



D-FACTO

Leonardo Da Vinci

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D-FACTO Assessment Interim Report

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02		
03		
04		

EXECUTIVE SUMMARY

This document contains the midterm internal assessment of the D-FACTO project. This evaluation has been done through the contribution of partners' point of view and taking into account the evaluation provided by the National Agency Leonardo da Vinci about the interim report presented.

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1 INTRODUCTION

D-facto is a project promoted by CETIEX and funded under the Lifelong Learning Programme, LEONARDO DA VINCI, Transfer of Innovation call 2.009.

Project Summary:

Emotional engineering can reliably guide the design of a product according to the perceptions, satisfaction and consumer needs by ensuring the success of the product. This methodology can help to strengthen the brand image of a corporation and is set to become a very important key to future business success.

D-facto facilitates the integration of aspects of emotional and accessible design into the products and services of European SMEs. This is realized by providing the engineers designers and R&D staff, i.e. those involved in the processes of conceptualization and design of products and services, with the competences and skills to integrate emotional and/or accessible design principles into these products and services. D-facto will provide them with a self-learning platform, which will integrate learning contents in the field of emotional and accessible design and will provide access to tools, case studies and relevant complementary information.

Aims and goals

D-facto is addressing the need to incorporate professional firms with expertise in the field of emotional and accessible design, as these skills are increasingly in demand in the labour market. These provide all professionals involved in the process of conception and design of a new product or service, ie. designers, engineers and staff from the departments of R & D skills to design a product or service from the terms of emotional response and accessibility needs of the consumer or end user.

2 EVALUATION SCHEME AND ACTIONS

The evaluation scheme for the D-facto project is focused on the overall project management activity. The evaluation focuses on:

- The general project management structure, tools, communication
- The achievement of the overall project goals, in terms of deliverable, milestones, partner satisfaction.
- The quality management strategy effectiveness
- The task and project effectiveness and efficiency, in terms of respect of timing and deadlines
- The participation, satisfaction and mutual learning of project partners.

The evaluation consists of information collection, elaboration and reporting. As for information collection, it is based on the following actions, each one aimed at monitoring a specific project aspect.

EVALUATION ACTION	AIMED TO
Partner meetings observation (when applicable)	<ul style="list-style-type: none"> · monitor partners' participation, cooperation, goal and information sharing · assess partners' satisfaction, their perception of overall project quality · pinpoint possible project criticality from the partners' point of view
Questionnaire to partners (collected in the intermediate meeting)	<ul style="list-style-type: none"> · assess partners' satisfaction, their perception of quality · pinpoint possible project criticality from the partners' point of view

The present document is the midterm report: information was collected during the first year of activity; the questionnaires were collected during the third coordination meeting, once received the evaluation of the interim report made by the National Agency.

3 MONITORING OF PROJECT ACTIVITIES

The project planning below shows the activities carried out during this first period (01/10/2009 – 30/09/2010). Most of the outputs have been delivered on time.

In general terms, a good respect of the schedule can be stated and considered as a relevant overall quality indicator for the whole project. Moreover, from the “Interim Report Evaluation”, it can be observed that the respect of schedule is generating benefit also for the quality of results, since the tasks depending on previous activities and results are actually building on them and boosting them.

TASK DIVISION	2009			2010											
	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15
WP 1: PROJECT MANAGEMENT															
T1.1 Consortium Agreement															
T1.2 Project Manual															
T1.3 Online Management system															
T1.4 Daily Management															
WP 2: METHODOLOGICAL FRAMEWORK															
T2.1 Creation of the methodological framework															
T2.2 Development of tools for framework															
WP 3: ANALYSIS OF NEEDS															
T3.1 Field work															
T3.2 Analysis of results															
T3.3 Elaboration of conclusions															
WP 4: LEARNING SYSTEM DEFINITION															
T4.1 Learning system definition															
T4.2 Support contents definition															
WP 5: DEVELOPMENT OF LEARNING CONTENTS															
T5.1 Transfer and adaptation of learning contents															
T5.2 Development of new contents															
WP 6: DEVELOPMENT OF SUPPORT CONTENTS															
T6.1 Transfer and adaptation support contents															
T6.2 Development of new support contents															
T6.3 Tools and Techniques															
WP 7: DEVELOPMENT OF SYSTEM PROGRAMMING															
T7.1 Description of technical requirements															
T7.2 Programming selflearning system															
WP 8: VALIDATION AND TESTING															
T8.1 Design validation methodology															
T8.2 Identification participants in validation pashe															
T8.3 Validation report															
WP 9: DISSEMINATION AND AWARENESS															
T9.1: Dissemination and awareness plan															
T9.2: Creation of dissemination and awareness materials															
T9.3: Organization of awareness workshops															
T9.4: Execution of dissemination activities															
WP 10: EVALUATION															
T10.1 Definition of internal evaluation methodology															
T10.2 Interim and final evaluation															
T10.3 Elaboration of an exploitation plan															

