



Zero WASTE

AWARENESS FOR THE REDUCTION OF FOOD WASTE





Quality Assurance Plan

Project Acronym: ZERO_WASTE
Project Start Date: 1st December 2020
Project Duration: 24-Months
Project End Date: 31st November 2022
Project number: KA204-DB49BE01
Coordinator: ESCIENCIA EVENTOS CIENTIFICOS SL
Report Author: Leonardo Piccinetti – SITES

Index

1. Executive Summary	3
2. Background	4
2.1 Partners	5
3. Quality Assurance in ZERO_WASTE	5
3.1 Quality Assurance Approach	5
3.2 Roles and Responsibilities in the project	6
3.3 Indicators of Achievement	8
3.4 Presumed Project Risks and Measures	11
4. Incidences management	13
5. Project reviews and feedback management	14
5.1 Project Reviews	14
5.1.1. Progress Report	14
5.1.2 Interim Report	14
5.1.3 Final Report	15
5.1.4 Audits	15
5.2 Feedback Management	15





5.2.1 Participant entities	15
5.2.2. Stakeholders	16
6 Monitoring and evaluation methodology	16
7 ZERO_WASTE internal project evaluation	17
8 ZERO_WASTE evaluation of intellectual outputs outcomes	18
9 ZERO_WASTE stakeholders' permanent evaluation	19
Annex 1. Project Meeting Evaluation	20
a) First Transnational Meeting	20



1. Executive Summary

This document presents a preliminary framework of the ZERO_WASTE quality assurance plan including suggestions for monitoring and evaluation activities. Changes may be necessary as far as new developments impose them.

This document defines the process for assuring the quality and effectiveness of the ZERO_WASTE processes through:

- Identifying and evaluating any potential risk that may affect the development of activities carried out under ZERO_WASTE.
- Managing potential and/or real incidents arising during the development of the project, as well as the analysis, implementation, verification and register of any action aimed at correcting and /or preventing them.
- Identification of improvement actions emerging from feedback provided by the National Agency, the ZERO_WASTE partners, and relevant stakeholders.
- Section 4 will describe the ZERO_WASTE Quality Assurance Approach with roles and responsibilities, indicators of achievement, project risks and measures.
- Section 5 will explain the incidences management.
- Section 6 will describe the different project reviews: progress, interim and final reports. The feedback management (participants and stakeholders) procedures are described in this document as well.
- Section 7 will explain the ZERO_WASTE Monitoring and Evaluation Methodology.
- Section 8 will describe the internal project evaluation.
- Section 9 will describe the outcomes of evaluation of intellectual outputs.
- Section 10 will describe the stakeholders' evaluation during the whole project.
- Annexes 1-5 contain some of the evaluation instruments. Further instruments will be developed, if needed.



2. Background

ZERO_WASTE emerged from a need to address the fact that, according to the Food and Agriculture Organization of the United Nations (FAO), approximately one-third of global food production for human consumption around the world is either lost or wasted each year. This is the equivalent of 1.3 million tons of food. In the European Union (EU) alone, it is estimated that food waste is around 89 million tons, which represents 20% of food produced in the EU, with an estimated associated cost of 143 billion euros. This is happening at the same time as more than 800 million people suffer from malnutrition and approximately 36 million people in Europe cannot afford a quality meal every second day.

Reducing food waste by half is one of the commitments made by the member countries of the United Nations (UN) in 2015, following the approval of the Agenda 2030 for sustainable development in order to eradicate poverty, protect the planet, and ensure prosperity for all as part of a new sustainable development. Specifically, Sustainable Development Goal (SDG) number 12 addresses responsible food production and consumption.

In the EU context, recent policies and strategies are aimed at strengthening the evidence base for food waste prevention interventions; as seen in concrete actions to prevent food loss and waste for sustainable food along the whole food value chain in the new "Farm to Fork" strategy, which is a key element of the European Green Deal. This is also reflected in the EU Platform on Food Losses and Food Waste from the European Commission, a multi stake-holder platform that demonstrates the commitment of the institutions to this issue.

