Quality management policy and reference documents

1. Initial status as at the start of the project

All project participants institutions by institutions operate according to their own quality management system (QMS). All project members have knowledge about the definitions, theories, methods used by a QMS.

2. Policy agreement of processes

According to the initial quality management status of the project, participants agreed that certain rules, requirements are given in all institutions and there are ones, which have to be detailed, specialised to this Leonardo project.
For elements already existing in all institutions we agreed that all institutions have the freedom to use the rules and requirements of their own QMS. These are:

- Document and data control
- Control of records
- Products identification and traceability
- Procedure of the design process
- Testing INPUT/PROCESS/OUTPUT (specific to product)
- Managing non-conformance

For better understanding two procedures out of the six elements: Document and data control and Procedure of design process were discussed and issued as reference documents. Partners agreed that requirements of testing INPUT/PROCESS/OUTPUT are specific to products and will be specialised to each product.
For the project some rules, procedures had to be specialised at the first meeting in Huddersfield to ensure the effectiveness of the project. These were:

- Resource management,
- Communication rules,
- Internal audit.

At the project review these rules were discussed and agreed by the partners.

3. Policy agreement of products

Any product life cycle starts by the design phase of the products, which was partially performed at the proposal stage of this project. Requirements of each product were discussed, evaluated and defined. These brief requirement definitions allow the partners to harden and specialise the product requirements at later project phases, when the necessary data and knowledge are given and it is useful for the product itself.

Our product lifecycle follows the listed quality elements:

- Defining product requirements
- Quality planning
- Timetable/schedule
- Assuring human resourches
- Specialising costumer

- Determining source data and information
- Control source data and information
- Selecting methods
- Designing product structure
- Designing product and its testing
- Verification
- Validatation

4. Product control and methods

For each product certain quality aims, methods and testing techniques were defined before the project phase to improve productivity.

Participant evaluation and report

The use of a preventive method ensure that all „Participant evaluation and reports" have similar topics, content and structure. The preventive method applied was FMEA (Failure Mode and Effect Analysis) in a small group.

Audit on staff skills

The audit content and method was agreed at the Huddersfield meeting. The audit material was tested on the bases of feedback results by selected staff members and the content was finalised. The audit results were revised and evaluated by the Greek and Hungarian Q partner.

Analysis of staff development needs

The designed questionnaire was controlled by each project member.

Training programme for the use of VLE-s

The revision of the training programme was carried out using developer control partner teams. The method was applied modules by modules.

Paper based and electronic training programme

The issued design process requirements were followed. Results are controlled at the Lisbon meeting with each project partner. Validation of the programme is realised by involving students.

Module specifications

Electronic idea circulation and discussion forum is used for module specification

The "Electronic learning strategy" (a substantial paper based report)

The issued design process requirements are followed. The results are revised by VLE users.