



D1.7 INTERNAL QUALITY ASSURANCE REPORT

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Executive summary

Deliverable D1.7, Internal quality assurance report, contains information and findings of quality management of the DiDIY Project. It is based on deliverables D1.3, Internal quality assurance plan, and D1.5, Interim internal quality assurance report, that give the guidelines for all quality assurance activities of the Project.

Revision history						
Version Date Created / modified by Comments						
0.0	0.0 16/06/17 LIUC (MO)		First, incomplete draft, for MO internal circulation.			
0.1	25/06/17	LIUC	Extensions, fixes, etc.			
			First distribution to SB.			
0.2 28/06/17 LIUC		LIUC	Extensions, fixes, etc.			
1.0 30/06/17 LIUC		LIUC	Approved version, submitted to the EC Participant Portal.			

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1. Introduction

1.1 Purpose

The general purpose of this deliverable is to document the implementation of quality control and assurance mechanisms of the DiDIY Project achieved in the 30 months of activities. The deliverable describes: procedures for the production, review and distribution of deliverables; communication procedures between participants; procedures for risk assessment and contingency strategies; quality standards; progress control of each Work Package; the coordination of the different Project activities; roles, responsibilities, and authorities.

This deliverable is an integral part of management planning and is closely connected with D1.1, Project management plan.

Deliverables D1.3, Internal quality assurance plan, and D1.5, Interim internal quality assurance report, are the basis for this deliverable.

This document is to be interpreted with reference to:

- the Grant Agreement;
- the Consortium Agreement.

1.2 Terms and acronyms

EC	European Commission
GA	Grant Agreement
CA	Consortium Agreement
SB	Steering Board
PC	Project Coordinator
PO	Project Officer
WP	Work Package
WPL	Work Package Leader
MO	Management Office
PLSIGN	Project Legal Signatory
MGA	Model Grant Agreement
AMGA	Annotated Model Grant Agreement
ABACUS	AB.ACUS SRL – Member
FKI	STICHTING FREE KNOWLEDGE INSTITUTE – Member
AC	AMERIKANIKO KOLLEGIO ANATOLIA – Member
POLIMI	POLITECNICO DI MILANO – Member
MMU	THE MANCHESTER METROPOLITAN UNIVERSITY – Member
UoW	THE UNIVERSITY OF WESTMINSTER LBG – Member
LIUC	UNIVERSITA' CARLO CATTANEO LIUC – Coordinator

1.3 Structure

This document is structured as follows:

 Chapter 2 is about the processes used in the Project management (partner coordination, communication management between partners and towards Project Officers, Project meeting organization, etc) to ensure that Project processes are used effectively to produce outcomes of high quality;

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- Chapter 3 is about the deliverables of the Project and the process to produce them, assess their quality, and deliver them;
- Chapter 4 is about the WP progress and the related quality control;
- Chapter 5 is about the standard procedures for documentation production and the related quality control;
- Chapter 6 is about the analysis of the risks that may potentially affect the Project course.

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2. Quality-related Project management

2.1 Roles and responsibilities

The roles and responsibilities that were introduced in D1.3, section 2.2, "Responsibilities", and confirmed in D1.5, section 2.1, "Roles and responsibilities", have been maintained. In particular:

- the Project Coordinator guaranteed a smooth and efficient collaboration among all partners and kept systematic contacts with the Project Officer;
- the Steering Board met face-to-face six times, at the beginning of the Project and then each 6 months as scheduled, and all these meetings have been regular and fruitful (a seventh meeting took place in Brussels for the EC review meeting); all decisions taken by the SB have been recorded in the related Project meeting minutes, and the decisions more specifically related to the Project quality assurance plan are listed here below; 16 online meetings were held by the SB between March 2016 and June 2017 to support and to guarantee a better management of the Project; the mailing list sb@didiy.eu has been maintained and regularly exploited by all members of the SB;
- the Technical Board met face-to-face six times, in conjunction with the meetings of the SB, and all these meetings have been regular and fruitful; all discussions made by the TB have been recorded in the related Project meeting minutes; the mailing list tb@didiy.eu has been maintained and regularly exploited by all members of the TB; in order to stimulate a wider and more intense participation, both at the TB meetings and in the mailing list all researchers actively involved in the Project activities have been invited;
- Work Package Leaders have systematically been in contact with the PC; each WPL reported the state of the WP-related activities in each of SB meetings.

