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Quality and Risk Management Plan

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1. Executive summary

This document presents the quality management of the HOOP project outcomes and procedures, as well as the risk management. The project is highly interdisciplinary and complex, hence its development relies on the coordinated contribution of partners of very different technical backgrounds, implying the requirement of strong project management skills and tools for risk identification. For this reason, the first part of the document (Chapters 3 and 4) introduces the project management and organization, and provides ready-to-consult information on the Consortium bodies, decision-making protocols, WP and tasks development, and the approach to interact with the Lighthouse Cities and Regions.

The second part of the document (Chapter 5, 6 and 7) provides an insight into quality assurance of communication, deliverables, reports, publications, dissemination material, content for the online platform and workflow compliance. Moreover, it includes the identification of risks, weaknesses, sensitive issues, the critical path and the contingency plan.

In multidisciplinary projects, the interaction among work package (WP) leaders is essential for the quality control of the activities and the results, as well as for a sharp identification of risks and the elaboration of effective mitigation actions. HOOP is not much dependent on technical issues, but it is more exposed to risks related to social aspects, economy or legislation, as well as the relations between persons and communication.