# MELODIC

Mental Health Support for Young Adults with Cancer

Project Number: 101101253

WP1: Project Management and Quality Assurance

Deliverable 1.2: Quality Report

| Authors | Maarika Asi | | |
|---|---|---|---|
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| Work Package | WP 1 | | |
| Deliverable | D 1.2 | | |
| Dissemination level | PU | | |
| WP Leaders | TARTUH | | |
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| Version V1.1. | Date 31.08.2025 | The deliverable updated according to comments by MELODIC project manager | Modified by Maarika Asi |

## 1. Quality Management Objectives

Tartu University of Applied Sciences (TARTUH) has adopted the $PM^2$ methodology for standardized project quality assurance. In the PM² methodology, Quality Control is the process of verifying that project deliverables meet the defined quality standards and acceptance criteria. Tools like quality checklists, issue logs, and test reports support these activities, helping the responsible leader of the Quality Assurance (TARTUH) systematically validate the project outputs.

For successful Quality Assurance of the MELODIC project, we will utilize the main elements of the $PM^2$ methodology:

1. Reviewing Deliverables: Systematic checks against predefined acceptance criteria.

2. Testing and Validation: Functional and non-functional testing (e.g., performance, usability).

3. Inspections and Peer Reviews: Formal or informal reviews by team members or stakeholders.

## 2. Main goals of the Quality Assurance in MELODIC project

In the PM² methodology, Quality Assurance (QA) focuses on ensuring that the project's processes and practices are followed correctly to produce high-quality deliverables. Unlike Quality Control, which checks the outputs, QA is concerned with the processes used to create those outputs. It involves planning quality activities, defining standards, conducting audits, and continuously improving project practices.

QA in PM² includes creating a Quality Management Plan, setting up process compliance checks, and promoting a culture of continuous improvement. It ensures that the project team adheres to established procedures, templates, and governance structures, helping to prevent issues before they arise and supporting consistent delivery across projects.

A Quality Management Plan (QMP) in the PM² methodology is a key project artefact that outlines how quality will be managed throughout the project lifecycle. It defines the quality objectives, standards, roles, and procedures to ensure that both the project processes and deliverables meet stakeholder expectations.

Specifically, the QMP includes:

Quality Objectives: What quality means for the project and what standards must be met.

Quality Assurance Activities: How the project will ensure that processes are followed correctly.

Quality Control Measures: How deliverables will be checked and validated.

Roles and Responsibilities: Who is responsible for quality-related tasks (e.g., Project Manager, Quality Assurance Manager).

Tools and Techniques: Checklists, templates, audits, and review processes to support quality efforts.

## 3. Quality Objectives and Assurance Activities

Quality Management Process:

1. **Define the Quality Characteristics**

This step involves setting clear expectations for what constitutes high-quality outcomes in the project. It includes:

- Defining quality criteria for deliverables (e.g. scientific publications, online course materials).

  Scientific publications – structure and clarity; scientific rigor; referencing and ethics.

  Online course materials – learning design; content quality; accessibility and usability; engagement and interactivity; assessment and feedback.

- Establishing standards and benchmarks for performance and outputs.

- Creating templates and guidance for work package leaders to ensure consistency and clarity (Microsoft Forms link, feedback from the WP leaders every 3 months). Link: https://forms.office.com/e/g25HaWRZSJ

2. **Perform the Quality Assurance**

Quality assurance is a continuous process to ensure that project activities and outputs meet the defined standards. It includes:

- Developing a Quality Management Plan with procedures, responsibilities, and evaluation methods.

- Providing ongoing support and guidance to work package leaders.

- Implementing deliverables review process using standardized templates (Project´s Progress Monitoring table (Excel) - *TARTUH_MELODIC_quality_assurance_monitoring.xlsx*

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- Producing annual quality reports (at months 12, 24, and 36) with improvement suggestions.

3. **Perform Quality Control**

   - Reviewing deliverables against the defined quality criteria.

   - Using milestones as checkpoints to monitor progress.

   - Holding regular meetings with work package leaders and the project manager to address any deviations or issues (every 2-3 months).

