverable 11 - Exploitation strategy

The exploitation strategy in English has been delivered in time and contains 34 pages. It gives clear guidelines and benchmarks for sustainable usage and long term implementation of the project results by describing activities, target groups, time frames, ongoing monitoring and evaluation actions. Some charts within the document permit to gain a quick overview of the most important exploitation instruments and their date of realisation.

1.8. Deliverable 12 - Stakeholder analysis

The English document of 22 pages has been realized in English version and delivered in time. It contains an analysis of possible national and European stakeholders and describes methods and instruments to be used in order to reach them. The colourful charts also give a clear overview of all the stakeholders regrouped into different categories like total number of stakeholders, types of organisations to be reached, their kind of engagement within the project as well as their main areas of activities.

1.9. Deliverable 15 - Good practice analysis and documentation grid

This data collection tool has been realized very early in the project's lifetime as it constitutes an instrument for collecting and analysing information and data about exiting PLM software from other sectors. The document contains some basic content information, methodological considerations as well as instruction for the usage of the different tools. The only critic about the "grid for indicators key success factors weight PLM_common worksheet" is the format. In fact, the very

small fonts make reading very complicated. Therefore it would have been better to use larger fonts even if the document then would contain more pages.

1.10. Deliverable 16 - Partner reports about software analysis

The application foresees that the partner reports had to be established in English and had to comprise about 5-10 pages. All partners (apart from P2, who wasn't included in this task) contributed to this document in the due form so that the final report includes 7 different national reports of at least 8 pages each. These national reports give information about the PLM software analysed with special focus on elements useful for the project as well as short descriptions of the different software products. There can also be found some concrete elements that might be important for the VET sector or/and the product lifecycle management. In some of the national reports the written text is concretised by some interesting pictures and graphics in order to explain even better the written text.

1.11. Deliverable 17 - Partner reports about field analysis in PLM

The partner reports about field analysis in PLM has been written by all partners and regrouped in a document in English containing 14 pages in total. All contributions contain information about the results of the field activities and the research phase. In fact, all partners asked about VET providers and their use of PLM software as well as their experience with it. Besides this, the participating VET providers expressed their opinion about indicators and gave other valuable information on the topic of PLM to be considered for the project's objectives and products. The report can be downloaded from project's website.

1.12. Deliverable 18 - Research and analysis phase report

The research and analysis phase report has been delivered in time, is written in English and contains more than 30 pages as requested by the application. This report includes some good practice presentations which form the basis of the

development processes for the PLM software as well as conclusions and recommendations for the further development of the project. Furthermore some very nice graphics render the document easy and interesting to be read.

1.13. Deliverable 19 - National feedback panel

This document has been written in English and delivered with a short delay. It includes 61 pages and gives a good overview of the opinions and statements delivered by the different national panels on a given questionnaire about relevant elements/features of PLM software and project lifecycle in VET offers. The conclusions drawn out of these questionnaires as well as the recommendations made within the document can serve as a valid basis for the further work in this panel.

1.14. Deliverable 20a - Report: Variables and indicators for product lifecycles in VET

This document has been written in English, contains 34 pages and has been delivered in time. As foreseen in the application it contains at least 10 relevant variables, their indicators and their measurement as basis of development of the PLM software.

The indicators involved in the PLM process have been identified and each indicator has been assigned to the Key Success Factors that it influences. A special weighting system permits the organizations using the PLM software to give a certain importance to each indicator or to remove completely an indicator that doesn't seem important to the user. The indicators were also assigned to the phase of the product lifecycle that it influences.

This document will now serve as basis of the development of the PLM software and the handbook.

1.15. Deliverable 20b - Technical and functional specification document

This deliverable of 22 pages has been realized with a small delay in the requested English version. As foreseen it contains all relevant specifications for software development that have been gathered by the partnership. The document can also work as a kind of check-list for the programmes.

1.16. General remarks on all deliverables

Generally speaking it can be said that all listed deliverables presented so far for this interim report meet the official requirements for European projects and contain the necessary legal information, the EC disclaimer, the project logo, the logo of the commission or the project title and number.

Another very positive point to be mentioned when evaluating the interim state of the project is, that not only all deliverables could be realized in time but there are even some tasks effectuated in advance (e.g. the programming of the software).

2. Conclusions and recommendations

After studying the deliverables together with the established timeline it can be said that the Q-PLM project is well on track and that no major concerns were detected. In fact, all deliverables foreseen to be ready for the interim report could be presented to the evaluator and show all requested contents. Furthermore all official documents that can be downloaded from the website are realized in an appealing form following also a corporate design.

Also the evaluation on process level (evaluations to be found in the annex) as well as the communication and feedback of the project management showed that this project is proceeding very smoothly and that the partnership as well as the communication level between the different partners is judged very positively.

Therefore there are no special recommendations to be given to the partnership if not to continue in this way.

ANNEX 1:

1st PROCESS EVALUATION REPORT

“Q-PLM”

538379-LLP-1-2013-1-AT-LEONARDO-LMP

Kick-off Meeting

Schwerin/DE

November 6th-9th

by



December 2013



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- 2.5. Were you satisfied with the presentation of financial and administrative rules and regulations?
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3. Project Phase 1

- 3.1. Are you satisfied with the communication of partners during the first phase of the project until the Schwerin meeting?
- 3.2. Are you satisfied with the quantity and quality of achievements made in this initial phase of the project and the first meeting?
- 3.3. Are you satisfied with the partner contributions to the project?
- 3.4. If you look ahead to the next project phase are you fully aware of your role in this phase? Do you know what will be expected from you?
- 3.5. If you look ahead to the next steps of the project, do you feel the project will make positive or negative developments?

4. Other

- 4.1. If there is anything else you want to express in regard to the meeting in Schwerin:

5. Summary and Overall Evaluation



0. Introduction

The present evaluation report was prepared by BrainPlus “Q-PLM”, a Leonardo da Vinci project, proposed by bfi Steiermark, AT.

Apart from bfi Steiermark (P1), the following institutions participate in the project:

P2 - INIT Developments Ltd., DE

P3 - Syntra West vzw, BE

P4- FONDO FORMAZIÓN EUSKADI, ES

P5 - WINNOVA, FI

P6 - City of Cork Vocational Education Committee, IE

P7 - Gospodarska zbornica Slovenije Univeristatea „Ştefan cel Mare”, SI

P8 - din Suceava, RO

The report is based on a survey conducted by BrainPlus - Austrian institution assigned with the external project evaluation of the project. The 1st process evaluation report aims at providing valid feedback and information on the development of the kick-off meeting held in Schwerin, DE.

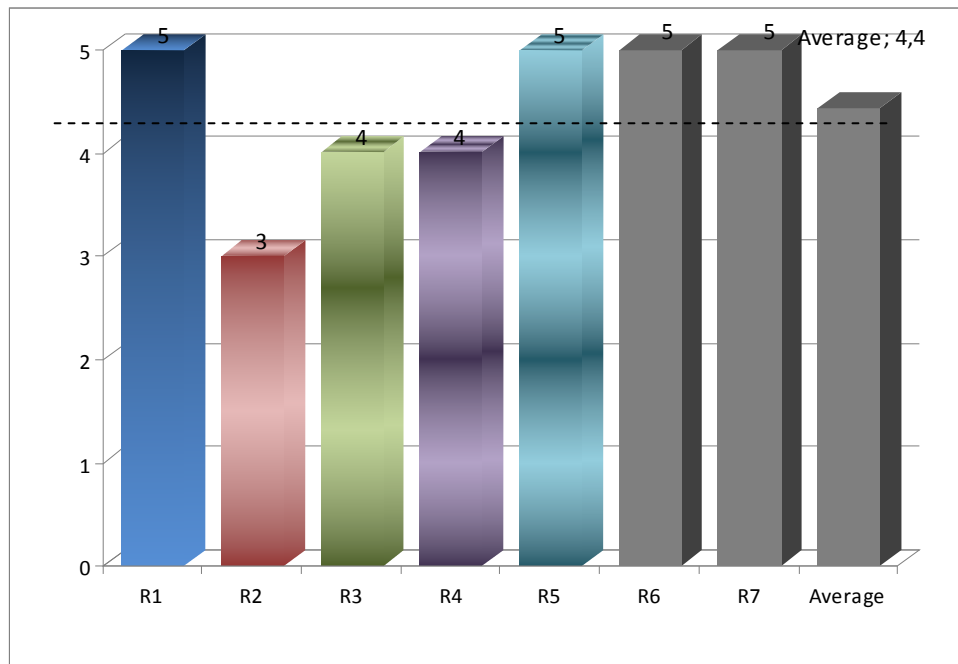
In order to obtain the information requested, the partners were asked to complete a questionnaire designed by *BrainPlus*. The questionnaire comprised 14 questions on the first phase of the *Q-PLM* project as well as on the group meeting in Schwerin. The questionnaires were distributed by email after the meeting in middle of November 2013. *BrainPlus* received feedback from all participating institutions within beginning of December 2013. Eight institutions participated in the meeting, 7 partners returned a questionnaire to the evaluator named R1-R7 without making any reference to the partner number. Thanks to the active cooperation of all organisations, we were able to gather valuable feedback.



1. General Aspects

1.1. Were you satisfied with the accommodation and facilities?

Tab. 1: Scores for Question 1



Comments of partners

- Everything was appropriate to our needs; the hotel was comfortable, idyllic on the lakeside and well chosen by the hosting organisation, thanks!
- I cannot say anything about rooms, but the food was a bit simple.
- Wi-fi was sometimes down.
- Modern and clean hotel with beautiful location. Internet didn't quite work all the time in the meeting room.
- Internet connection was poor, everything else was perfect
- Yes, accommodation (incl. plug-ins for laptops) was very ok.

Comments of evaluator

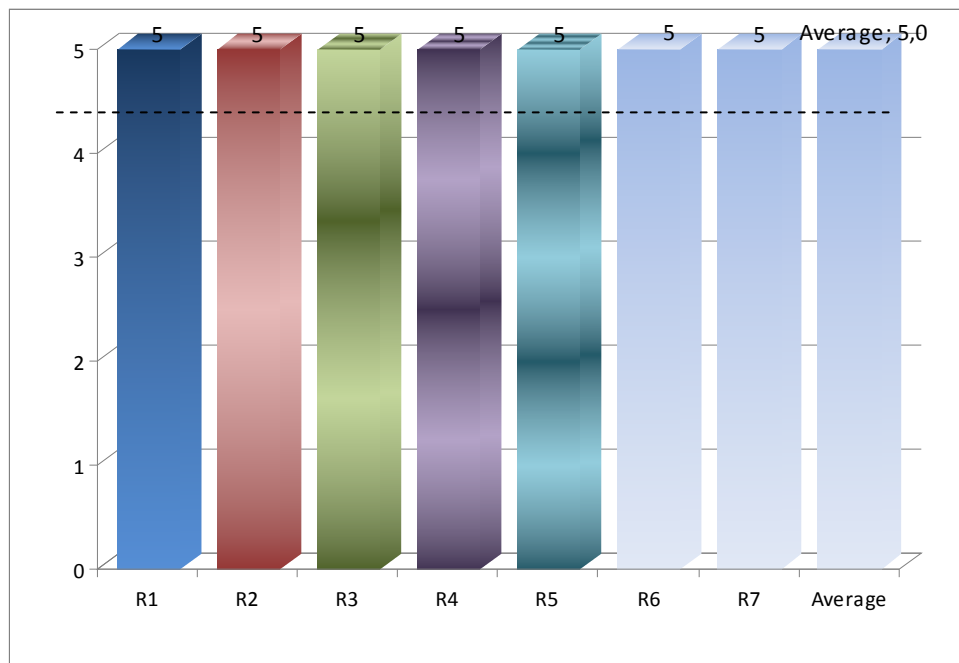
An average score of 4.40 points indicates a quite good satisfaction concerning the accommodation and facilities. Three partners stated that the internet connection was poor, but generally these partners also added that the rest of the hotel had been simply perfect! Another partner claimed that the food was mainly basic. The



feedback of four partners was especially delighting, because to them the accommodation had been very comfortable, relaxing and idyllic! Furthermore it was very agreeable to the partners that the meeting took place in the hotel as in this way the partners didn't lose precious time and could quickly concentrate on the work to be done.