Even the project started a bit delayed because the Kick off meeting was celebrated on December 2009, at the end of this period was finished the three first tasks of WP 1, completed the Methodological Framework (WP 2) as well as the Analysis of Needs (WP 3). A change of schedule has been agreed by the consortium. The WP4 started a bit delayed, some adjustments were planned for the second period, but a draft of the Learning System definition was presented in the interim report. This was decided in order to improve the platform design by making it more responsive to the user feedbacks: this process required a longer time than the original option.

Also the WP related to dissemination and evaluation started in the beginning of the project with the creation of the website and newsletters.

Assessment Interim Report

The following table provides a synthesis of deliverables as foreseen in the project description of work.

<i>Workpackage</i>	<i>Deliverable number</i>	<i>Deliverable name</i>	<i>Specifications</i>
Workpackage 1	R1	Management and Procedure Manual Anex: Project Template	Electronic: .pdf
	R2	Project Management Tool	Electronic
Workpackage 2	R3	Methodological Framework	Electronic: .pdf
	R4	Transfer Report	Electronic: .pdf
Workpackage 3	R5	Analysis Report	Electronic: .pdf
Workpackage 4	R6	Materials and Contents Map	Electronic: .pdf
Workpackage 5	R7	Set of training materials	Electronic: .pdf
	R8	Training Materials	Electronic: .pdf
Workpackage 6	R9	Support Techniques and tools	Electronic: .pdf
Workpackage 7	R10	Self Learning Requirements	Electronic: .pdf
	R11	D-FACTO Self Learning System	
Workpackage 8	R12	Validation and testing Methodology	Electronic: .pdf
	R13	Validation and testing Report	Electronic: .pdf
Workpackage 9	R14	Dissemination Plan	Electronic: .pdf
	R15	Workshops	
	R16	Leaflet	Paper
	R17	Newsletter 1 Newsletter 2 Newsletter 3 Newsletter 4	Electronic: .pdf
	R18	Press Folder	Paper
	R19	Website of the project	Electronic
Workpackage 10	R20	Assesment methodology	Electronic: .pdf
	R21	Assesment interim report	Electronic: .pdf
	R22	Assesment final report	Electronic: .pdf
	R23	Explotation plan	Electronic: .pdf

Done and presented to the N.A. in the interim report

Improve

4 PARTNER SATISFACTION

In the following, some tables report synthesis indicators about overall partners' and Promoter's satisfaction.

Promoter evaluation	Partner evaluation	Promoter Comments	Partners Comments
MANAGEMENT			
High	Very High - 2 High - 3 Medium - 1	<ul style="list-style-type: none"> - Experience in former projects - Good handbook - Knowledge about Management tools 	<ul style="list-style-type: none"> - Project Management is done in a very professional way - Clear task and deadlines - Good Plan of activities, smooth communication

INFORMATION SHARING			
Very High	Very High - 3 High - 2 Medium - 1	<ul style="list-style-type: none"> - All partners have been informed about all administrative aspects. - Doubts had been asked to N.A. and solved. 	<ul style="list-style-type: none"> - The Workplan is up to date, no delays or late tasks. - Sharing of relevant information is efficient - Best of all projects I've ever had.

PARTNER PARTICIPATION TO PROJECT ACTIVITIES			
Very High	Very High - 4 High - 1 Medium - 1	- Excellent, each partner is participating in all aspects of the project.	- Partners complete tasks on time. - All partners are engaged in the project and contribute appropriately to all activities - All partners try to do their best for the project.

PARTNER ATTITUDE TO COOPERATION			
Very High	Very High - 5 Medium - 1	- Excellent, all partners contribute their knowledge and their work. Very good attitude for doing anything.	- Cooperative and positive - Very positive - All partners are motivated and greatly involved.

EXCHANGE OF EXPERIENCES BETWEEN PARTNERS			
Very High	Very High - 4 Medium - 2	- Excellent, partners share all their knowledge and their materials.	- Partners contribute to the completion of tasks - We have learned a lot from each partner. - I feel like receiving more from the consortium than giving/ contributing to it.