2.2 SB decisions

2.2.1 1st meeting, 23 January 2015

- Decision 1. In the next months all partners will contribute to the definition of the knowledge framework through an online discussion, based on software tools to be identified.
- Decision 2. As soon as possible, FKI will set up a test system for both the Project website and the internal collaboration, and all partners will contribute to the testing activities, also providing the materials to be uploaded in the stable system, as soon as ready.
- Decision 3. The meetings of the Steering Board will be held each six months together with the meetings of the Technical Board.
- Decision 4. Tasks T5.5 and T6.4 will be concluded at M26.
- Decision 5. Deliverables D7.2, D7.3, and D7.4 are assigned to UOW, ABACUS, and FKI respectively.
- Decision 6. WP7 and T7.1 will start at M9.
- Decision 7. WP6 and T6.3 will start at M2.
- Decision 8. POLIMI explores the opportunity to organize the July 2015 meeting in Milano, possibly with some joint event with Expo 2015.

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2.2.2 2nd meeting, 14 July 2015

- Decision 9. Milestone MS1 has been achieved.
- Decision 10, T2.4 will start at M9.
- Decision 11. WP Leaders are invited to produce clear communication about what and how Project members are expected to contribute, including checkpoints for the development of deliverables.
- Decision 12. At the moment for the development of deliverables WP Leaders are invited to
 adopt the tools that they think are the best ones to achieve excellent outcomes. In this choice
 WP Leaders are invited to use open source tools and to avoid unneeded changes that only
 would generate inefficiencies.
- Decision 13. FKI will coordinate the development of a Project brochure and a video to promote the Project. All partners, but in particular LIUC and POLIMI, and of UOW for the video production, will cooperate.
- Decision 14. Next meetings will be held as follows (preliminary, revisable plan):
 - third meeting, in January 2016, hosted in Thessaloniki (Greece) by AC;
 - o fourth meeting, in July 2016, hosted in Barcelona (Spain) by FKI;
 - fifth meeting, in January 2017, hosted in London (UK), by UoW.
 - In the case of problems to have the third meeting in Greece, MMU will host it in Manchester.

2.2.3 3rd meeting, 5 February 2016

- Decision 15. The fourth meeting will be held on 4 and 5 July 2016 in Barcelona (Spain), hosted by FKI. These dates will be definitely confirmed by FKI by 10 March.
- Decision 16. The achievement of the second milestone, MS2, will be decided in an online meeting of the SB, to be held by the end of March 2016.
- Decision 17. The coordinator will ask the Project Officer if it is possible to defer the submission of deliverable D1.4, by proposing the following timeline: 15 April, submission of deliverable D1.4; 30 April: submission of periodic report; week 9-13 May or week 16-20 May, first review meeting in Brussels.
- Decision 18. A Task Group is appointed to propose possible improvements to the current dissemination policy and activities of our Project. The Task Group is requested to produce its recommendations by the end of February 2016. The Task Group is coordinated by the WP8 Leader, Marco Fioretti, and includes Marita Canina, Enrico D'Amico (or an ABACUS delegate), David Gauntlett, Paola Negrin.

2.2.4 3rd online meeting, 30 March 2016

- Decision 19. Milestone MS2 has been achieved.
- Decision 20. Tasks T3.1 and T3.2 will be concluded at M28.

2.2.5 7th online meeting, 23 May 2016

• Decision 21. T2.5 will start at M21.

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2.2.6 4th meeting, 5 July 2016