1.2. Were you satisfied with the social programme?

Tab. 2: Scores for Question 2



Comments of partners

- It was very interesting to have a walk in Schwerin and to visit the castle and the smallest German provincial parliament. We also enjoyed the German dinner.
- Very well, in special the Schloss
- Walking and history is the best after meeting!
- Well planned in the short time available
- Very interesting tour in Schwerin, in the castle, good guide, nice and entertaining company.

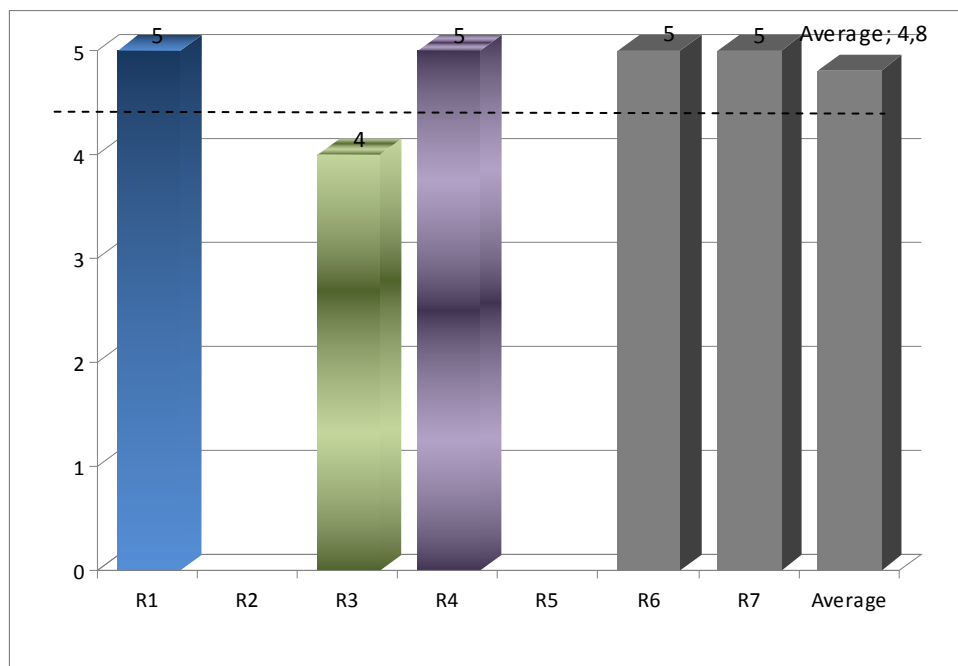
Comments of evaluator

The thoroughly high score of 5.00 points expresses the perfection itself. All partners appreciated the entire social program and were highly satisfied with it! The program was chosen carefully and enlightened all participating partners. The perfect organisation completed the social package and gave the basis for a stunning and entertaining excursion!

2. Project Meeting

2.1. Were you satisfied with the preparation work for the Schwerin meeting?

Tab. 3: Scores for Question 3



Comments of partners

- As promoter I tried to give the appropriate information before the start of the meeting to all project partners. The challenge was to do this in the appropriate way and not to overcharge the partners with too much info.

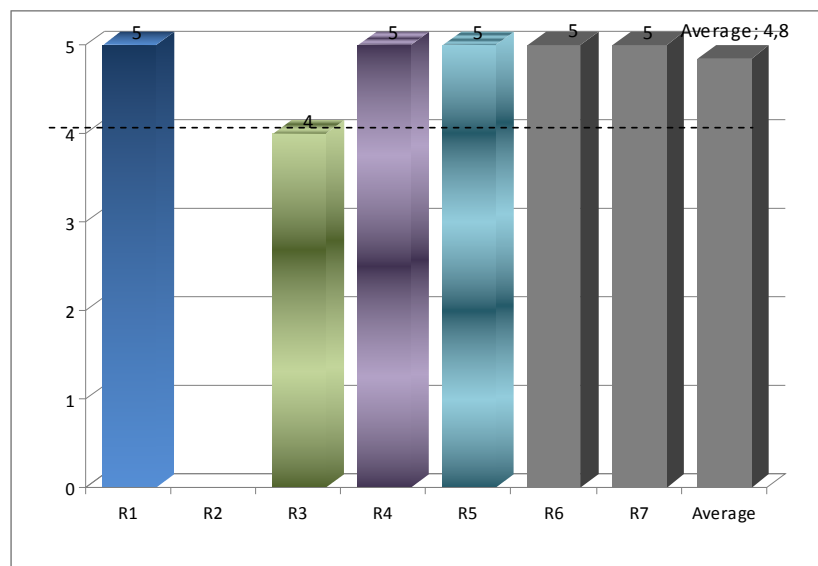
- The information came early enough
- Very good explanation on taxi service (shuttle bus) and good coordination of arrivals and departures. Agenda was clear and to the point, expectations to the partners were made clear before the meeting.

Comments of evaluator

Only 5 of 8 partners responded, so the average of 4.80 points is only an approximate result. Four verbal statements show that the majority of the partners were highly satisfied with the preparation work for the meeting in Schwerin. As in later questions, the meeting is evaluated continuously positively, and as the promoter gave appropriate information right at the start of the Kick-off Meeting, it can be assumed that also the prep work was done sufficiently.

2.2. Were you satisfied with the agenda of the meeting?

Tab. 4: Scores for Question 4



Comments of partners

- The agenda was well discussed and planned by P1 and P2. The agenda was set up clearly and sent to the partners in good time in order to be able to prepare the meeting and the presentations.



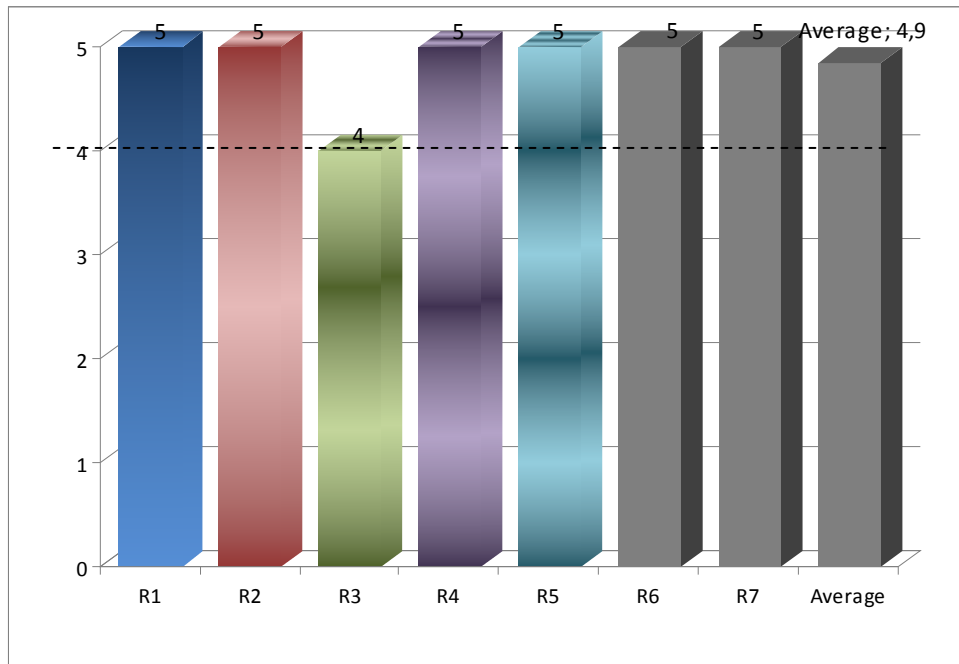
- The next steps summary was too quick.
- The meeting was very well planned and we stuck to the timetable.
- Adjustments to the itinerary were necessary but this reflected the work being done.
- The agenda was to the point and well taken into account during the meeting.

Comments of evaluator

Five of the partners submitted the highest score of 5.00 points when asked about their satisfaction regarding the meeting agenda. One of them attributed a score of 4.00 points; one of them omitted the answer which permitted to achieve an excellent average score of satisfaction of 4.80 points. In fact, all important topics could be discussed during the meeting as the agenda has foreseen an adequate time schedule and was set up clearly. One partner complained about proceeding too quickly. This one gave the score of 4.00 points. All in all it was possible that all partners were adequately involved in the discussions and could follow the agenda's content, as the topic was quite new for the one or the other.

2.3. Were you satisfied with the general working atmosphere during the meeting?

Tab. 5: Scores for Question 5



Comments of partners

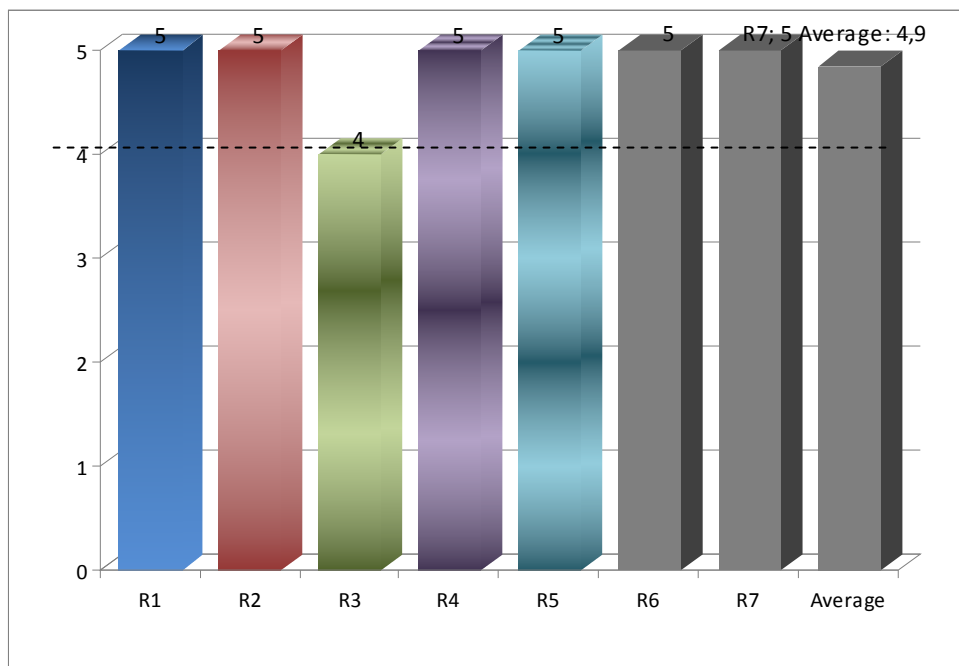
- The working atmosphere was excellent, in spite of the short duration of the meeting itself. We only had one and a half meeting days. We were able to create a very good, interesting and relaxed atmosphere in the partnership. It was important to set a good basis for work during the kick off meeting and In think we managed this 😊. Every partner was absolutely equal in the project, everybody's opinion was heard and well respected by the others.
- I think the size of the group is suitable. The subject is new for us it is important to have time to discuss and think about the subject.
- Everybody was active and atmosphere was relaxed.
- Conducted in an enjoyable professional manner
- All partners were happy to contribute and came well prepared to the meeting. When needed, partners were stimulated to generate ideas and proposals.