MUTUAL LEARNING BETWEEN PARTNERS			
High	Very High - 4 Medium - 2	- It's very interesting because each partner is expert in one area of the project	- Exchange of knowledge is very good - We have learned a lot from each partner. - We personally learn the topic management opportunities and IT possibilities for vocational education.

PROJECT VISIBILITY (OUT OF THE CONSORTIUM)			
High	Very High –2 High - 1 Medium - 3	- The project covers much target public. There are 5 countries involved and project's topic arouses great interest	- More dissemination activities will be implemented. - We have promote the project in many times such as workshops, seminars, etc. - Great quality of dissemination materials. Don't know what partners do.

ORGANIZATION OF MEETINGS			
Very High	Very High –3 High - 3	- Everybody have no problem about timing, agenda, meals, hotels	- Very effective and efficient - Meetings are organized very well and professional. It's always good environment to work chosen.

PROBLEM SOLVING			
High	Very High –4 High – 1 Medium - 1	- Problems are solved through communication among partners	- No problems - Partners engaged in all activities + are willing to solve challenge together. - Not so many problems but solved effectively.

RESPECT OF TIMING AND DEADLINES			
Medium	Very High –4 High – 1 Medium - 1	- Some tasks of the project has been delayed a little.	- No problems - Partners engaged in all activities + are willing to solve challenge together. - Not so many problems but solved effectively.

Ah high level of satisfaction has been registered, both from the lead partner's side, and from the project partners' side. This satisfaction is an excellent base to the continuation of project activities. No particular criticality has emerged.

5 EFFECTIVENESS OF PROJECT MANAGEMENT TOOLS

The D-FACTO project has chosen an approach to management based on 2 main tools: the WIGGIO platform and face to face consortium meetings.

Table below proposes an overview of the evaluation given by the project partners and the Promoter to the abovementioned management tools, which are considered effective or very effective.

Although both tools are considered mainly “Very Effective”, comments show that interpersonal relationship created through meetings gets the group closer, more engaged and the most important decisions are taken in the face to face meeting.

Promoter evaluation	Partner evaluation	Promoter Comments	Partners Comments
WIGGIO PLATFORM			
Effective	Very Effect. - 4 Effective - 2	- Share documents on real time, store documents and easy access.	- Exchange of docs. - Get the information directly to the group. No fuss with management. - Easy to use - Very useful. Archive is the best thing.
FACE TO FACE MEETINGS			
Very Effective	Very Effect. - 4 Effective – 1 Effec. To some extent- 1	- Fundamental to reach goals. More participative. All partners involved in discussions at same time	- Everything gets closed - Good engagement. Effective. - As we need lots of creative work and discussions, more face to face meetings would be good.

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The following table, from the same source, provides a synthesis of pros and cons, strength and weakness of the 2 management tools.

WIGGIO PLATFORM	
Strength	Weakness
<ul style="list-style-type: none"> - Share all documents and comments about the project. - Sharing files effectively - Exchange of docs is easy - fast, effective, easy to manage. - Easy to use -Archive, mailing list, deadline calendar - All results of projects are very well organized and updated by coordinator. 	<ul style="list-style-type: none"> - A little bit out of order to store documents - No way to check everyone has read files - Although the post can be commented, there is lack of feedback from partners, much more active through e-mail.
FACE TO FACE MEETINGS	
Strength	Weakness
<ul style="list-style-type: none"> - Fundamental to know opinions and to develop contents. - Easier to explain and understand what should be done - Discussion and agreements - Clear the goals, deadlines - Effective and efficient - Discuss, many opinions, instant feedback. - Very effective, always reach goals planned. 	<ul style="list-style-type: none"> -Takes so much time travelling. - A lot of time taken - Cannot know whether anyone has read the post - Travelling time - so few in the period of concept develop - Difficult to manage travels for everybody.

In general terms, we could say that the Wiggio tool is a good repository (intuitive and easy to use) to store and organize the project documentation both to exchange preliminary documents among partners and to organize finally results of the project. Otherwise, although the tool offers the chance of comments posts and gives feedback, this option hasn't been used by partners.

Must be added that, the mail communication between coordinator and partners (and vice versa) is very fluent and maybe that is the reason why the option of comments of Wiggio tool is not popular among consortium.

On the other hand, meetings have been the most effective option to take the most important decisions and agreements about the best way to drive the task in order to reach the goals of the project.

We could conclude that a balance use of the different tools (including the e-mail as a very important way of communication)

6 CONCLUSIONS: MID TERM EVALUATION

The project has reached and excellent overall quality. Some synthetic indicators taken from the partners questionnaires are reported in the following table.