But the fight against food waste is a shared responsibility of society as a whole. On an individual level, the consumer, as the final recipient of food, must also contribute to this end, and it is essential that citizens are made aware of the social and environmental implications of each of the purchase and consumption decisions they make, and are encouraged to change their behaviours and acquire responsible consumption habits. It is vital to remember the importance of this stage in the food chain, since households are where the highest percentage of waste is produced (42%).

ZERO_WASTE will address the issue of food waste by raising awareness of this topic among target communities through reliable information, and enhanced scientific, technological and innovative culture. Insight into the communities' current attitudes regarding agri-food issues has been provided by different initiatives developed by the project partners. These will serve as models for various geographical areas to generate education and employment opportunities that help to reduce the problem of rural depopulation, promoting the settlement of new generations.

The main target groups are therefore adult education establishments, including teachers and students; families interested in reducing food waste at home; consumers in general; and policy





makers. The focus will be on rural areas. Using scientific knowledge to promote interest in the food system, the project will promote the social inclusion of these areas and enhance the power of education to transform behaviours using content related to reducing food waste. It will do so by implementing new technologies and methodologies to promote and foster student curiosity about the food system. At the same time, the project will support the professional development of teachers by creating bespoke materials, a didactic gamification tool, and a digital toolkit: all with content related to food waste reduction.

It is envisaged that the tools and materials will be accessible to and used by other entities such as livestock and farmer associations, businesses and SMEs, consumer associations, parent/teacher groups, school canteen and catering services. They may also be promoted at conferences and science conventions, among other events.

2.1 Partners

P1	ESCIENCIA EVENTOS CIENTIFICOS SL	ESCIENCIA	SP
P2	Sustanaible Innovation Technology Services Ltd	SITES	IE
P3	Previform - Laboratório, Formação, Higiene e Segurança do Trabalho, Lda	PREVIFORM	PT
P4	UNIVERSIDAD DE ZARAGOZA	UNIZAR-IA2	SP
P5	Federacion Aragonesa de Municipios Comarcas y Provincias	FAMCP	SP
P6	Fundatia Central Educational Spektrum	SEC	RO

3. Quality Assurance in ZERO_WASTE

3.1 Quality Assurance Approach

Quality Assurance is a critical part of any project. It enables the project partners to agree upon a set of quality targets that are appropriate to meet or even exceed the needs and expectations of the involved target groups and stakeholders. The quality assurance process includes establishing the authority of the quality assurance function, definition of standards/indicators of achievement and procedures, and their continuous monitoring and evaluation to determine the level of quality reached in relation to the indicators. Quality assurance activities are focused on the





prevention of problems through the continuous improvement of processes and on required corrective actions. This Quality Assurance (QA) plan will be followed by the consortium for gathering the information that will indicate the quality of the project activities, the results, and the nature of the actual outcomes, when compared with the planned delivery.

3.2 Roles and Responsibilities in the project

The partners' roles and responsibilities will be assessed during internal evaluations. These are as follows:

Project Coordinator- ESCIENCIA

- To manage the project in line with the contract agreed with SEPIE National Agency, to ensure that all the project activities are being carried out according to the work plan (time management) and administer expedient project budget control in order to achieve both the expected milestones and objectives of the project.
- To oversee the project and maintain optimal use of resources in order to maximize the project success.
- To organise the consortium (Agenda and minutes) and conference meetings (Date, Agenda and Minutes) and collate the deliverables of the outputs.
- To provide a central basis for all aspects of work at consortium level.
- To communicate within the consortium and between the consortium and the National Agency.
- To update and manage consortium agreements and manage financial issues.
- To ensure all legal, contractual and financial obligations are upheld in an appropriate manner.
- To monitor aspects of gender, equality, ethical and social issues emerging from the project observing research integrity.
- To be responsible in the event of audit, checks and evaluations as conducted by the National Agency or their representatives, providing all the required documentation, including the accounts of the beneficiaries and any documents relating to any sub-contracts of the participants.
- To submit the required reports as set out in the Grant Agreement (GA) at the specified point in the project as stipulated in the related documentation of the agreement.