- Decision 22. All formally approved public deliverables will be made available on the Project website. Luca Mari and Marco Fioretti will operate accordingly.
- Decision 23. The achievement of the third milestone, MS3, will be decided in an online meeting of the SB, to be held by the end of December 2016.
- Decision 24. The requested "short summary of plans" will present the streamlined structure of the activities of the Project "core" WPs, i.e., WP3, 4, 5, and 6, of TT2, and possibly of TT1. As suggested by the reviewers, the current structure of WP3 of activities organised in Research Topics will be exploited as template for all sections of the document. Hence Aurelio Ravarini will produce a draft description for WP3, of about one page, as soon as possible and will circulate it as an example. The Leaders of all involved WPs/TTs will produce their sections as soon as possible.
- Decision 25. The guidelines to be released as a fundamental outcome of the Project will be developed according to a common structure, to which all partners will contribute also through a devoted task group that will be activated, led by Bruce Edmonds and Luca Mari, with at least one representative per partner.
- Decision 26. Given that no deliverables on guidelines for work and organization have been included in the Project proposal, a related section will be added to an existing deliverable.
- Decision 27. The task group on guideline development will meet in Manchester in late September or early October for a dedicated workshop. MMU will host it.
- Decision 28. A task group devoted to integrative modelling will be activated, led by Bruce Edmonds, with at least one representative per partner.
- Decision 29. The requested "short draft sustainability plan" will be developed starting from the indications provided by the Steering Board in the present meeting. The development will be coordinated by Marco Fioretti and Luca Mari.
- Decision 30. The requested "draft vocabulary of definitions and terminology" will be developed starting from a list of relevant terms and preliminary definitions that will provided by all partners by means of an online spreadsheet. The development will be coordinated by Luca Mari.
- Decision 31. The requested redesign of the Project website will be based on a structure that will be analytically proposed by Marco Fioretti as soon as possible, including the list of target groups to which the website is explicitly addressed. The new "welcome pages" for each target group, as well as the new versions of the pages reachable by the menu "Are you interested in..." will be written by all partners, coordinated by Marco Fioretti.

2.2.7 9th online meeting, 19 September 2016

• Decision 32. All public deliverables will be published on the Project website with the following changes with respect to the version submitted to the EC Participant Portal: (i) in the cover sheet the line "License: Creative Commons Attribution ShareAlike 4.0" is added; (ii) in the cover sheet the line "Document Status: APPROVED" is changed to "Document Status: APPROVED BY THE EC" for all deliverables actually approved; (iii) the version of the document is changed from 1.0 to 1.0.1; (iv) in the table of the revision history a line is

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added for tracing the new version, with the comment "Version approved by the EC and published on the Project website.

2.2.8 11th online meeting, 20 December 2016

Decision 33. All public deliverables will be published with the following Disclaimer included immediately after the cover page: «This document is provided "As Is"; it is a study introducing the main research topics in the presented context. Any feedback, suggestions and contributions to make this document better and more useful are very welcome. Please let us know through the contact page http://www.didiy.eu/contact. We will seek to incorporate relevant contributions in the document and add your name to the list of contributors.»

2.2.9 5th meeting, 25 Jan 2017

• Decision 34. Milestone MS3 has been achieved.

2.2.10 14th online meeting, 22 May 2017

- Decision 35. The Project Coordinator will propose to the Project Officer that the final review meeting will be held in Luxembourg on 5 September, also asking the availability of a room for a Project meeting on the day before.
- Decision 36. The sixth meeting will be held on 21 June 2017 in Milano (Italy), hosted by POLIMI, with the support of LIUC.

2.2.11 6th meeting, 21 Jun 2017

- Decision 37. The SB unanimously decides to share the principles and to pursue the activities
 within the given time frame of actuation, as presented in the sustainability plan included in
 D8.13.
- Decision 38. Milestone MS4 has been achieved.

2.3 Critical Path Analysis

As specified in D1.3, section 2.3 Critical Path Analysis, four milestones were set to be achieved by the end of the Project:

Milestone number	Milestone title	WP number	Lead beneficiary	Due date (month)	Means of verification
MS1	Project startup	WP1, WP2, WP3, WP4, WP8	LIUC	6	This milestone will be verified in terms of Project coordination setup (WP1); knowledge framework completed (WP2); background knowledge for analysis acquired (WP3 and WP4); basic dissemination infrastructure setup (WP8)
MS2	Knowledge framework revision	WP2, WP3, WP4, WP8	LIUC	15	This milestone will be verified in terms of first revision of knowledge framework completed (WP2); analytical research setup completed (WP3 and WP4); dissemination infrastructure fully operative (WP8)

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MS3	Analytical research completed	WP3, WP4, WP5, WP6, WP7	LIUC	24	This milestone will be verified in terms of analytical research completed (WP3 and 4); exploratory research fully operative (WP5 and 6); integrative modelling fully operative (WP7)
MS4	Final knowledge framework release	WP2, WP3, WP4, WP8	LIUC	30	This milestone will be verified in terms of final revision of knowledge framework completed (WP2); analytical research setup completed (WP3 and WP4); dissemination infrastructure fully operative (WP8)

The following decisions of the SB meetings are related to the achievement of these Milestones:

- Decision 9. Milestone MS1 has been achieved.
- Decision 16. The achievement of the second milestone, MS2, will be decided in an online meeting of the SB, to be held by the end of March 2016.
- Decision 19. Milestone MS2 has been achieved.
- Decision 34. Milestone MS3 has been achieved.
- Decision 38. Milestone MS4 has been achieved.