4. **Perform Deliverables Acceptance**

   - Reviewing and validating each deliverable to ensure it meets the requirements.

   - Documenting and archiving accepted deliverables (EU4HEALTH platform).

*Deliverables table has been listed in the end of the document.*

5. **Perform Final Acceptance**

   - Evaluating the overall success of the project against its objectives and quality standards.

   - Preparing a final report summarizing achievements, lessons learned, and recommendations.

   - Hosting a final stakeholder event to present results and confirm project closure.

## 4. Project Members and Responsibilities

- Project Manager (TUAS): accountable for quality assurance and control.

- Work Package Leaders: responsible for QA/QC in their WPs.

- Advisory Board and Patient Advisory Board: consulted for feedback and validation.

- All partners: support quality activites and documentation.

Project management is structured into sub-groups, with the main decision-making body being the Project Steering Committee, established during the first month. This committee includes representatives from partner organizations who are not directly involved in implementation. It is chaired by a designated Chair, and meeting minutes are recorded by the Turku UAS Project Manager. The committee meets twice a year or as needed, with voting rights granted to members, excluding the Chair and the Secretary.

At the operational level, the Work Package (WP) Leaders Team oversees implementation. This team meets every month to monitor progress using tools such as the quality management plan, risk register, implementation plan, and deliverables list. Quality assessments and evaluation reports are first reviewed by this team before being submitted to the Steering Committee for decisions.

The WP Leaders Team is composed of members listed below.

*MELODIC WP Leaders*

| Partner | WP | Name |
|---------|-----|------|
| Turku UAS | all | Mari Lahti |
| Turku UAS | WP1 | Tapio Häyhtiö |
| Erasmus MC | WP2 | Wendy Oldenmenger |
| Turku UAS | WP3 | Johanna Berg |
| NUI Galway | WP4 | Martin Power |
| ESEL | WP5 | Joaquim Manuel de Oliveira Lopes |

## 5. Tools and Techniques for the Quality Assurance

In MELODIC project, following tools and techniques for the Quality Assurance have been used:

1) Internal peer reviews, monthly MELODIC team and work package leader's meetings.

2) Online collaboration platforms (MS Teams).

Quality Assurance Activites:

- Internal audits of deliverables

- Monthly WP leader meetings

- Using checklists for deliverables reviews

## 6. Reporting of the Quality Assurance of the project

Project´s Quality Assurance reporting is done thrice throughout the project period (august 2025, 2026 and 2027) to the granting authority.

*Quality Assurance reporting periods*

| Period | Time | Deadline | Report to granting authority |
|--------|------|----------|------------------------------|
| 1 | 01.09.2024 - 31.08.2025 | 31.08.2025 | x |
| 2 | 01.09.2025 - 31.08.2026 | 30.9.2025 | x |
| | 01.09.2026 - 31.08.2027 | 31.3.2026 | x |

# Deliverables

| Work Package No | Deliverable Related No | Deliverable Name | Description | Lead Beneficiary | Due Date | New Due Date (if delay) | Delivery Date |
|---|---|---|---|---|---|---|---|
| WP1 | D1.1 | Project implementation manual | Project implementation manual written and presented in English Language. | TURKU UAS | 31 Oct 2024 | | 20 Dec 2024 |
| WP1 | D1.2 | Quality report 1 | Yearly quality assessment report and suggestions for improvements | THCC | 31 Aug 2025 | | |
| WP1 | D1.3 | Quality report 2 | Yearly quality assessment report and suggestions for improvements | THCC | 31 Aug 2026 | | |
| WP1 | D1.4 | Quality report 3 | Yearly quality assessment report and suggestions for improvements | THCC | 31 Aug 2027 | | |
| WP1 | D1.5 | Action level indicators | Overview of the action level indicators as specified in the call document. | TURKU UAS | 31 Aug 2027 | | |
| WP2 | D2.1 | Data management plan | Data management protocol in English. Describes all types of data used, collected and generated. Includes guidelines for processing and handiling personnal and sensitive data. Further provides guidelines for adherance to Open Science principles. | ERASMUS MC | 28 Feb 2025 | 31 Mar 2025 | 24 Mar 2025 |
| WP2 | D2.2 | Survey report | Manuscript to be offered on scientific journal as open access publication (the manuscript is not published on project | ERASMUS MC | 30 Jun 2025 | 30 Nov 2025 | |