By 31/10/2021 at the latest, the coordinator must complete an interim report on the implementation of the project, covering the reporting period from 01/12/2020 to 30/09/2021. Nevertheless, all partners should provide progress reports to the coordinator every 6 months. Coordinator will provide a template.

Within 60 days after the end of the Project, 29/01/2023 at the latest, the coordinator must complete a final report on the implementation of the project, and, when applicable, upload all project results in the Erasmus+ Project results platform.





Dissemination Manager- PREVIFORM

- To communicate to the consortium regarding terms of dissemination activities and coordination of the dissemination activities of the whole consortium.
- To ensure that the project will be disseminated in other websites (including partners' websites).
- To design, prepare dissemination materials (in consultation with the partners): templates, brochures, etc.
- To prepare and launch a newsletter Every 6 months.
- To create social networks and manage them (Facebook, twitter).
- To create and develop the project website.
- To develop a corporate image (logo).
- To communicate and inform the stakeholders about the outputs through press, articles in magazines and publications of the specialty, through networking, sectorial and local platform, skills councils, other sectors and transversal committees.
- To execute and update the Dissemination and Exploitation Plan.

Quality Assurance Manager- SITES

- To monitor and evaluate the quality of the project's activities and results.
- To communicate to the consortium the monitoring and evaluation aspects of the project
- To handle project risks and appropriate mitigation/contingency and provide suggestions for corrective and preventive actions.
- To draft and validate a Quality Assurance Plan which contains all activities, roles and responsibilities.
- To prepare and submit three Evaluation reports: 1st at M12 of the project, 2nd at M18 and 3rd at the end of the project (M24).

Outputs Leader- UNIZAR-IA2 (IO1), ESCIENCIA (IO2) and SITES (IO3)

- To take all necessary and reasonable measures to ensure that Intellectual Output (IO) is carried out in accordance with the proposal.
- To identify and assess potential risks and communicate to QA Manager and the Coordinator.
- To coordinate partners' output (in each activity, there is a partner who is responsible for the specific tasks but under the management of output or WP Leader) and prepare the Final Report on time.
- To carry out the scheduling and day-to-day coordination and control of the IO.

Project Partners- ESCIENCIA, SITES, PREVIFORM, UNIZAR-IA2, FAMCP, SEC





- To adhere to project deadlines.
- To send documents on time for reporting, contribute to the reporting requirements and provide information and necessary documents.
- To communicate to the coordinator any information or document required by SEPIE National Agency which is necessary for the project management.
- To read and respond to emails within 5 days.
- To inform the coordinator of any issues or changes as soon as possible.
- To send to the QA manager the required data to analyse the KPIs and risks
- To ensure that all deliverables are completed and sent to the coordinator within the as specified in the project time-frame.
- To be present in Transnational Project meetings.
- To facilitate the continuous improvement of the project.
- To review incidences and suggest potential solutions.

3.3 Indicators of Achievement

To assess the extent to which the project achieves its objectives and results, a tentative list of Indicators of Achievement (IAs) was defined during the project preparation phase. However, to further improve the quality of the project, an additional list of IAs has been compiled to enable the coordinator and QA manager to verify the relevance of the material. A number of these indicators will be used during the project lifetime (short term indicators-IA_) while others will be employed after its conclusion (long term indicators-IALT_). These indicators are listed below in Tables 1 and 2. The Consortium has been developing these up to the beginning of the project and they will be periodically reviewed during the course of the project within the framework and during the follow-up of each output and activity. Partners are invited to add new IAs to facilitate the coordinator and QA manager in verifying the quality and relevance of the activity.

