



D-FACTO

Leonardo Da Vinci

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D-FACTO Assessment Final Report

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DOCUMENT HISTORY

Version	Date	Comment
01	30 th September 2011	First issue
02		
03		
04		

EXECUTIVE SUMMARY

This document contains the final internal assessment of the D-FACTO project. This evaluation has been done through the contribution of partners' point of view at the end of the project and before the final report presentation.

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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 whole project execution; the questionnaires were collected during the final partner's coordination meeting.

3 MONITORING OF PROJECT ACTIVITIES

The project planning below shows the activities carried out during the whole project period (01/10/2009 – 30/09/2011). 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.

TASK DIVISION	2009			2010									2011															
	t	o	v	n	b	a	r	a	y	n	l	g	p	t	o	v	c	n	b	a	r	a	y	n	l	g	p	
	1	2	3	4	5	6	7	8	9	#	#	#	#	#	#	#	#	#	#	#	#	#	#	#	#	#	#	
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, all results have been finished for the end of the project. During the project execution some adjust with the timetable had to be done. Changes were agreed by every partners and as it can be observed in the evidences of this questionnaire, partners flexibility has been a very important issue to fulfill proposed tasks.

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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	Exploitation plan	Electronic: .pdf

Finished

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			
Very High	Very High - 2 High - 4	- In overall the project management had a high level of quality	- Very Professional manager - Well managed, good manual, wiggio works very well - No complaints - You're great

INFORMATION SHARING			
Very High	Very High - 2 High - 4	- Wiggio tool, contact among partners and the face to face meetings contributed to information sharing.	- Could have been more information on upcoming deliverables, due dates and milestones - A little more communication of deadlines would be useful - Using wiggio helps a lot. Having all files in one place is great - We always get a reminder about the deadlines - Great examples, report templates and suggestions

PARTNER PARTICIPATION TO PROJECT ACTIVITIES			
Very High	Very High - 3 High - 3	- Project partners were very participative along the project duration, it's a great team!	- Very engaged in the process - All partners participated as expected - All partners look highly involved in the project.

PARTNER ATTITUDE TO COOPERATION			
Very High	Very High - 4 Medium - 2	- Great cooperation among partners	- All partners had material to add value to project results - Exchange of info was great - Obvious

EXCHANGE OF EXPERIENCES BETWEEN PARTNERS			
Very High	Very High - 2 Medium - 4	- Each partner contributed with his knowledge and aimed to exchange experiences and best practices	- I learned a lot from others - More face to face meetings have been better to help sharing experiences, - The transfer of knowledge about the subject was successful - Good, but I'm more learning than giving

MUTUAL LEARNING BETWEEN PARTNERS			
Very High	Very High - 4 High - 2	- Obtained exchange of experience and knowledge	- I learned a lot from others - We have learned a lot from each partner. - I personally gained a lot during this project, in terms of knowledge.

PROJECT VISIBILITY (OUT OF THE CONSORTIUM)			
Very High	Very High –2 High - 3 Medium - 1	<ul style="list-style-type: none"> - There were done along the project several dissemination materials and activities that aimed to show the project objectives and results. 	<ul style="list-style-type: none"> - Good materials to use and good branding - It would have been good to promote the project at conferences, but there was no budget for this - Dissemination was done to different type of sectors - Visibility has been very well organized with professional image of the project and qualitative results

ORGANIZATION OF MEETINGS			
Very High	Very High –5 High - 1	<ul style="list-style-type: none"> - All meetings were well organized with a great logistic 	<ul style="list-style-type: none"> - All our hosts cooked after partners very well - No problems - All meetings were organized very well - Meetings were very efficient

PROBLEM SOLVING			
Very High	Very High –5 High – 1	<ul style="list-style-type: none"> - All problems were solved without negative consequences 	<ul style="list-style-type: none"> - Lot of participant sharing - All issues were resolved - There were no real problems - Not so many encountered, but everything is running smoothly in the project management.

RESPECT OF TIMING AND DEADLINES			
Very High	Very High –2 High – 4	<ul style="list-style-type: none"> - In some cases were verified some delays in the deliver of some results, but the time was recuperated in the following work packages 	<ul style="list-style-type: none"> - All on schedule - Flexibility is the key to successful finish - Not so many problems but solved effectively. - Were not always on time, but flexibility got a perfect final

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. - 6	- Very easy and intuitive to use	- Easy to use - Very useful. Archive is the best thing. - All files at one place - It's very simple to use and everybody gets new info immediately
FACE TO FACE MEETINGS			
Very Effective	Very Effect. - 5 Effective – 1	- Very partner's high participation	- People got on well - Good engagement. Effective. - Needed more! - Some things need personal contact. - Languages barrier are overcome discussion possible.

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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"> - Simply, Easy to use - One place for all - File sharing - Good tool to share - Very useful to upload results and to store information between partners - Quality of communication backup of all documents. Always available 	<ul style="list-style-type: none"> - E-mail notifications - Not easy to use the group e-mail facility - Sometimes is a little slow - You have to put extra efforts
FACE TO FACE MEETINGS	
Strength	Weakness
<ul style="list-style-type: none"> - Create personal contacts and friendship that help in everyday project work - Some issues are issue to solve - Excellent for sharing ideas and experiences - Better for discussions - Crucial to define the development of the following stops of the project - Ideas, knowledge sharing. 	<ul style="list-style-type: none"> -Takes so much time travelling. - not enough meetings - Sometimes were very short and limited to exchange knowledge and information - Too few, we needed more and longer meetings in the beginning of the project to learn each other and the project.

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. In general terms, partners agree with the idea that more face to face meetings would have been convenient for the development of the project, even when an extra meeting was celebrated, trying to save funds from another meetings.

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

6 CONCLUSIONS: FINAL 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: Almost Fulfilled Partners: Fully: 4 Partly fulfilled: 2
OVERALL PROJECT QUALITY
Promoter: Very High Partners: Very High: 3 High: 3

FINAL PROJECT PERCEPTION	
Main Strength	Project Criticalities
<ul style="list-style-type: none"> - Ability to recuperate delays in previous project phase - Quality of results, very actual project and new professional contacts - New and interesting topic which are very much appreciated by people - The project has created an interesting and attractive learning platform and emerging workshops - Knowledge on the subject gained - Good quality methods - Clear scope - Excellent materials and tools 	<ul style="list-style-type: none"> - Last phase of the project was a period with very hard work for everybody. - Budget flexibility - Lack of professional competences and skills - Difficult to collaborate at a few times - It's hard to disseminate

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.

To conclude, we reflect the preliminary ideas of partners about the project results exploitation:

- Continue with the self learning system dissemination after the end of the project.
- New workshops and in-house trainings
- Open discussion forum and help people to share ideas
- Organize contest to improve certain products and build awareness
- Collect best practices and publish a book
- Project results should be exploited, disseminate and user further on with the flag of D-facto.
- We are planning to offer internal workshops in companies some of them have already expressed interest
- Awareness for start ups
- Seminars, lectures and workshops.

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 (R22)

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	
MEDIUM	
POOR	

MUTUAL LEARNING BETWEEN PARTNERS

VERY HIGH	Comment to your answer
HIGH	
MEDIUM	
POOR	

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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 -effective -effective to some extent -ineffective	Please, give details
Face to face meetings	-very effective -effective -effective to some extent -ineffective	Please, give details

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 final. Please, give your final evaluation.

Please, describe main project strengths at this stage.	
Please, describe main project criticalities at this stage.	

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