Comments of evaluator

When asked about the general working atmosphere of the Schwerin meeting, six of eight partners submitted the highest score of 5.00 points and one partner the second best score of 4.00 points. So the average score of satisfaction could reach a peak of 4.80 points. The partners all pointed out that they disposed of enough time for questions and discussions and that the working atmosphere was relaxing, but concentrated and thus very active and productive.

2.4. Were you satisfied with the way the meeting was managed?

Tab. 6: Scores for Question 6



Comments of partners

- As promoter I tried to give as much / as less info as useful and required. The time management was perfect, every partner was very reliable and on time. We were able to keep the tight agenda completely in time. There were no reasons for any conflict management.



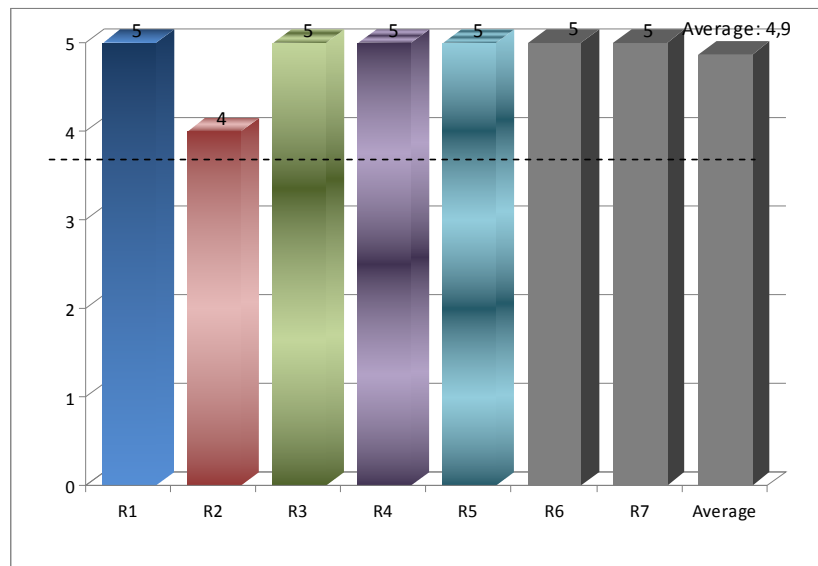
- The meeting was very well structured and managed. The leading partners were flexible enough to rearrange the agenda according to the work flow and based this decision on common agreement of all partners.

Comments of evaluator

The same average score possible of 4.90 points was achieved when the partners were asked about their satisfaction with the way the meeting was managed. So five out of eight partners partner seem to have appreciated a lot the work done by the Austrian promoters. Furthermore the partners stated that the management was perfect for this meeting, well structured and the agenda was kept in time.

2.5. Were you satisfied with the presentation of financial and administrative rules and regulations?

Tab. 7: Scores for Question 7



Comments of partners

- Michael presented the financial and administrative rules and regulations very clearly and well structured. Every partner had the possibility to ask whatever he/she wanted and needed.
- Heavy subject but was handled briefly and also nice way.



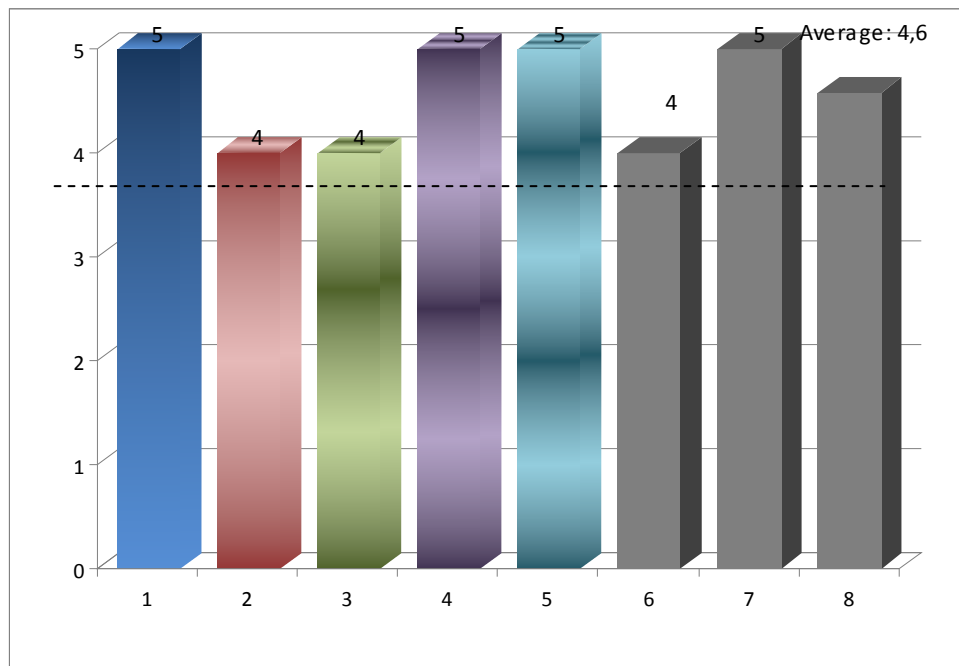
- Very clear and important information.
- Init prepared a very good presentation that can serve as baseline for the financial management.

Comments of evaluator

As in previous questions, the average score reached very good 4.80 points, caused by six partners who stated the maximum points and “only” one 4.00 points. The presentation of financial and administrative rules is basically a challenge because the topic is bald and not so entertaining. But the speaker succeeded in presenting this topic due to the partners very clearly and well structured. So the satisfaction of the partners related to the input can be assumed as very high.

2.6. Do you think the meeting was generally successful? Do you think the members of the project group were able to make some progress and to achieve relevant results?

Tab. 8: Scores for Question 8





Comments of partners

- The meeting in general was very successful; in spite of the short duration of the meeting we were able to make a very good progress. We started with a general introduction to the project's theme which is a very abstract one. The partners were able to jump immediately into the topic. At the end of the first day we had a workshop about PLM, we divided the partnership into smaller groups with 3 persons and we discussed the topic and got really good first impressions and outputs from this workshop. This is a very good basis to work on for the following work packages.
- I think everyone, including me, were able to achieve relevant results
- I think it is good that the situation is quite like in every partner at the moment concerning the use of PLM.
- At least I know what is expected from our organization.
- Good progress was made
- 4 - Considerable progress was made regarding the action points on the agenda. It would have been useful if partners were more grounded in the theme of PLM, but all contributed in the best possible way and tried to put qualitative preliminary outputs on the table.
- I think this meeting was essential for the successful implementation of the project for all partners.

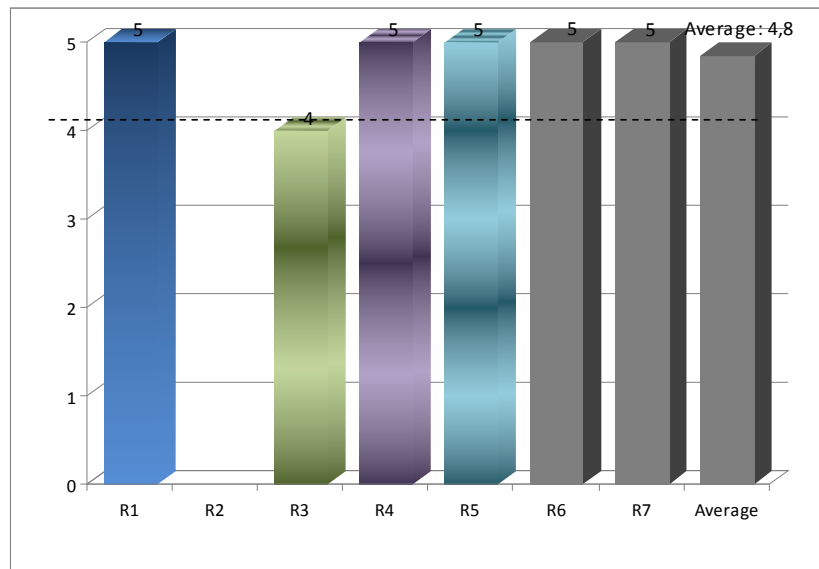
Comments of evaluator

A very positive aspect of this survey is to see that all of the partners contributed in this question an additional statement, so that the feedback was very detailed and clear. The average score of 4.6 points is in comparison to the results of the other questions quite "low". Though, the feedback was thoroughly positive and the challenge will be to deepen the know-how in dealing with PLM, so that the future work can be continued targeted and efficiently.

3. Project Phase 1

3.1. Are you satisfied with the communication of partners during the first phase of the project until the Schwerin meeting?

Tab. 9: Scores for Question 9



Comments of partners

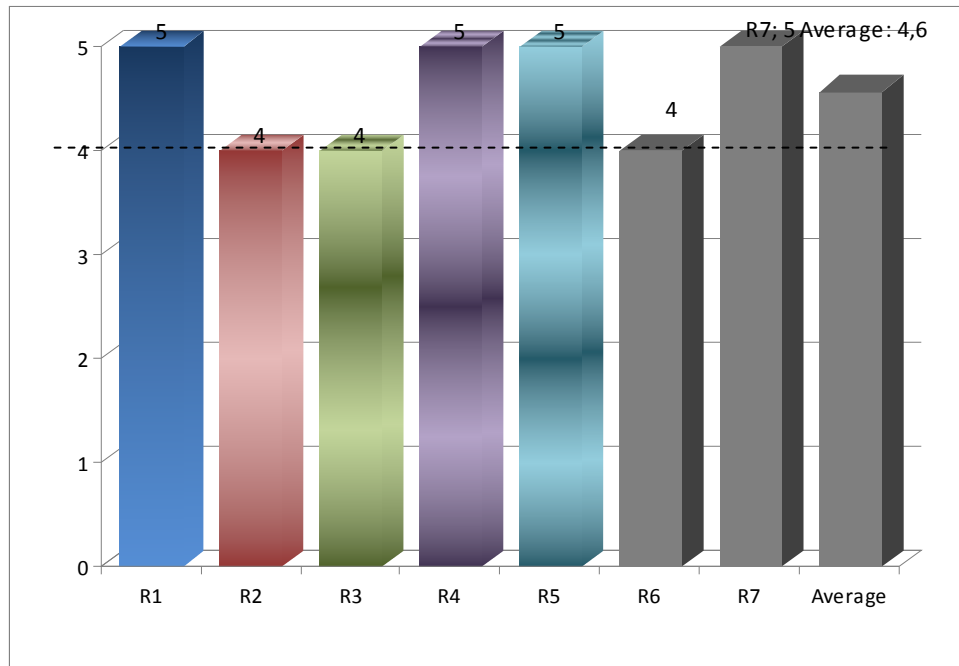
- The project started in October 2013, the first meeting was only a couple of weeks after. We had no much possibility to communicate before the kick-off meeting but every partner was reachable for e-mails and every partner responded quickly to my e-mails.
- Yes communication was good and plans are already in place to further improve this through the share point etc.
- Communication was open, easy-accessible and professional.