These indicators cover all activities of the project:

- Consortium Management and Implementation
- Intellectual Outputs
- Multiplier Events
- Transnational Meetings

Activities related to the IAs include:

- Identification and periodic measurement of the indicators of achievement (frequency will be based on their nature, their target value and how the project is being developed in terms of quality and time).
- Establishment and assignment of persons responsible for carrying out preventive actions and corrective actions in case the indicators values do not reach target values.
- Corrective/preventive actions, follow up and closure.
- Identification of improvement actions.





Indicators of Achievement (IA) Short and medium term

Indicators defined during project preparation phase and new ones			Changes (if applicable)
IA No.	Indicator	Target	Target, value / reason for change
IA1	Number of rural adult schools that put into tools practice	At least 3 per area	
IA2	Number of participating associations or organizations	At least 10 per area	
IA3	Number of directly impacted families	At least 100 per area	
IA4	General satisfaction of the pilot testers	Above 80%	
IA5	Number of surveys for analysis collected (IO1)	180; 45 per country	
IA6	Number of National reposts of Food waste (IO1)	4	
IA7	Number of Global reports (IO1)	1	
IA8	Partners have uploaded the training methodology into open source dig. Platform (IO1)	YES	
IA9	Partners which have translated and distributed output of IO1	4	
IA10	Number of Training Activities for teachers	1	
IA11	Number of teachers trained	12; 2 per partner	
IA12	Number of workshops to test the IO1.6 results	1	
IA13	Number of training tools and training materials (IO2)	3	
IA14	Number of didactic guides (IO2)	2	
IA15	Numbers of role-playing games	2 (1 online, 1 physical)	
IA16	Validation of the dig. content by the committee of experts (IO2)	YES	
IA17	Number of best practice activities or initiatives identified (IO3)	30, 5 per partner	
IA18	Number of Guide of good practices to download (IO3)	1	



IA1 9	People accessing the open material during the project lifetime	100?	
IA2 0	Visits to the website and information provided by their analysis	1000	
IA2 1	Social media visibility	Number of publications, Number of followers, Number of impressions	
IA2 2	International Events attended by project partners where ZERO_WASTE is presented	15	
IA2 3	Number of downloads of the learning content during the project lifetime	100	
IA2 4	Languages in which results and communication materials will be delivered	English, Spanish, Portuguese, Romanian	
IA2 5	Definite version of Dissemination Plan & Exploitation Plan	In month 3	
IA2 6	Website available	In month 3	
IA2 7	Number of Newsletter about the project	4	
IA2 8	Target groups and stakeholders reached during the development of the project	500	
IA2 9	Number of rural participants from all stakeholders	45-55%, min 20 educational centres	
IA3 0	Organizations reached during the project	200?	
IA3 1	Number of entities (institutions, associations, confederations, SMEs, schools etc.) interested in the project results and implementations	10 per area	
IA3 2	Number of local/regional policy makers and public authorities reached	1 per partner	
IA3 3	Feedback from end-users, other stakeholders	>80%	
IA3 4	Number of transnational meetings	4	
IA3 5	Number of internal reports	3	
IA3 6	Number of working days	940	
IA3 7	Number of Teachers/Trainers/Researchers working days	440	



8	IA3	Number of Technicians working days	490	
9	IA3	Average satisfaction rate of project development by partners	>80%	
0	IA4	Estimated date for having the Consortium Agreement Signed	Once the project starts, the agreement will be drafted	
1	IA4	Definite version of Quality Assurance Plan	At month 3	
2	IA4	Number of Quality Assurance Reports during the project	3	
3	IA4	Number of multiplier events to be carried out	4; 1 per participant country	
4	IA4	Persons attending each multiplier events	160 (40 each)	
5	IA4	Average satisfaction rate of project results by attendees	>80 %	
6	IA4	Partners has upload the information of the project in their website	6	
7	IA4	Availability of website in the different Consortium languages	6 languages	
8	IA4	Dissemination report	every 4 months	

Once the project ends, the List of IAs will be modified according to the activities that will continue. Some indicators will be removed and new long-term indicators of achievement will be established. Therefore, there are some indicators that can be defined, taking into consideration the European context of the project and the foreseen success of the dissemination to be implemented during the project.