FULFILLMENT OF PROJECT GOALS AT THIS STAGE
Promoter: Partly Fulfilled Partners: Partly fulfilled – 3 Almost fully Fully
OVERALL PROJECT QUALITY
Promoter: High Partners: Medium to be improve Very High -2 High - 2

MIDTERM PROJECT PERCEPTION	
Main Strength	Project Criticalities
<ul style="list-style-type: none"> - Consolidation of partners - Fluent information among partners - Important decisions taken by partners with total agree - Sharing Knowledge and experiences among partners - Partners are willing to cooperate and deliver the expected results; - Professional project management. - Getting to know the subject: emotional design in details and depth - Project topic very interesting for target public - High quality of management, dissemination stuff - Clear goals and results to be aligned 	<ul style="list-style-type: none"> - Delay to get main results in project to reach the goals - Lack of materials, especially useful tools for emotional design - Transfer of contents is delayed - Must complete content in the highest possible standard - Some clear ideas for start was needed.

We can state that a very careful and effective management is one of the pivotal project strengths, as well as the consolidation of project consortium is an important point to take decisions. Other project strengths are the clarified goals and the interesting topic about we are working in this project, due to the interest achieved among the target public.

Some concern about the initial delay of the activities of the project has been expressed, but we try to adjust again the timetables with a partner's agreement. On the other hand we can perceive another critical point related to the quality of contents and materials to be prepared

APPENDIX A: QUESTIONNAIRE

This questionnaire, to be filled in by all D-FACTO partners, is aimed to assess partners' satisfaction, their perception of quality of project management and inter-partner interaction and to pinpoint possible project criticality from the partners' point of view. We will develop a report that will be a project result (R21)

1. Please, state and comment your satisfaction about the following project aspects:
MANAGEMENT

VERY HIGH	Comment to your answer
HIGH	
MEDIUM	
POOR	

INFORMATION SHARING (for example, about tasks, deadlines, administrative aspects, results)

VERY HIGH	Comment to your answer
HIGH	
MEDIUM	
POOR	

PARTNER PARTICIPATION TO PROJECT ACTIVITIES

VERY HIGH	Comment to your answer
HIGH	
MEDIUM	
POOR	

PARTNER ATTITUDE TO COOPERATION

VERY HIGH	Comment to your answer
HIGH	
MEDIUM	
POOR	

EXCHANGE OF EXPERIENCES BETWEEN PARTNERS

VERY HIGH	Comment to your answer
HIGH	

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MEDIUM	
POOR	

MUTUAL LEARNING BETWEEN PARTNERS

VERY HIGH	Comment to your answer
HIGH	
MEDIUM	
POOR	

PROJECT VISIBILITY (OUT OF THE CONSORTIUM)

VERY HIGH	Comment to your answer
HIGH	
MEDIUM	
POOR	

ORGANISATION OF MEETINGS

VERY HIGH	Comment to your answer
HIGH	
MEDIUM	
POOR	

PROBLEM SOLVING

VERY HIGH	Comment to your answer
HIGH	
MEDIUM	
POOR	

RESPECT OF TIMING & DEADLINES

VERY HIGH	Comment to your answer
HIGH	
MEDIUM	
POOR	

2. Please, state and describe the overall degree of effectiveness of the following D-FACTO project management tools (Wiggio platform, face to face meetings):

PM TOOL	OVERALL DEGREE OF EFFECTIVENESS				
Wiggio platform	-very effective				Please, give details
	-effective				
	-effective	to	some	extent	
	-ineffective				
Face to face meetings	-very effective				Please, give details
	-effective				
	-effective	to	some	extent	
	-ineffective				

3. Please, describe strength and weakness of the main D-FACTO project management tools (Wiggio platform, face to face meetings)

PM TOOL	<i>strength</i>	<i>weakness</i>
Wiggio platform		
Face to face meetings		

4. D-FACTO has reached its midterm. Please, give your midterm evaluation.

Please, describe main project strengths at this stage.				
Please, describe main project criticalities at this stage.				
Please, state to which extent the project goals have been fulfilled at this stage.	FULLY	ALMOST FULLY	PARTLY FULFILLED	NOT FULFILLED AT ALL

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Please, give your opinion about the overall project quality	VERY HIGH	HIGH	MEDIUM, TO BE IMPROVED	POOR
Please, give some preliminary suggestions for project results exploitation				

5. Free comments and inputs