Comments of evaluator

A very good average score of 4.80 points was achieved when the partners were asked about their awareness of the communication between the partners in the first phase of the project. The way the partners held contact before the Kick-Off-Meeting was evaluated as very good, professional and open. It seems that the opening phase of the project serves a perfect basis for further working procedures.

3.2. Are you satisfied with the quantity and quality of achievements made in this initial phase of the project and the first meeting?

Tab. 10: Scores for Question 10



Comments of partners

- The initial phase of a project is a crucial one: the challenge is to set a good atmosphere, to agree on the next steps and to understand the aims and outputs of the new project.
- I can confirm that important steps and decisions for WP 5 and 6 were set in order to be able to begin our project work and to progress quickly.
- 4 - It would have been even better if partners were more experienced in the theme, but that upgrading the expertise of our own and other VET-organisations is exactly the intention of the project, so we will be fine.

Comments of evaluator

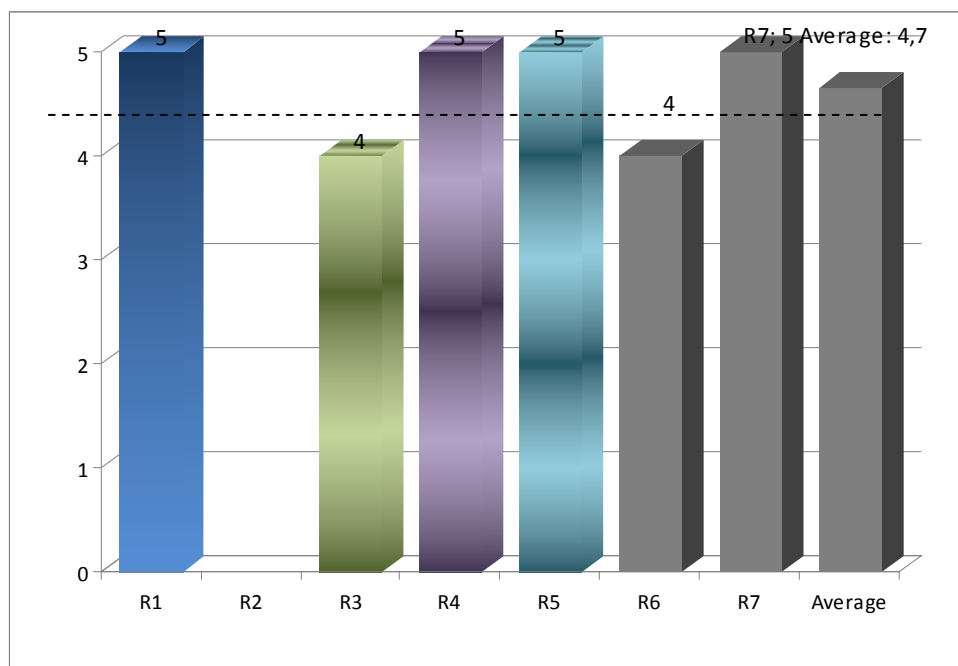
When answering the question, if the partners were satisfied with the achievements made so far, more than half of the partners submitted the highest score and the rest of them the second best score, so that the average score of satisfaction could



achieve 4.60 points. Even if sometimes during the project it was not always easy to meet all the requirements. Though the project topic Q-PLM is challenging, the basic work and the expectations for the project had been fulfilled satisfactorily.

3.3. Are you satisfied with the partner contributions to the project?

Tab. 11: Scores for Question 11



Comments of partners

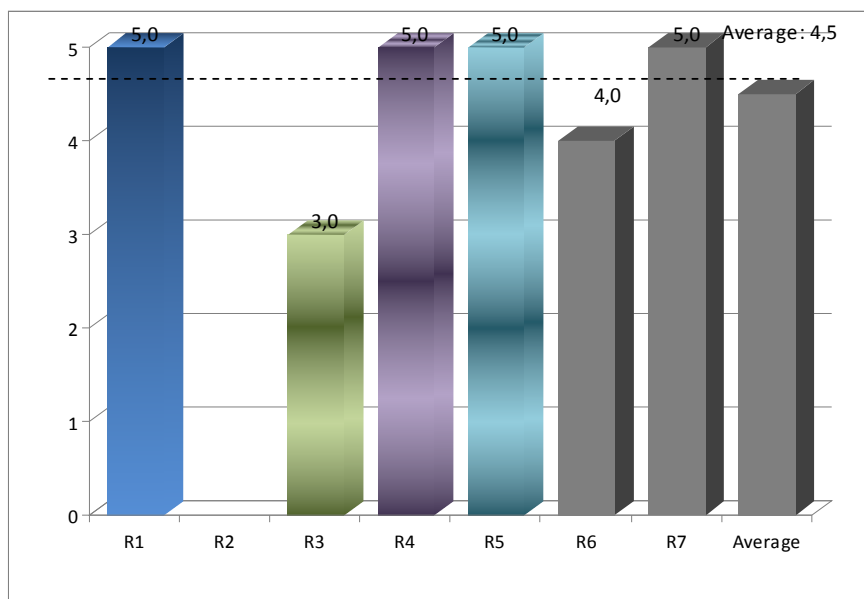
- The partners' professional competences are high, the quality of the inputs was very high and it was a great pleasure to discuss PLM which is a very complex, abstract and challenging theme.
- In general ok, but speaking for Syntra West, I wish I could have prepared (even) more for this meeting. All partners do seem to dispose of the professional competences and qualitative input that will be required to make a success out of this project. It's looking good!

Comments of evaluator

The partnership submitted very positive scores, reaching an average score of satisfaction of 4.70 points. Almost all partners seem to be very content, even if at some stages it was difficult to follow the complex topic of PLM. The preparations time for the meeting was quite short, so one partner mentioned that more time to get into the project topic would have been useful. Nevertheless as from all partners professional competence and qualitative input can be expected that the project will be carved in successful routes.

3.4. If you look ahead to the next project phase are you fully aware of your role in this phase? Do you know what will be expected from you?

Tab. 12: Scores for Question 12



Comments of partners

- The roles for me as promoter are very clear as we are managing the project together with P2. I hope that the roles are clear for the partners as well...
- The formula of the next steps are not yet all fixed.
- Yes, everything is clear.



- The roles are well defined in the AF, however they may vary a bit in the work process - according to the input and engagement of the partners. Good communication and fine-tuning will as always be crucial.

Comments of evaluator

The average score of 4.5 points is quite low. Due to the fact that the project is at the starting point, the questions about the partner's roles and their working mission, is a difficult one. At the beginning the partners always have the indefinite impression that not everything is clear for them. Especially their contributions and their parts within the new project are vague and need more time to be worked out. Though four of the partners stated after the Kick-Off-Meeting that everything is clear and that input and engagement will probably change again. Anyways one partner sees good communication as a crucial aspect for the further successful project work.

3.5. If you look ahead to the next steps of the project, do you feel the project will make positive or negative developments?

Comments of partners

What do you expect to be positive?

- I'm convinced that the project will progress positively in the next steps. A working meeting is planned for February 2014 which will be an important meeting for the progresses in the next work packages.
- good communication
- Changing the opinions and experiences from different partners. Good management of the project.
- The identification of indicators in PLM, the share point and exchange of data, analysis of existing PLM software
- All partner organisations are very different, but have a common goal. We can learn a lot from each other's approaches, good practices. Together, we can reach a very large network of VET-providers. One common goal to reach



means that we will all strive for the best, as we can all implement the results into our own organisations

- We will get an overview of the quality monitoring for VET providers on national level

What do you expect to be negative?

- I hope nothing
- quite difficult to implement all the ambitions in a consumer friendly software
- The risk that we cannot find a suitable PLM user to interview.
- Too tight meeting agendas: not enough time and chance to discuss with other participants. Too many e-mails and questionnaires (normal EU bureaucracy).
- I do not expect any negative developments
- The lack of experience: not one partner is very well experienced in the field of PLM - however we do have considerable experience in Quality Management - so it became clear during the kick-off - so we will manage to compensate and 'fill the wholes'. The role of external organisations: Besides dedicating enough time to the action points for our own, internal organisations, we will need to invest sufficient time and energy in gathering contribution of external organisations (feedback panels etc).
- It will be hard to compare results from various providers.

Comments of evaluator

The partners are expecting a positive progress in the PLM project. All partners have different competences and experiences and therefore the contributions will gather around the common project goal. Good communications and good management will support the development of the further working packages.

Some partners are uncertain, whether they will have to deal with several problems as far as the use and implementation of PLM is concerned. Generally it can be said, that often at the beginning of a project that deals with "unknown agendas" some



doubts occur. Mostly those “worries” disappear throughout the project, because the know-how and routine gives way to a successful project process.

4. Other

4.1. If there is anything else you want to express in regard to the meeting in Schwerin:

Comments of partners

- I like the flexibility of using the timetable if it is needed. Nice and friendly group!
- I really liked the people, we had very relaxed and fun atmosphere. Michael and Karin had prepared the meeting so well beforehand that everything went very smoothly. I can't think of anything that should have done better. Thank you!
- Very nice partners, professional and well-structured approach, good communication: good basis to start from!

Comments of evaluator

The comments which have been made are all very positive! Nice friendly partner, relaxing atmosphere, competent and well-structured. The perfect basis to start the project! Thank You!



5. Summary and Overall Evaluation

The evaluation report compiled after the Kick-Off-Meeting in Schwerin provides mainly positive feedback to the evaluator and to the project coordinator. From the evaluator's point of view, no major concerns could be detected at the beginning of the first phase: high average scores ranging from 4.40 to 5.00 were obtained in our survey. All in all, the team expressed their satisfaction and expectations very clearly. So these statements seem to be a good basis to work on and allow a positive perspective on the Q-PLM project.

In particular, the partners assessed very positively the following aspects:

- *Project Management*

The big satisfaction with the management work was expressed at several points in this survey. The partners especially appreciated the perfect agenda of the meeting including the well planned time schedule and the fact that the promoters were always available with help and suggestions in order to find appropriate solutions to all kind of problems.

- *Project Meeting*

Good results were reached when the partners were asked for their satisfaction with the preparation, the agenda of the meeting and the atmosphere during project work. In fact, all partners think that good achievements and progress will be made and that the project itself will be very successful, like the first meeting. Especially the well structured meeting and the active contribution and good communication of the partners are mentioned positively. The partners also stated that all partners were reliable and the atmosphere during the working process was very dynamic.

- *Project Phase1*

The project partners are basically satisfied with the first phase of the project. Communications was open and good and the preparation work could have been made on time. Most of the partners have a positive feeling about the future of the



Q-PLM project, because the competence and know-how of the partners promise an elaborated level of working. Even when the PLM agenda is new for some partners, the professionalism of each organisation participating is guaranty for a successful project process.

All in all, it can be said that the meeting was very successful and builds a good basis for ongoing project work. Nevertheless it has to be said that the agenda PLM itself demands well prepared contributions and research work which every partner is expected to share.

Something for sure: The project Q-PLM will progress successfully because of the partner's high professionalism, their wide range of knowledge and experience and because of their obvious high motivation and ability to communicate clearly! Thank you and all the best for the project!

ANNEX 2:

2nd PROCESS EVALUATION REPORT

“Q-PLM”

538379-LLP-1-2013-1-AT-LEONARDO-LMP

Second Partnership Meeting

Brugge (BE)

9th -11th April 2014

by



May 2014



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4. Other

- 4.1. If there is anything else you want to express in regard to the meeting in Brugge:

5. Summary and Overall Evaluation



0. Introduction

The present evaluation report was prepared by BrainPlus “Q-PLM”, a Leonardo da Vinci project, proposed by bfi Steiermark, AT.