Indicators of Achievement Long term (IALTs)		
Indicators defined during project preparation phase		
IA No.	Indicator	Target
IALT 1	Identification of co-funding for ensuring project sustainability	
IALT 2	People accessing to open materials	
IALT 3	Centres or Associations implementing the course	
IALT 4	New countries where ZERO_WASTE have been implemented	





IALT 5	New initiatives that project partners will be involved in	
IALT 6	National and EU platforms that project partners will be involved as a result of their involvement in ZERO_WASTE	

3.4 Presumed Project Risks and Measures

During the project preparation phase, the identification and assessment of possible risks according to the impact and the probability of each risk was conducted. The resulting Risks Log will be re-evaluated at every transnational meeting and a partner will be assigned responsibility for checking or resolving. All partners will provide any relevant information that may support the implementation of corrective/preventive actions needed for addressing/preventing the related risks. The consortium is confident in the proposed management strategy: risks are taken into account and will be controlled and minimized by putting in place suitable mitigation measures to reduce the probability, and/or contingency measures to minimize the impacts.

Risk Log #1 (Project Preparation Phase)	
Risks concerning Intellectual Output IO1	Risk Management – Mitigation and/or Contingency
Methodology and/or tools selected are not suitable for the development of a representative desk research	Mitigation: Consortium has previous experience in similar analyses Besides, we will identify other Strategic Partnerships where analyses using similar methodologies are carried out
The target group reached for the endorsement of the researched needs are not representative or inadequate.	Mitigation: The consortium has identified the most relevant target groups while drafting the dissemination plan. The dissemination work performed will also reduce the impact of the risk.
Skills and capacities identified during desk research are not representative and/or results obtained are disaggregated.	Contingency: Partners have previous experience in these tasks. If this situation arises, partners will look for additional representative target groups and extend the lifetime of the O1-A7 activity.
Risks concerning Intellectual Output IO2	Risk Management – Mitigation and/or Contingency
Unnecessary/inadequate content included in online training material.	Mitigation: The 3 rd and 4 th Transnational Meeting will mitigate this risk - all partners and invited stakeholders will contribute their knowledge and experience in developing the e-learning content.



Disparities in training units and duplicated efforts may cause delays and affect the quality of the training content.	Mitigation: Constant review and correction of the content will take place during the development of the activity as well as during the 2nd and 3rd Transnational meetings and conference meetings.
Risks concerning Intellectual Output IO3	Risk Management – Mitigation and/or Contingency
Delay in resources and games created in IO2	Mitigation: Taking measures to monitor the progress and avoid the delays
Number of good practices will not be reached	Mitigation: Promote key aspects of teaching and learning activities through dissemination activities. Good replicability models and exchange between partners
Collaboration with other EU projects not achieved	Mitigation: All partners will promote the project in order to disseminate it and to attract and capture the interest of the possible collaborators.
Risks concerning Project Management and Implementation	Risk Management – Mitigation and/or Contingency
Conflict arising among partners	Contingency: Suggestion and selection of potential solutions by Consensus (Mitigation Plan). This will be reflected in the Consortium Agreement.
Partner withdrawal	Mitigation: Strong commitment of the partnership Coverage of 4 countries. Contingency: All partners have a wide EU network of collaborators from which to draw suitable substitutes.
Budget and timeline deviations	Mitigation: The reporting plan defines a contingency plan.
Risks concerning Dissemination and Exploitation	Risk Management – Mitigation and/or Contingency
The dissemination activities are insufficient to showcase the work that has been achieved	Mitigation: The preparation of the Dissemination and Exploitation Plan describing what will be disseminated and exploited, how this will be achieved, who will be targeted, when, and by whom sets out the strategy for these activities. The plan will be updated during the project.
Low participation of certain partners in dissemination. A subset of the potential target groups have not reached.	
Some target groups have not been reached	





An insufficient number of participants in Multiplier Events. A subset of the potential participants and target audience has not been reached.	Contingency: This plan can be subject to modification to include new tasks, target users, and new methodologies to prevent or reduce the impact of these risks.
Low engagement in Social Media	The Consortium will work together to increase the impact of social media with more posts, publications, and direct contact with stakeholders
Partners fail to distribute Newsletter among their list of contacts	The Dissemination Manager with the support of the Coordinator will try to identify the reasons and will support the partner in this activity.