2.3.1 Gantt chart

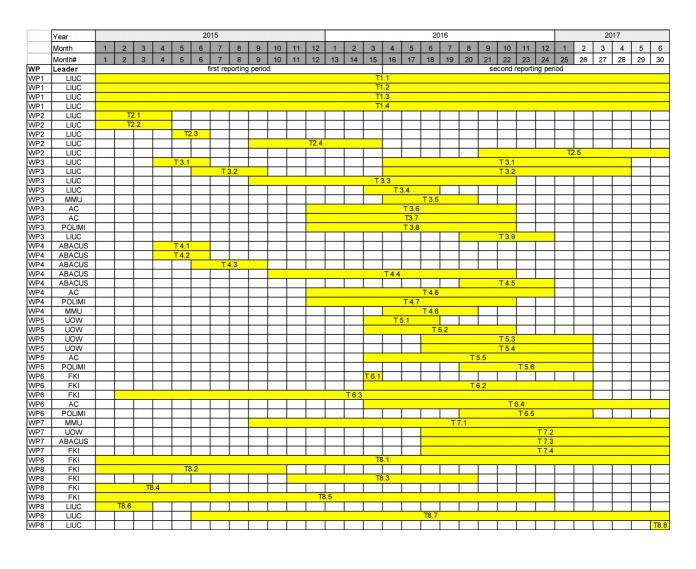
Some changes were introduced in the Gantt chart of the Project with respect to the version included in the GA, either to fix clerical mistakes or to improve the schedule of tasks in the specific conditions of WP development. All these changes were proposed by the relevant WPL, approved by the SB, and documented in the minutes of a SB meeting.

The final Gantt chart of the Project is as follows:

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3. Deliverable development

3.1 Development process

Project management assured the quality of the Project deliverables and the quality of the processes used to manage and create the deliverables, according to specification given in D1.3, section 3.

All deliverables were assessed for completeness and fitness through an organized quality inspection conducted both during the development of deliverables and at the end to mark the completion and approval of deliverables. All deliverables were developed according to the specification given in D1.1, section 3.2.4, "Document review and delivery".

3.2 Submitted deliverables

All deliverables expected in the second half of the Project were submitted by the PC to the EC within the due date, with one exception: D8.9, due by 30 June 2016, was submitted on 1 July 2016, due to a documented wrong behaviour of the Participant Portal, that on 30 June 2016 prevented the uploading.

ID	Title	WP	Lead beneficiary	Туре	Dissemination level	Due month	Submission date
D1.1	Project management plan	WP1	LIUC	Report	Confidential	2	28.2.2015
D1.2	Consortium Agreement	WP1	LIUC	Report	Confidential	2	28.2.2015
D1.3	Internal quality assurance plan	WP1	LIUC	Report	Confidential	3	31.3.2015
D1.8	Informed consent procedures and recruitment criteria	WP1	LIUC	Report	Public	3	31.3.2015
D8.1	Project website	WP8	FKI	Website	Public	3	31.3.2015
D8.2	Dissemination and communication plan	WP8	FKI	Report	Public	3	31.3.2015
D2.1	Options for the knowledge framework	WP2	LIUC	Report	Public	4	30.4.2015
D2.2	Foundational interpretation of DiDIY	WP2	LIUC	Report	Public	4	30.4.2015
D8.3	First online surveys	WP8	FKI	Website	Public	5	31.5.2015
D2.3	Knowledge framework, initial version	WP2	LIUC	Report	Public	6	30.6.2015
D4.1	Research space and agents	WP4	ABACUS	Report	Public	6	30.6.2015
D4.2	Integration of background knowledge	WP4	ABACUS	Report	Public	6	30.6.2015
D4.3	Methodological plan	WP4	ABACUS	Report	Public	9	30.9.2015
D8.4	Current DiDIY support and awareness in Europe	WP8	FKI	Report	Public	10	31.10.2015
D8.5	Second online surveys	WP8	FKI	Website	Public	10	31.10.2015
D8.6	Policy Factsheets, first version	WP8	FKI	Report	Public	12	26.12.2015
D3.1	Research model	WP3	LIUC	Report	Public	13	31.1.2016
D1.5	Interim internal quality assurance report	WP1	LIUC	Report	Confidential	15	31.3.2016
D2.4	Knowledge framework, revised	WP2	LIUC	Report	Public	15	31.3.2016