Apart from bfi Steiermark (P1), the following institutions participate in the project:

- P2 - INIT Developments Ltd., DE
- P3 - Syntra West vzw, BE
- P4- FONDO FORMAZIÓN EUSKADI, ES
- P5 - WINNOVA, FI
- P6 - City of Cork Vocational Education Committee, IE
- P7 - Gospodarska zbornica Slovenije Univerzitatea „Ștefan cel Mare”, SI
- P8 - din Suceava, RO

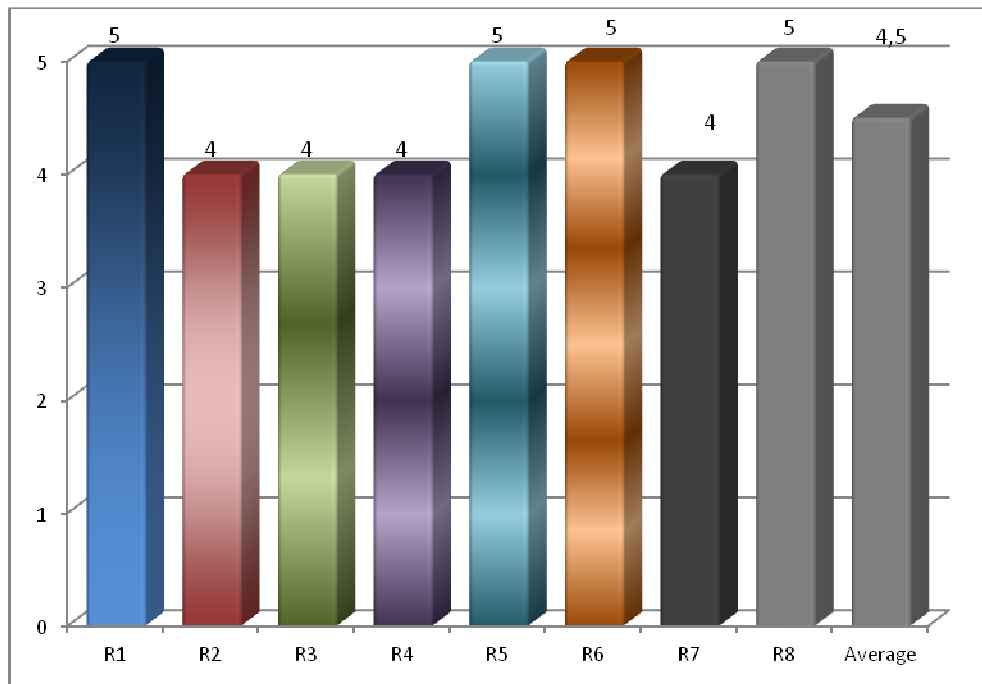
The report is based on a survey conducted by BrainPlus - Austrian institution assigned with the external project evaluation of the project. The 2nd process evaluation report aims at providing valid feedback and information on the development of the second meeting held in Brugge, BE.

In order to obtain the information requested, the partners were asked to complete a questionnaire designed by *BrainPlus*. The questionnaire comprised 14 questions on the second phase of the *Q-PLM* project as well as on the group meeting in Brugge. The questionnaires were distributed by email after the meeting in middle of April 2014. *BrainPlus* received feedback from all 8 participating institutions within beginning of May 2014. The respondents are named R1-R8 in this report without making any reference to the partner number. Thanks to the very informative feedback of the partners the external evaluator was able to make a valuable second process evaluation!



1. General Aspects

1.1. Were you satisfied with the accommodation and facilities?



Tab. 1: Scores for Question 1

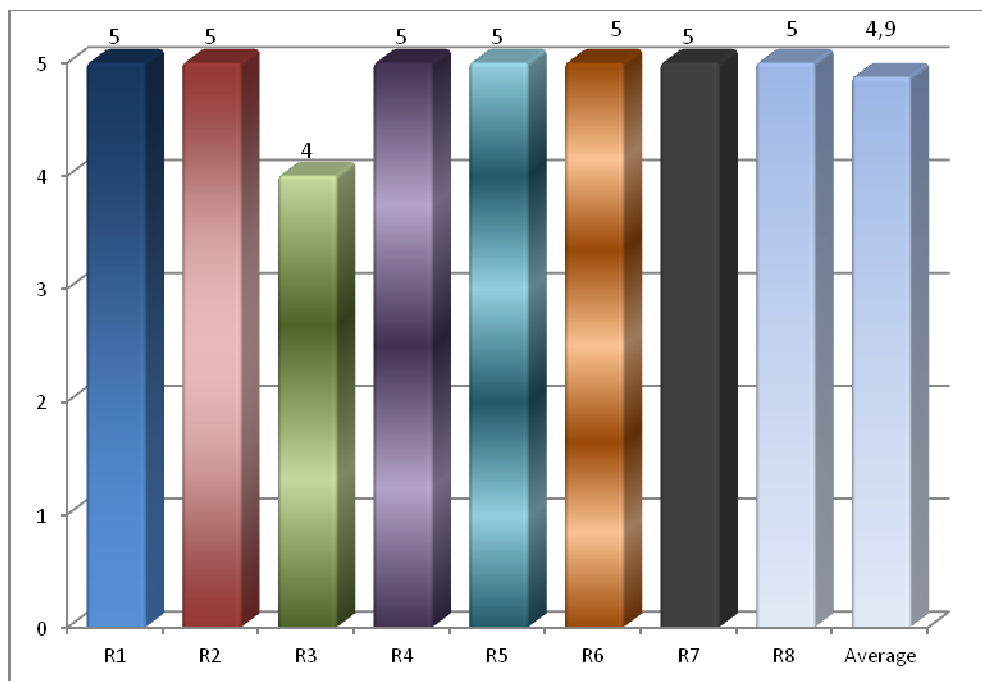
Comments of partners

- Everything was appropriate to our needs; the hotel was comfortable, in walking distance to Syntra West, the restaurants and the city centre. The meeting was held directly at Syntra West, the seminar room, service and equipment were completely ok for our needs. Thanks to Lieselotte for hosting us and arranging everything perfectly!
- Everything was quite good. Maybe the internet connection was one aspect to be improved
- Problems in Wi-Fi during the first meeting day. Location of the hotel was really excellent!
- Well organised, good hotel, some wifi issues in seminar room
- Yes, fine hotel in best location!
- We had a very comfortable stay at the Novotel Hotel.

Comments of evaluator

The accommodation and facilities were judged quite positively. Even if the average score of 4.5 points is the lowest of the present survey, it is still a quite high score. Especially the hotel and the venue (seminar room, service and equipment) were lauded whereas the internet connection was criticised by three of the partners stating that it did not work well!

1.2. Were you satisfied with the social programme?



Tab. 2: Scores for Question 2

Comments of partners

- We had the chance to get very nice Belgian impressions, to taste some typical Belgian dishes and to enjoy Belgian beer. The hosting partner introduced very well the Belgian culture to the partnership. Brugge is a very nice and idyllic town; the partnership also had the chance to participate in a trip to Ypers and to get some historical and cultural lessons about the World War 1.
- The visit to Ypres Museum was very nice and well organised
- Only short visiting time in Brugge, so the one common social dinner is enough



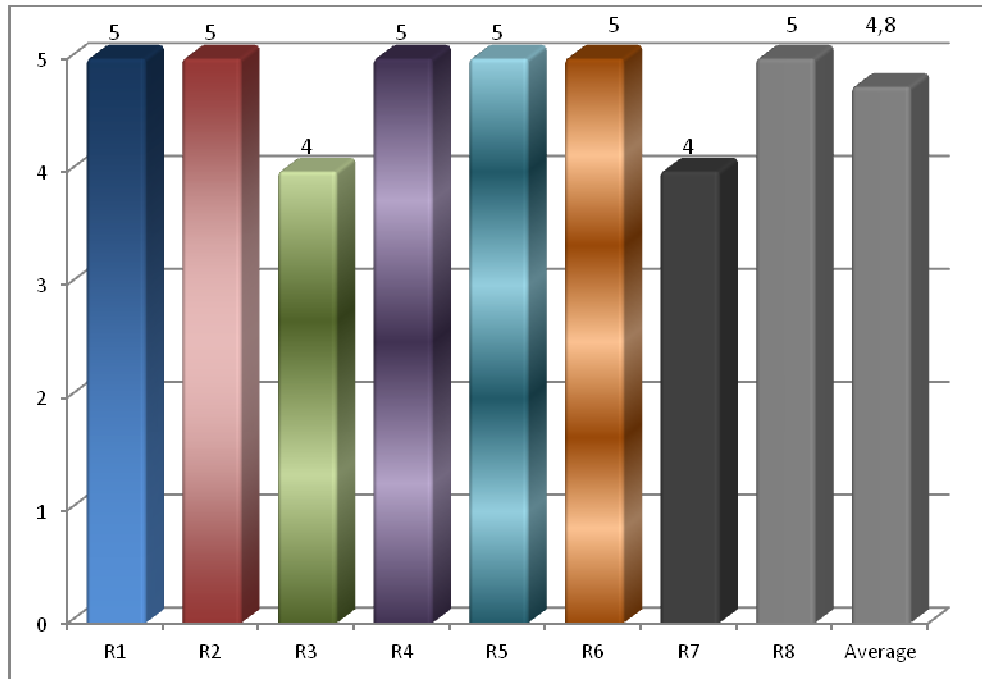
- Very well organised and culturally / historically significant
- Absolute fantastic; especially the visit to Ypern, a very authentic place for Europe history and development in the 20th century - from the common idea of an European war to the common idea of a peaceful Europe!
- The company was very nice, the time spent together in the museum in Ypres as well.
- We really enjoyed the social programme and the company of the other project partners.

Comments of evaluator

The satisfaction with the social programme during the Brugge meeting was very big and reached an average score of 4.9 points. In fact, the partnership not only enjoyed Belgian dishes and beer served at the common social dinner but also had the chance to make a visit to Ypers and to have some interesting historical and cultural lessons about the World War 1.

2. Project Meeting

2.1. Were you satisfied with the preparation work for the Brugge meeting?



Tab. 3: Scores for Question 3

Comments of partners

- As promoter I tried to give the appropriate information before the start of the meeting to all project partners. The challenge was to do in the appropriate way and not to overcharge the partners with too much info.
- We received all the necessary information
- We got needed information in time. All the presentations were well prepared. It would be easier to follow the presentations if we got them beforehand and could read them before. That would also “wake” more conversation
- Excellent communication both before the meeting and during the working sessions
- Syntra West, in fact: Liselotte, was a perfect cooperation partner for organising this meeting. Everything needed was considered from her side and implemented in perfect manner. Thanks a lot also to Patrick for joining us, introducing us Belgium beer, wine and food culture ... and also for inviting us to lunch and dinner! Really perfect hospitality.