4. Incidences management

Project partners should be on the alert for any incident that may affect the planned development of the project. Incidences can also be detected by the Associated Partners, the Agency and other external stakeholders.

Once an incident is detected, it will be communicated in writing to both the Project Coordinator and the QA Manager. The party communicating the incidence may suggest a probable cause and solution .

Incidents are classified as follows:

- **Minor incidences:** Those incidences with little relevant impact on the development of the project will be periodically reviewed by the whole consortium during monthly conference meetings.
- **Major incidents:** Incidences of a serious nature that may affect the correct development of the project and/or produce a significant delay in project outcomes or affect their quality.

The coordinator, along with the QA Manager, will suggest preventative and corrective actions. If necessary (depending on the severity of the incidence), the Project Coordinator will notify the SEPIE National Agency about the incidence along with proposed solutions as soon as possible.

In both cases, approval of the suggested solutions will be given with the consensus of the whole consortium. The efficacy of the adopted solution will be evaluated during a subsequent consortium meeting.





5. Project reviews and feedback management

5.1 Project Reviews

Two external reviews of the project are planned: an Interim Report and Final Report. It is also possible that the project will have checks, audits, or evaluation procedures implemented by the National Agency.

Results obtained during these procedures will be properly managed according to this QA plan and the required corrective and preventive actions will be deployed.

5.1.1. Progress Report

All partners will complete a progress report describing the implementation of their tasks and deliverables every six months to cover the corresponding reporting period. The Coordinator will provide a template and fix a deadline for partners to provide the information. Partners should send all documents on time and contribute to all other reporting requirements.

5.1.2 Interim Report

By 31/10/2021 at the latest, the Coordinator will complete an interim report on the implementation of the project, covering the reporting period from 01/12/2020 to 30/09/2021.

In so far as the interim report demonstrates that the Coordinator has used at least 70% of the amount of the first pre-financing payment, the interim report must be considered as a request for a further pre-financing payment and must specify the amount requested, after the approval by the NA of the report.

The Project Coordinator will contact the project partners so as to provide all necessary information for drafting this interim report.

5.1.3 Final Report

Within 60 days after the end of the Project, 29/01/2023 at the latest, the Coordinator must complete a final report on the implementation of the project, and, when applicable, upload all project results TO the Erasmus+ Project results platform. The report must contain the information needed to justify the contribution requested on the basis of unit contributions where the grant takes the form of reimbursement of the unit contribution or the eligible cost actually incurred.

The final report is considered as the Coordinator's request for payment of the grant balance.



The Coordinator must certify that the information provided in request for payment is complete, reliable and true. It must also certify that the cost incurred can be considered eligible and that the request for payment is substantiated by adequate supporting documents.

5.1.4 Audits

The Agency and/or the European Commission may carry out technical and financial checks and audits in relation to the use of the grant. In case the Coordinator receives a written notification by SEPIE National Agency announcing a check, audit or evaluation procedure, it will immediately notify the rest of the consortium, indicating the planned date, listing any information required for reporting the technical work of financial data, and establishing deadlines for providing such information.

5.2 Feedback Management

5.2.1 Participant entities

Monthly conference meetings, consortium meetings and daily communication (mailing, phone, etc.) will be the main channels for gathering the feedback of project from partners. In addition, planned different surveys during the project will enable partners to contribute to the assessment of the quality of the project tasks at specific stages. The Project Coordinator, ESCIENCIA, and the QA manager, SITES, will prepare surveys, which will be distributed to and completed by the participant entities. From the results of these questionnaires, some improvements, and corrective actions may arise.

Analysis of the survey results will be reported and will include assessments and conclusions related to the project's quality as well as any further recommendations for enhancing the impact, dissemination, exploitation and sustainability of the project results.