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	version						
D8.7	Interim dissemination and communication report	WP8	FKI	Report	Public	15	31.3.2016
D8.8	Full courseware of the online courses	WP8	FKI	Website	Public	15	31.3.2016
D1.4	Interim financial and technical report	WP1	LIUC	Report	Confidential	15	postponed to 30.4.2016
D1.9	First ethical report	WP1	LIUC	Report	Public	15	postponed to 30.4.2016
D 8.9	Policy Factsheets, second version	WP8	FKI	Report	Public	18	01/07/2016
D 6.1	Dominant legal challenges and solutions practiced	WP6	FKI	Report	Public	20	31/08/2016
D 3.2	Integrative modelling (work and organization)	WP3	MMU	Report	Public	22	31/10/2016
	Ethical issues and work	WP3	AC	Report	Public	24	30/12/2016
	Creative design and work	WP3	POLIMI	Report	Public	24	30/12/2016
	Proposal of an OMG specification	WP3	LIUC	Report	Public	24	30/12/2016
D 3.6	Reviewed research model	WP3	LIUC	Report	Public	24	30/12/2016
D 4.4	Results derived from data collection and analysis	WP4	ABACUS	Report	Public	24	30/12/2016
D 4.5	Strategic plan	WP4	ABACUS	Report	Public	24	30/12/2016
D 4.6	Ethical issues in education and research	WP4	AC	Report	Public	24	30/12/2016
D 4.7	Creative design and education and research	WP4	POLIMI	Report	Public	24	30/12/2016
D 4.8	Integrative modelling (research and education)	WP4	MMU	Report	Public	24	30/12/2016
	Online videos presenting case studies	WP5	UOW	Report	Public	24	30/12/2016
	Report on ethical impact for regulation		AC	Report	Public	24	30/12/2016
	Policy Factsheets, third version	WP8	FKI	Report	Public	24	30/12/2016
	Risks, synergies and education	WP8	FKI	Report	Public	24	30/12/2016
D 5.2	Social impact of DiDIY	WP5	UOW	Report	Public	26	28/02/2017
D 5.3	Relationship between DiDIY and social change	WP5	UOW	Report	Public	26	28/02/2017
	DiDIY for positive social change	WP5	UOW	Report	Public	26	28/02/2017
	Creative design and societies	WP5	POLIMI	Report	Public	26	28/02/2017
D 5.6	Institutions and creative DiDIY	WP5	AC	Report	Public	26	28/02/2017
D 6.3	Legal practices of DiDIY hardware technologies	WP6	FKI	Report	Public	26	28/02/2017
D 6.4	Legal aspects of dissemination of the project results	WP6	FKI	Report	Public	26	28/02/2017
D 6.5	Use of open standards and collaboration tools	WP6	FKI	Report	Public	26	28/02/2017
D 6.6	Creative design and laws, rights and responsibilities	WP6	POLIMI	Report	Public	26	28/02/2017
D 7.1	Integrative models on the impact of DiDIY	WP7	MMU	Report	Public	27	31/03/2017
D 1.6	Final financial and technical report	WP1	LIUC	Report	Confidential	30	30/06/2017
D 1.7	Internal quality assurance report (<i>this document</i>)	WP1	LIUC	Report	Confidential	30	30/06/2017
D 1.10	Second ethical report	WP1	LIUC	Report	Public	30	30/06/2017
D 2.5	Knowledge framework, finalized ver-	WP2	LIUC	Report	Public	30	30/06/2017
D 7.2	sion Social adoption of DiDIY	WP7	UOW	Report	Public	30	30/06/2017

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D 7.3 DiDIY-related education processes	WP7	ABACUS	Report	Public	30	30/06/2017
D 7.4 DiDIY-related policy recommendations	WP7	FKI	Report	Public	30	30/06/2017
D 8.12 Policy Factsheets, fourth version	WP8	FKI	Report	Public	30	30/06/2017
D 8.13 Final dissemination and communication report	WP8	FKI	Report	Public	30	30/06/2017
D 8.14 Guidance E-manual	WP8	FKI	Websites	Public	30	30/06/2017