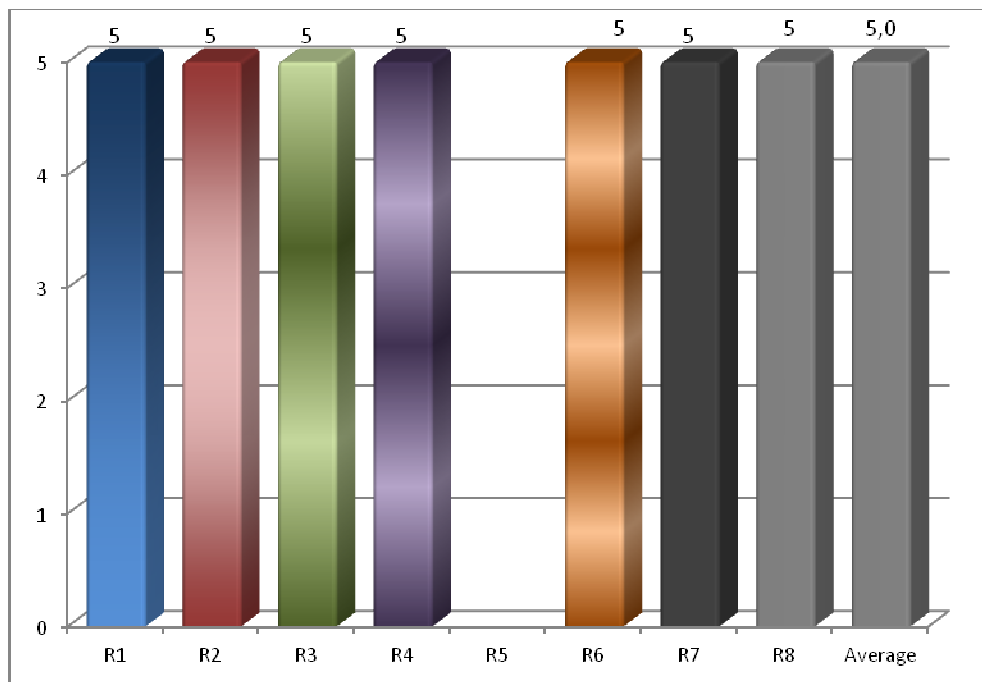


- The organizers did a great job providing us with all the information we needed before the meeting. There was no confusion as to the details of our accommodation, travel or meeting programme and responsibilities.

Comments of evaluator

The excellent average score of 4.8 points clearly indicates the big satisfaction of the partnership concerning the preparation work for the meeting highlighting that all information were received well in advance and that the communication was excellent. If there is anything to be improved it would be the fact that the sending of the presentation before the meeting would improve the conversation even more.

2.2. Were you satisfied with the agenda of the meeting?



Tab. 4: Scores for Question 4



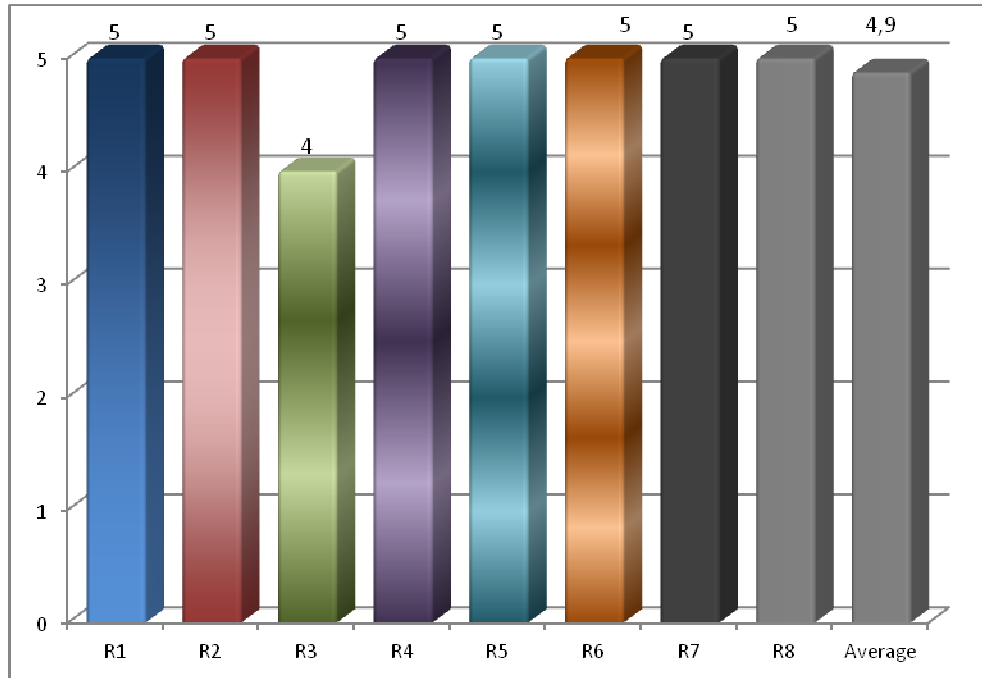
Comments of partners

- The agenda was planned by P1, P2 and the hosting partner P3. The agenda was set up clearly and sent to the partners in time in order to be able to prepare the meeting and the presentations. The time management was perfect, every partner was very reliable and on time. We were able to keep the tight agenda completely in time
- Everything well arranged
- The most important subject was in the focus of the meeting
- Structure was suited to and enhanced the purpose of the meeting.
- The agenda proved to be very well-constructed and the points raised during the discussion matched the purpose of the meeting. All the partners contributed to the issues raised.

Comments of evaluator

The highest possible average score of 5.0 points was achieved when the partners were asked about their satisfaction with the agenda of the meeting. In fact, all of the partners were completely satisfied expressing that the agenda was set up very clearly and the discipline of the partnership permitted also to keep the schedule. All in all, the time management before and during the meeting was perfect.

2.3. Were you satisfied with the general working atmosphere during the meeting?



Tab. 5: Scores for Question 5

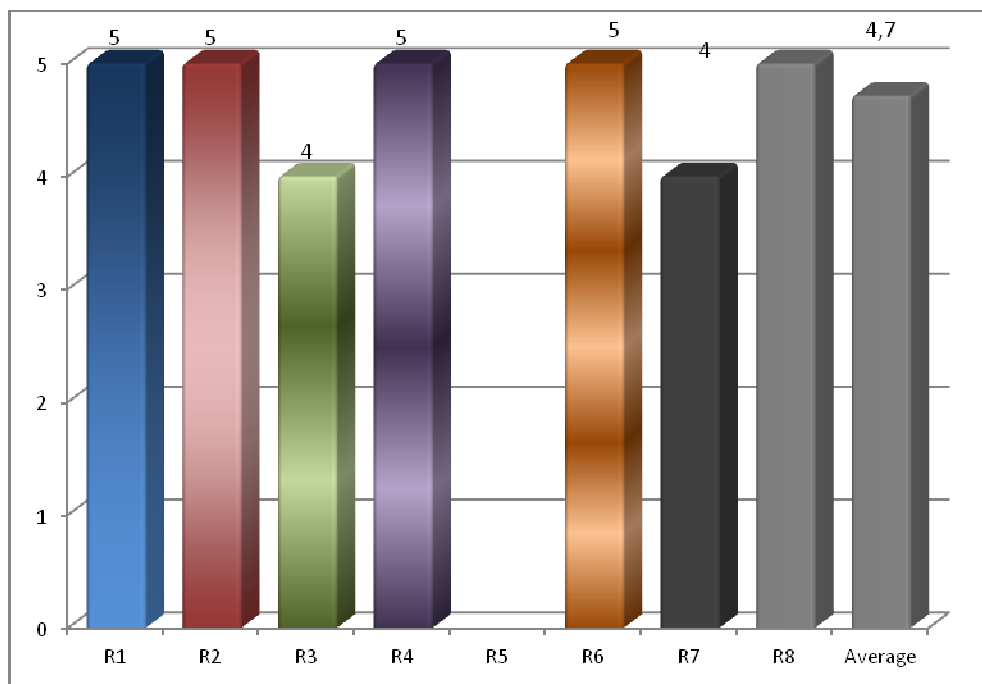
Comments of partners

- Since the beginning of the project we have achieved an excellent working atmosphere which relies on mutual trust and understanding. We concentrate on the fact to do the things in a simple and easy way. The atmosphere during the meeting and also between the meetings in general is very relaxed. We were able to continue the good and very democratic basis we achieved since the beginning of the project
- There was enough time to exchanges, discussions, .. In general, there was a good atmosphere among partners
- Atmosphere was good, sometimes even humorous :) and everyone had equal opportunity to take part
- Good clear exchange of views and ideas
- Excellent! Very good atmosphere and constructive fruitful discussions and cooperation between partners.
- All the partners had the chance to express their opinion and were listened to and encouraged during the discussions. No communication flaws were present.

Comments of evaluator

The very good average score of 4.9 points was achieved concerning the satisfaction with the general working atmosphere. Since the beginning the partners cooperate in a very democratic way based on mutual trust and understanding where every partner has the possibility to express his/her opinion. Therefore the exchange of views and ideas is good and clear and leaves even space for a humorous atmosphere.

2.4. Were you satisfied with the way the meeting was managed?



Tab. 6: Scores for Question 6

Comments of partners

- As promoter I tried to give as much / as less info as useful and required. There were no reasons for any conflict management or special time management tools
- Everything was ok. The role of the coordinator was very professional
- Well managed and chaired

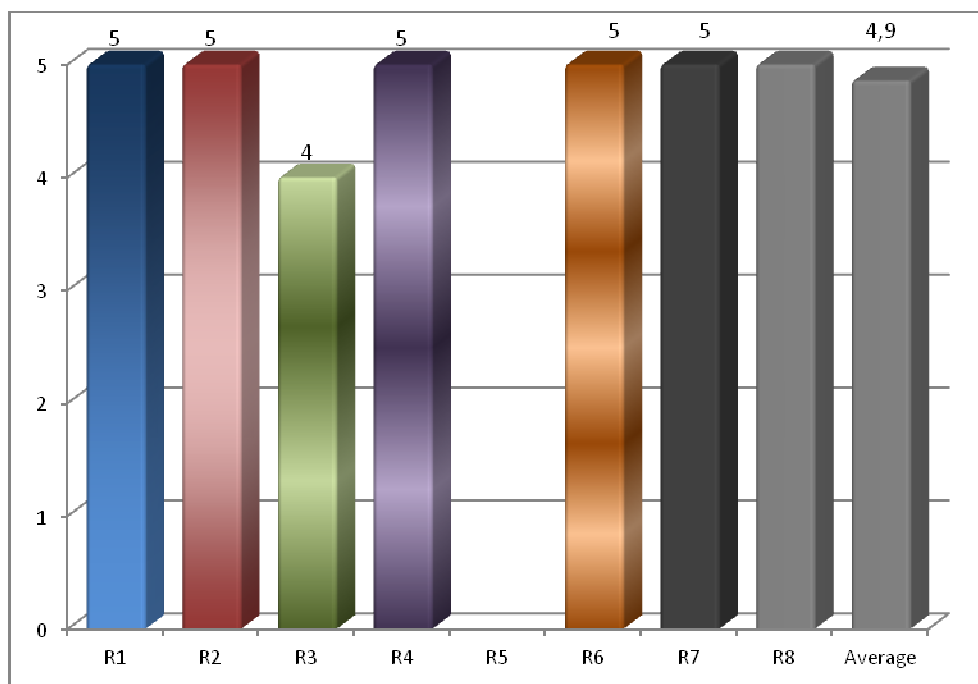


- We really appreciated the way the meeting was managed, the schedule was observed by the organisers and there were no obstacles encountered in communicating with the other partners.

Comments of evaluator

The very good average score of 4.7 points was also submitted concerning the satisfaction about the management of the meeting. No negative statement was made and all partners seemed very satisfied with the work of the coordinator. In fact, the coordinator worked very professionally and there was no reason for any kind of conflict management.

