

Quality Assurance in Projects:

From Principles to Practice

16 December 2024 (10.00 AM – 12.00 PM CET)

Online

Session's objectives

- To understand the key principles of Quality Assurance (QA) in project management;
- To identify and differentiate various QA methods and requirements to ensure that the project meets its quality standards;
- To design and develop specific quality indicators and tools/metrics to monitor and maintain quality standards;
- To discuss the importance of data visualization and emphasize potential learning opportunities based on identified best practices and recognized common pitfalls.

Duration

- 120 minutes

The trainer



Igor Jojkić is an experienced project manager and evaluator with a strong background in EU-funded programmes, focusing on quality assurance, monitoring, evaluation and organizational capacity development. He has worked extensively with public institutions, civil society organizations, and international partners to strengthen evidence-based decision-making and improve program performance through participatory and data-driven evaluation approaches. His expertise spans environmental governance, urban mobility, smart cities, and social inclusion, as well as projects under Horizon Europe, Creative Europe, Erasmus+, the European Social Fund and Interreg. Igor has extensive

experience working with networks and city initiatives across the Baltic Sea Region, supporting collaborative learning, cross-sector partnerships, and continuous improvement in project delivery and impact.

To register, please fill out the registration form [here](#)

Registration deadline: 10 December

Contacts

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AGENDA

10:00	Welcome and Introduction of the Workshop's objectives and agenda
10:10	QA Key Principles • Purpose and value of QA in ensuring credible, consistent and compliant project deliverables • Links between QA, donor requirements, risk management, and project credibility • Relationship between QA and Monitoring & Evaluation (M&E) • Discussion on benefits vs administrative burdens of QA • Responsibilities for QA across the project consortium • Overview of QA standards and the idea of QA as a “living document”
10:30	Workshop 1: Defining quality assurance standards for WPs in a project Group work on predefined WP scenarios: • Training curriculum development • Testing/piloting the curriculum • Dissemination activities • Impact assessment Tasks: Identify quality risks, draft 2–3 QA standards, define monitoring methods. Plenary sharing and cross-group comparison of developed standards.
11:00	Key Performance Indicators (KPIs) • Role of KPIs in Monitoring & Evaluation • Differences between quantitative and qualitative indicators • Examples of KPIs relevant to project implementation
11:10	Workshop 2: Developing qualitative indicators and data collection methods Group work on four themes: • Training course for service providers & policymakers • Final project conference • Outreach & visibility campaign • Knowledge transfer & capacity building Tasks: Formulate qualitative indicators and propose suitable data collection tools.

	Plenary sharing, comparison of approaches, and consolidation of common principles.
11:40	Data visualization • Introduction to effective data visualization practices • Examples: pre/post training results, satisfaction scores, outreach engagement • Overview of simple tools (Excel, Google Sheets, Datawrapper, Canva, dashboards)
11:55	Closing remarks and next steps