ESCIENCIA, SITES, PREVIFORM, UNIZAR-IA2, FAMCP, SEC

5.2.2. Stakeholders

All partners are responsible for receiving and transferring to the Dissemination Manager any feedback from stakeholders. External feedback about the project can be collected using different channels, including:

- During the attendance at specific events, and seminars as well as online events.
- Contact through website visitors, e-newsletter readership, and social media followers.
- Partner's daily work, disseminating the results through other initiatives they are dealing with, meeting with customers, associated members, general assemblies, etc.
- Dissemination events carried out after consortium meetings.
- Members of associated partner entities





Any complaint, suggestion or interest in the project results must be sent to the Dissemination Manager, who will periodically share this with all members during monthly and consortium meetings, where the feedback will be analysed and, if relevant, actions will be identified and implemented in accordance with this plan.

6 Monitoring and evaluation methodology

The level of quality in the project's procedures and outcomes is gauged by means of monitoring and evaluation processes, in which all partners will be involved. Partners will provide any information and documents required by the activity leader.

The project's outcomes are a common construction of all partners. The project development is considered an open adaptable process which allows the continuous improvement of all processes and outcomes. However, it is understood that any changes in the ZERO_WASTE project can only happen in accordance with the National Agency and with satisfactory justification.

EU projects are positioned in a predefined set of fixed roles, dependencies and steps. This could be seen as contradictory to the idea of adaptable and flexible process and continuous improvement. Thus, in terms of evaluating the activities and arriving at the best possible outcomes of the project, it seems appropriate not to define all details of the evaluation processes in advance so that new insights and demands emerging during the lifetime of the ZERO_WASTE project can be taken into consideration. The monitoring and evaluation framework, which is concise enough to judge the achievement rate of the planned evaluation activities while providing scope to evolve as the project itself evolves, will be described in this document.

The evaluators of the ZERO_WASTE project propose two distinct evaluations: 1. The evaluation of the internal processes, and 2. The evaluation of Intellectual Outputs. This is due to the fact that these areas of evaluation have different objectives, different logics, and use different instruments from each other.

The project evaluation tools will comprise questionnaires with 'like' systems and open questions.

7 ZERO_WASTE internal project evaluation

The ZERO_WASTE project evaluation concerns all processes related to the development of the project and the final outputs of the different IOs.

The objectives of the project evaluation are to assist project management in effectively handling all processes, and to regularly provide information about potential risks and strengths of





cooperation. A second task is to keep the European Commission up to date with the project's developments. A final objective is the summative evaluation focusing on the achievements of the project in order to make the lessons learned available and to provide an information and orientation resource for future projects.

The ZERO_WASTE project evaluation deals with the development of the partnership and its management.

The evaluation will be focused in the following points:

- Management
- Transnational meetings
- Finances
- Dissemination
- Communication

The internal process evaluation deals with the development of the partnership and its management. Typical criteria at project level are:

- Conceptual coherence
- Quality of the processes
- Effectiveness
- Organisation
- Cost-benefit analysis

These criteria are mirrored in the project evaluation questionnaires. It was suggested to create two separate questionnaires and apply them independently:

- The "Project Meeting Evaluation" (Annex 1: Evaluation of Consortium Meetings) should take place after each meeting.
- The "General internal process evaluation" (Annex 2: General internal process evaluation) should take place every six months in M6, M12, M18 and a final one in M24.

After each project evaluation round, the results will be fed back to the project management and will be discussed in project meetings in order to contribute to the continuous improvement of all project processes. In the event of questionnaires revealing negative indicators, new processes and solutions will be proposed by the Coordinator and discussed within the project consortium.

8 ZERO_WASTE evaluation of intellectual outputs outcomes

The evaluation of the outcomes will be mainly based on the indicators of achievement, but it is important to identify the levels of partner satisfaction, bearing in mind that the partners are experts in their own fields.