2.5. Were you satisfied with the presentation of financial and administrative rules and regulations?



Tab. 7: Scores for Question 7



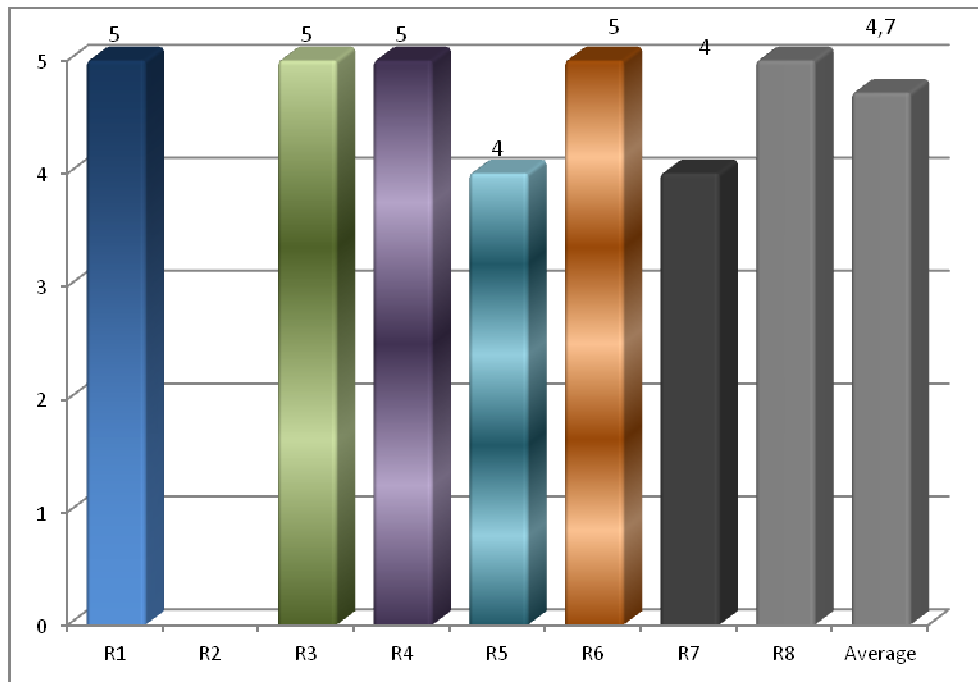
Comments of partners

- As Michael Schwaiger has a lot of experience in the financial and administrative issues of EU projects, the financial and administrative rules and regulations were presented very clearly. Every partner had the possibility to ask whatever he/she wanted and needed
- Everything was very clear
- A clear presentation
- The presentation was very clear and highly organised in terms of information to be provided, format and deadlines, as well as other specific issues raised by the partners.

Comments of evaluator

The financial and administrative rules were clearly explained to the partners by a very experienced person. After that presentation everything was clear and there was no place for any kind of doubts. Therefore also this question obtained the average score of 4.9 points.

2.6. Do you think the meeting was generally successful? Do you think the members of the project group were able to make some progress and to achieve relevant results?



Tab. 8: Scores for Question 8

Comments of partners

- The second meeting in Bruges was very important for the progress in the project. The basic research work was done and we were able to agree on the further very important steps in the project: to come from the theoretical work (the research work for the indicators and key success factors for PLM in VET) to the practical transfer and the creation of the PLM software
- Yes. New tasks and responsibilities for the future work were defined
- Every partner could take apart to thinking and developing of the structure of the Key success factors, indicators and weighting principals
- Progress was definitely made
- Yes, however if we were really successful we will see when we see outcomes of next development levels.
- We believe that the members of the group had the opportunity to bring their concerns to the attention of the group and it is our hope that the discussions were fruitful and contributed to the success of this meeting. Progress was visibly made



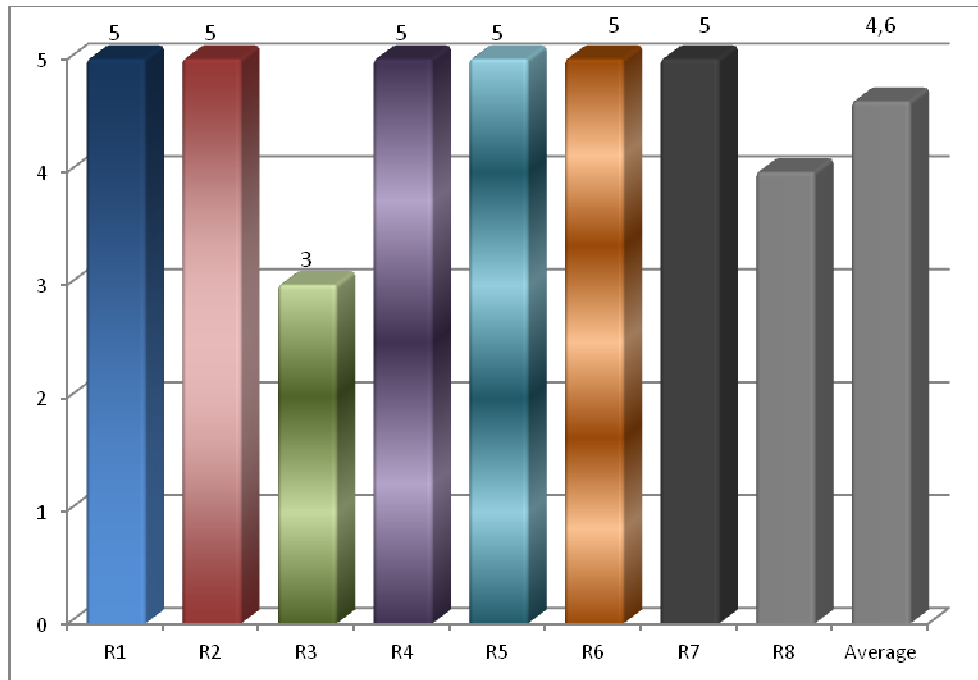
throughout the meeting and there seem to be no reasons why the results of the project shouldn't be achieved.

Comments of evaluator

Even if one partner abstained from giving an answer the question about the general success of the project could obtain the excellent average score of 4.7 points. The partners especially highlighted the fact that an agreement could be achieved about the further steps in the project passing from the theoretical work to the practical transfer and the creation of the PLM software. Also new tasks and responsibilities of partners were defined and fixed.

3. Project Phase 2

3.1. Are you satisfied with the communication of partners during the second phase of the project until the Brugge meeting?



Tab. 9: Scores for Question 9

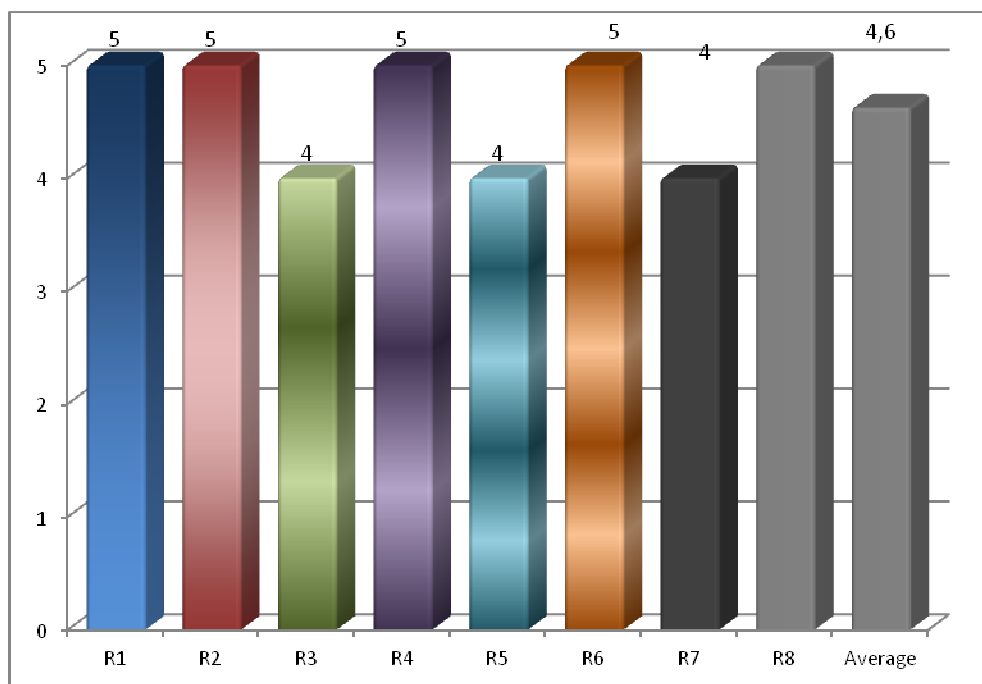
Comments of partners

- I already mentioned that we achieved an excellent working atmosphere, every partner contributed and communicated in the best way and we really had funny conversations besides all work
- Everything is explained by the coordinator and WP leader.
- Some information would have been useful about the additional meeting in Graz and also about the process of handling the indicators on the excel template before the Brugge meeting
- Yes, Communication is good
- Yes, communication from partners is fine.
- It would be easier to prepare first financial report if we would get forms earlier.
- There were no errors encountered in communicating with the partners prior to the Bruges meeting.

Comments of evaluator

Not all partners seemed completely satisfied with the communication before and during the meeting as one partners only submitted a vote of 3.0 points. Nevertheless this question obtained an average score of 4.6 points. Even if most of the partners were satisfied with the communication that sometimes was even funny, one partner proposed that it would have been good to receive information about the additional meeting in Graz as well as on the process of handling the indicators on a certain template. Another proposal was to deliver the forms for the financial report earlier in order to have time to prepare them properly.

3.2. Are you satisfied with the quantity and quality of achievements made in this second phase of the project and the 2nd meeting?



Tab. 10: Scores for Question 10



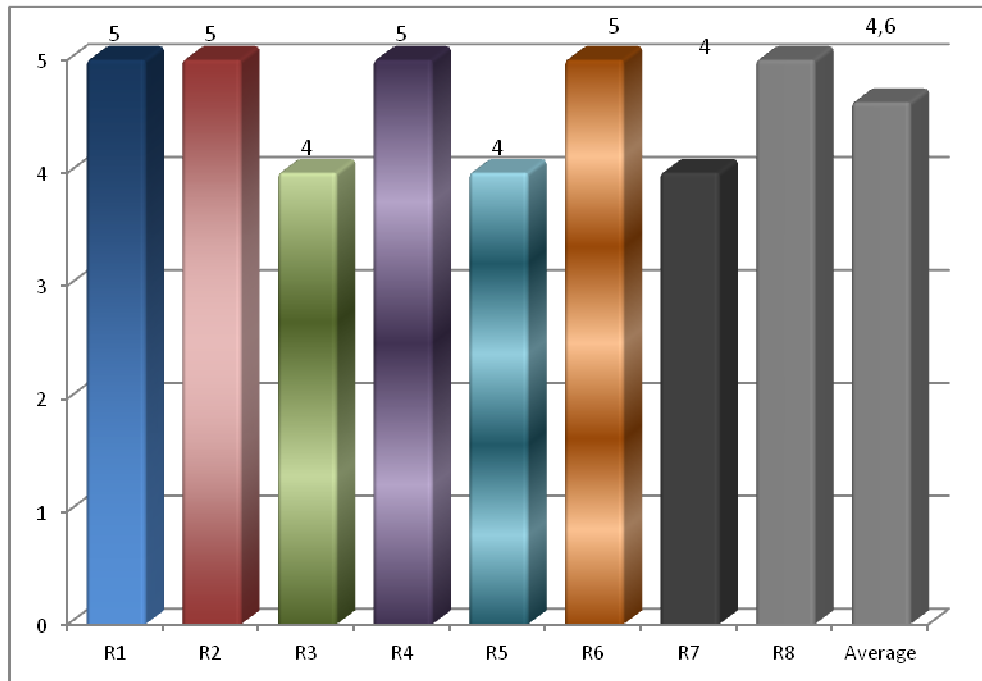
Comments of partners

- The project now is in a crucial phase: the challenge is to transfer the theoretical results from the research phase on PLM (WP 5) into reality and to develop the PLM software (WP 6). I can confirm that important steps and decisions for WP 6 were set in order to be able to begin our project work and to progress quickly
- The development of the project goes according to the timetable, so yes
- Steady progress is being made and the relationship between KSFs, Indicators and the overall PLM process is becoming clear.
- Basically yes, however, we need now to prove that we manage to transfer the theoretical knowhow and the data we've collected into a practically and operationally useful tool.
- The quantity and the quality of the achievements was relevant to the project objectives and contributed to the successful completion of the subsequent tasks.