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| | | | website, link is provided when published). The deliverable report includes the protocol, process, main outcomes and questionnaire developed. Languages: English (questionnaire also in Greek, Dutch, Estonian, Finnish, Portuguese). | | | | |
| WP2 | D2.3 | Interview study report | Manuscript to be offered on scientific journal as open access publication (the manuscript is not published on project website, link is provided when published). The deliverable report includes the protocol, process and main outcomes. Languages: English | ERASMUS MC | 31 Oct 2025 | | |
| WP2 | D2.4 | Need assessment report | Summary report on needs assessement with consclusions for WP3 and WP4. Languages: English | ESEL | 31 Dec 2025 | | |
| WP3 | D3.1 | Curriculum | Curriulum published on project website. Languages: English. Programe guide (how to implement the programme). Languages: English, Greek, Dutch, Estonian, Finnish, Portuguese | TURKU UAS | 30 Nov 2025 | | |
| WP3 | D3.2 | Training programme evaluation report | Evaluation report including: Number of participants completed the programme, evaluation survey results (satisfaction, general feedback, readiness and skills, intention to change practice). Languages: English | ESEL | 30 Apr 2026 | | |
| WP3 | D3.3 | Guide | Guide for continuing education on mental health needs of people affected by cancer published on project website. Languages: English | TURKU UAS | 30 Apr 2026 | | |

| WP | | | | | | | |
|---|---|---|---|---|---|---|---|
| WP4 | D4.1 | Ethical review | Ethics requirements, data management plan and approvals processed for all countries (combined as part of the studies in WP2) | NUI GALWAY | 31 Aug 2025 | | |
| WP4 | D4.2 | Intervention guide | Intervention guide published on project website including the description of the intervention, how it is implemented and how the impact can be evaluated. Language: English, English, Greek, Dutch, Estonian, Finnish, Portuguese. Instruction materials with information on the research for the participants. Languages: English, Greek, Dutch, Estonian, Finnish, Portuguese | NUI GALWAY | 31 Mar 2026 | | |
| WP4 | D4.3 | Evaluation report | Manuscript to be offered on scientific journal as open access publication (the manuscript is not published on project website; link is provided when published). The deliverable report includes the protocol, process, main outcomes and evaluation of the feasibility of the intervention. Language: English | UNIWA | 28 Feb 2027 | | |
| WP5 | D5.1 | Communication strategy | Communication strategy including channels and methods for communication and dissemination, graphics of the project, website and instructions on communication and documentation of communication and dissemination activities (templated logos, disclaimer, hashtags, project information leaflet). Language: English | TURKU UAS | 31 Dec 2024 | | 31 Dec 2024 |

| | | | Project information leaflet<br>Languages: English, Greek, Dutch, Estonian, Finnish, Portuguese<br><br>Website<br>Language: English | | | | |
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| WP5 | D5.2 | Policy outreach strategy | Internal policy strategy document<br> Languages: English | ECO | 31 Aug 2025 | | |
| WP5 | D5.3 | Policy recommendations report | Policy recommendation published on the project website<br> Languages: English | ECO | 28 Feb 2026 | | |
| WP5 | D5.4 | Evidence based recommendations on screening, early detection and management | Recommendations published on website<br> Languages: English | UTU | 31 Jul 2027 | | |
| WP5 | D5.5 | Communication and dissemination report | Communication and dissemination report published on website including activities realised (publications, SoMe activity, conference presentations and other dissemination actions). | TURKU UAS | 31 Aug 2027 | | |

## Conclusion of the first Quality Assurance period

To improve the consistency, clarity, and timeliness of deliverables, several areas have been identified for enhancement:

A centralized review template (in Microsoft Forms) will be put into use to improve visibility into deliverable status and quality. This will help flag potential delays earlier and enable more proactive support. Regular check-ins between work package leads and the coordination team will be scheduled to ensure alignment and timely issue resolution (every 2-3 months).