The evaluation of intellectual outputs and outcomes will mainly take place in rounds according to four defined Ios: that is, the monitoring and evaluation of:

1. IO1: ZERO_WASTE Training Methodology
2. IO2: DIGITAL TOOLKIT AND ROLEPLAYING GAMES
3. IO3: GOOD PRACTICES GUIDE

There will be two sources of evaluation:

- Evaluation by the Intellectual Output Leader
- Evaluation by the rest of the partners

These points will be translated in 2 different questionnaires:

- A general Output Evaluation in which the course of the output in comparison with the project proposal (Annex 3: General Output Evaluation by Activity Leader) will be assessed. It will be performed by the Intellectual Output Leader at the end of the IO.
- An internal Output Evaluation through Peer Review (Annex 4: Internal Output Evaluation through Peer Review). It will be performed by each partner at the end of each IO.

Both questionnaires will be used for each Intellectual Output when the IO is considered finished. The information will be used for subsequent IOs and, if the results fall below expectations, the outcomes of the IO could be revised in order to improve them.

In both evaluations, following some initial questions, a 'likert' questionnaire to assess some quality key indicators:

- o Innovation: intensity of the presence of new and distinctive features in the outcome;
- o Empowerment: to what extent were the audience (target-groups), and users of the products, protagonists in the design and to what extent did they contribute to the products/results;
- o Utility: value of the outputs;
- o Accessibility: proximity and familiarity of users/audience to the contents, the means of using the products, particularly in terms of literacy and technology, clarity and transparency in language, and communication.



- o Suitability: do the outcomes respect the needs, culture, previous experiences and training of users and the organizations and respond to their needs and problems regarding the performance, innovation, strategy and employability of people?
- o Equality: proximity to users; to what extent does the product engender respect for multiculturalism, value the participation and social responsibility of individuals and organizations, and promote inclusive situations and realities?
- o Enhancement of competences: to what extent does the output create new knowledge of the issue?
- o Accomplishment of expectations: to what extent do the products and results meet expectations (this one is included at the beginning of the questionnaire too).

9 ZERO_WASTE stakeholders' permanent evaluation

Stakeholders will be able to provide permanent, transparent feedback as it will be published on the website as part of an open consultation about the project, activities and published results.

These results will be analysed by the Steering Committee, which may require the Consortium to apply contingency measures to improve some of the indicators that the stakeholders are assessing.

The indicators of this evaluation will be "Suitability of the outcomes", "Innovation character" "Empowerment", "Usability", "Accomplishment of expectation", "Accessibility", "Enhancement of knowledge", "Equality", "Transferability". It will be done with 'liker' and open questions.

These points will be reflected in a questionnaire (Annex 5: Stakeholder permanent evaluation) which will be implemented in the website.



Annex 1. Project Meeting Evaluation

a) First Transnational Meeting

The first meeting will deliver the questionnaire in order to obtain as much information as possible to define the Quality Assurance Plan and the first actions regarding the Quality Assurance and Monitoring Activity. Since this is taking place online, the questionnaire is not as extensive as originally planned.

How sufficient was the information sent in advance regarding: *

	Totally dissatisfied	Dissatisfied	Good	Satisfied	Totally satisfied
Meeting agenda	<input type="radio"/>				
Communication with lead partner	<input type="radio"/>				



Please give your evaluation on the content regarding: *

	Totally dissatisfied	Dissatisfied	Good	Satisfied	Totally satisfied
Partner's Presentation	<input type="radio"/>				
Presentation of Project Details	<input type="radio"/>				
Presentation of Intellectual Output1	<input type="radio"/>				
Presentation of Working Plan	<input type="radio"/>				
Administrative and financial management	<input type="radio"/>				
Presentation of Dissemination activities	<input type="radio"/>				
Presentation of Quality Assurance	<input type="radio"/>				

Suggestions for any topics/or comments that should have been discussed during the meeting *

Your answer



Overall impression *

1 2 3 4 5

Very Dissatisfied Very Satisfied

Suggest topics for improvement

Your answer

Any other comments?

Your answer