3.3 Quality indicators

According to the specifications given in D1.3, section 3.4 Deliverable quality indicators, the PC evaluated the final draft of each deliverable according to the following quality indicators:

- the deliverable is in accordance with the objectives stated in the GA Project description;
- the deliverable offers appropriate documentation on the work done in the corresponding WP;
- the deliverable is compliant with the templates and editing guidelines as outlined within D1.1, Project management plan;
- the deliverable is clear and well readable;
- the deliverable is complete;
- the deliverable is useful for the target reader/audience;
- version history is clear and well documented.

All the submitted deliverables fulfilled these criteria.

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4. WP progress

According to D1.3, section 3.5, "Work Package progress", each WPL was in charge of assuring that the work in the WP is carried out according to schedule and that the expected deliverables were produced. Each WPL was responsible for the technical and scientific aspects as well as for the day-today management of specific work related to the WP. Each WPL coordinated the implementation of WP activities as defined in the work plan. Within her/his respective WP and for the duration of the WP, each WPL had the responsibility to achieve all planned deliverables.

The progress of work was tracked with the following objectives:

- the activity corresponds to Project specifications;
- all steps of development activity are fully documented.

No specific issues were identified on this matter.

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5. Documentation management

According to D1.3, section 3.6, "Documentation management", the documentation management procedure defines standard rules and procedures related to documentation production and is applicable:

- by all partners,
- for all deliverables to European Commission.

The procedure is described in D1.1, sections 3, "Documentation management", 4, "Archiving and storing", and 5, "Internal Collaboration Tools".

In deliverable D8.1, Project website, a list of internal collaboration tools is presented and justified. After the third SB meeting other online tools, e.g., Skype for online meetings and Google Docs / Sheets / Presentations, have been experimented to make the internal communication and the online collaborative development of documents more effective and efficient.

No specific issues were identified on this matter.

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6. Risk management

A detailed analysis of the risks that might potentially have affected the smooth Project course is in GA – Annex I Part A, section 1.3.5 WT5 Critical Implementation risks and mitigation actions, and then in D1.3, section 4. Risk management.

The table of identified risks and mitigation measures in excerpted here, with one more row (R7) and a synthetic analysis of the related situation.

Risk n.	Description of risk	Proposed risk-mitigation measures	Analysis of the situation so far
R1	coordination Also, the Consortium has been assembled on the basis of its complementarity of skills and fields of actions.		A systematic coordination among all partners has been maintained so far by the PC, and by the WPL for the WP-related activities.
			Frequent SB online meeting have been introduced to maintain an effective and efficient flow of information and a clear shared to do list of activities.
R2	Low performance of partners / commitment decreasing	The costs and benefits of the proposal have been adequately presented to Project partners and they are strongly committed to the proposed objectives. Nevertheless, commitment problems might arise and will be discussed and solved in the Consortium bodies. All work will be regularly documented and stored.	No issues related to lack of commitment of partners arose so far.
R3	Not to be able to intervene with corrective action	The Quality assurance and risk management plan will be structured to constantly monitor the progress and allow for flexibility.	A new issue emerged (R7), which has been identified and handled as specified below.
R4	Divergence on how to run the Project	The Consortium agreement will cover conflict situations. The first objective to resolve a conflict would be to reach a consensus. However, in case of prolonged divergences, the approval of a two-thirds majority of the partners will be considered conclusive, in order to avoid deadlock in the Project operational progress.	All decisions were made unanimously so far.
R5	Planned budget is not adequate or balanced	The initial budget is in accordance with the planned activities. Continuous monitoring and coordination of project activities are required to avoid problems.	No issues related to budget arose so far.
R6	Delays in report delivery by some partners	All activities and costs incurred are to be regularly documented and reported to the Coordinator in order to comply with the EC rules but also to assure the Project runs on track. The Management Office will take care of identifying the cause, solving with the interested party potential delays and provide due assistance to the less experienced partners.	All deliverables and internal documents were regularly submitted so far.

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	R7	Object of	The time structure of the Project activities, as	The schedule of some tasks has been
		analysis more	documented in the Gantt chart, has to be systematically	modified to guarantee more time for
		immature than	monitored, and adapted whenever tasks require more	observation and analysis.
		supposed	time to be developed.	
L				

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