Comments of evaluator

Concerning the satisfaction with the quantity and quality of results achieved so far the partners submitted good scores and the question obtained an average score of 4.6 points. As the project is in its crucial phase, some important decisions for the next WP could be set and therefore everything goes according to the fixed timetable permitting a steady progress of the project. As stated in several points the crucial phase now would be the transfer from the theoretical to the practical part.

3.3. Are you satisfied with the partner contributions to the project?



Tab. 11: Scores for Question 11

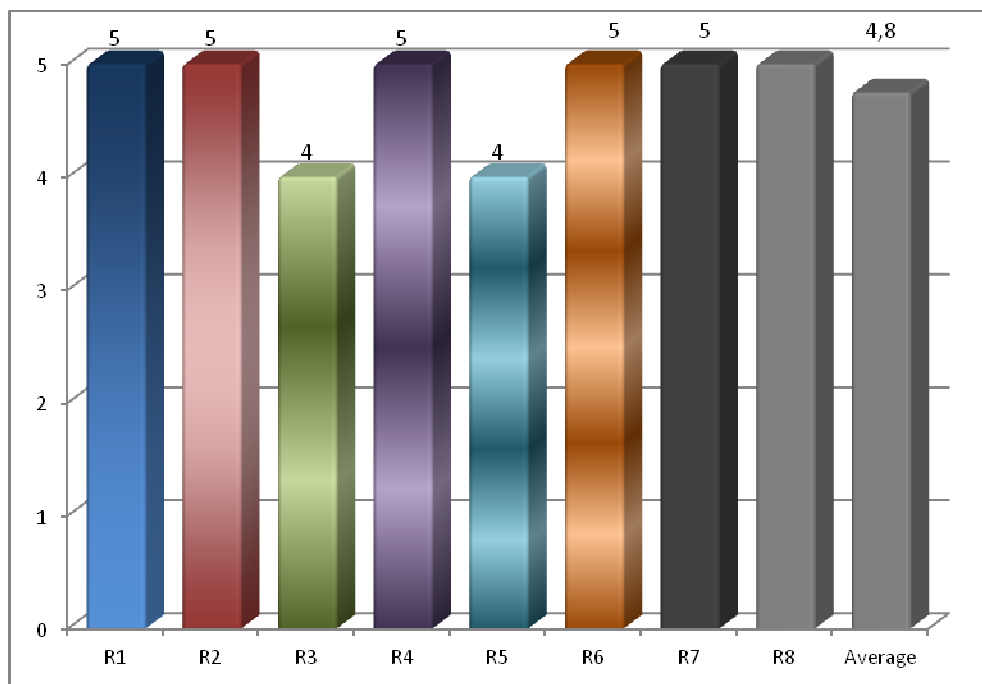
Comments of partners

- Every partner fulfilled the requested tasks since now, every partner was prepared for the meeting and presented the requested tasks, and every partner collaborated in the best way. What a great and interesting partnership!
- All partners are contributing fully.
- We believe that all the partners had the chance to prove their professional competences and their input was relevant for the objectives of the meeting.

Comments of evaluator

The comments of the partners shows the big satisfaction of partners concerning the contributions of the different partners expressing that every partner fulfilled the requested tasks, was prepared for the meeting and collaborated in the best way. This satisfaction is also reflected by the good average satisfaction score of 4.6 points.

3.4. If you look ahead to the next project phase are you fully aware of your role in this phase? Do you know what will be expected from you?



Tab. 12: Scores for Question 12

Comments of partners

- The roles for me as promoter are very clear as we are managing the project together with P2. I hope that the roles are clear for the partners as well...
- Yes, I am aware of our role.
- I guess all partners are aware of their tasks and duties. If not they know that they can always contact the promoter/P1 (for content-related issues) or the coordinator/P2 (for administrative and financial issues) for clarifications and support.
- Apart from the tasks to be completed in the following period by each of the partners, clearly outlined by the organisers and fully understood by the partners, the roles ascribed to each in the next project phase are clear and, if any miscommunication issues arise, we are sure that they will be promptly resolved by the project managers.



Comments of evaluator

The good average score of 4.8 points as well as the comments of the partners show that they are fully aware of their own role in the project and that everybody knows what will be expected from them. Furthermore it was also stated that in case of problems or doubts the promoter and the coordinator are always willing to help and to give valuable support.

3.5. If you look ahead to the next steps of the project, do you feel the project will make positive or negative developments?

Comments of partners

What do you expect to be positive?

- I'm convinced that the project will progress positively in the next steps. The project is completely on time and on track and the partnership is fully aware about their next tasks to fulfil
- The work and exchange among all the partners, different points of view, experiences,
- Every partner has quite similar expectations about the procedures what the software should do
- Positive, still some clarity needed on how the PLM software will produce results based on the Indicators and KSFs but overall there is much more clarity on how the software will operate.
- It is a real challenge to develop the Q_PLM assessment procedure and tool - not only for our project group but for any project group working on such an issue. It take a lot of theoretical knowledge concerning basic empirical measuring methods, instruments and standards which need to be linked with practical experience and knowhow in PLM; both should get visible and applicable in an sophisticatedly developed but easy to be handled IT-tool. This all is a real challenge and not easy to be tackled. However, the project group is aware of this and all partners and external experts mainly involved in these development processes put top priority on this issue. Therefore, I am confident the partnership will succeed in fulfilling its tasks on high quality level.
- Future qualitative development of the tool and the handbook based on thoroughly checked partner requirements and partners' expertise and good basis for cooperation.



- If the software will be easy to use but will provide useful results for different kind of users, software will be a really good product.
- prompt completion of the aimed objectives; successful completion of the software; successful implementation of the PLM tool developed; positive feedback from stakeholders; further suggestions for product development from partners and stakeholders; good communication between partners;

What do you expect to be negative?

- I hope nothing...
- Transference to theoretical point of view to the practical view
- If there is no suitable software provider available
- I do not expect negatives.
- See above!
- Possible delay in delivery further to difficulty of the project and full agendas. Possibly not enough consulting of the stakeholders due to full agendas again.
- There is risk that the software will be too complex.
- certain country-specific information that some partners may find difficult to adapt to the general framework of the project (budget graphs, country-specific financial regulations, etc); certain tasks ascribed to each partner that some may perceive as uneven (some will probably contribute more than others); reluctance to change that some stakeholders may manifest

Comments of evaluator

Concerning this question, it can be said that there are more positive aspects that the partnership stated than negative ones. It is positive that the partners have similar expectations and that the project is completely on time and on track. The only real fears of the partnership refers to the transference from theoretical to the practical side and the fear that there no suitable software provider will be available. One partner also expressed the fear that the software might be too complexes. These are real challenges that the project group is completely aware of, but every partner is confident to overcome all obstacles.



4. Other

4.1. If there is anything else you want to express in regard to the meeting in Brugge:

Comments of partners

- The group meeting atmosphere was comfortable, the restaurants and the place really nice. The hotel was somewhat expensive.
- Everything was well organised, meetings were conducted in a professional friendly manner, there was good opportunity for debate and discussion. The social program morning visit to Ypres was informative and timely in view of the centenary of the first world war.
- I guess, everything is said ☺!
- The atmosphere was very nice, partners cooperate and communicate well, good points were discussed and decided on, actions undertaken directly after the meeting.
- Everything was really good planned, prepared and organized. We knew what to expect, what to do, what was our tasks and goals. We also get good instructions for our further assignments. All partners performed its duties.
- We had a very good time in Bruges and, since the weather was unexpectedly beautiful throughout our stay, we had the chance to fully enjoy the town and its uniqueness, we enjoyed the company of the partners and the conversations we had, either during the meetings or while socialising. As concerns the meeting interactions, we believe that the organisers did a great job accommodating our needs and supplying us with the necessary materials, each partner showed concern and interest in the opinions expressed by the others, the general atmosphere was very friendly and dynamic. We are looking forward to seeing each other again and hope that everyone will find the strength and motivation, the time and the disposition to bring this project to its successful completion, with positive feedback from the VET provider market and from the business environment as well.

Comments of evaluator

The only negative general comment on the Brugge meeting refers to the expensiveness of the hotel. All the other aspects of the meeting obtained only positive remarks: i.e. the meeting place, the social programme or the way in which the meeting was managed.



5. Summary and Overall Evaluation

The evaluation report compiled after the second meeting in Brugge provides mainly positive feedback to the evaluator and to the project coordinator. At this stage the evaluator could not detect any major concerns: this fact is also proven by the high average scores ranging from 4.5 to 5.0 that were obtained in the survey. All in all, the partnership expressed a big satisfaction with all the different aspects. The statements expressed by the partnership are also proof of a good and smooth proceeding of the Q-PLM project.

In particular, the partners assessed very positively the following aspects:

- *Agenda*

Not only the question about the agenda (which obtained 5.0 points of satisfaction) but also the whole management work was lauded in the survey, where the partners expressed their satisfaction within the different questions. This good management leads also to the fact that the project is well on track and completely in time.

- *Social programme*

All partners lauded the absolute fantastic social programme of the Brugge meeting and therefore this question obtained the excellent average score of 4.9 points. Beside the good social dinner especially the visit to Ypern, an interesting historical site, has been very impressive to the whole partnership.

- *General success and progress achieved*

One very important question in this survey is the one about the feelings of the partnership concerning the own satisfaction with the project's results. As this question also obtained the excellent score of 4.9 points it can be said that the project is proceeding very well. In fact all partners expressed their satisfaction with the quantity and quality of the results achieved so far. This fact is very promising for the future development of the project.



Beside these very positive scores and statements also some restrictions could be detected concerning the satisfaction of the partners: One concerns the bad internet connection in the meeting room that did not work at a hundred per cent. This is in fact a very annoying problem as much of the work for the meeting is made by internet connection. Therefore the partners hosting the next meetings are kindly asked to guarantee a good internet connection.

As the hotel was somewhat expensive the partnership is also asked to pay attention to this fact when concerning the next meetings.

Another proposal of improvement was to receive the presentations before the meeting in order to have a more active conversation about them during the meetings.

It was also asked by the partnership to have the forms for the financial report earlier and to give the partners enough time to prepare them properly.

Concerning the content of the project and the progress of the different workpackages merely the fear that the step from theoretical to practical work might be difficult has been expressed. But at the same time all partners seem confident about the positive progress of the project.

Therefore also the external evaluator thinks that the project is on the right track and that there are no immediate risks that might negatively influence the project and its success at the actual state.