



D6.2 Initial Quality Control Processes

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Abbreviations and Acronyms

RDA	Research Data Alliance
FAIR	Findable, Accessible, Interoperable, Reusable
EOOSC	European Open Science Cloud
HEIs	Higher Education Institutions
WG	Working Group



Executive Summary

RDA TIGER provides many services for the RDA Working Groups. They are generally new services, with relatively little initial knowledge of best practices and expectations of the WG members. It is thus critical to follow the expected quality of these services in fulfilling different aspects of the RDA TIGER project goals, including, but not limited to, the WG member satisfaction.

This deliverable describes what is meant by quality in the RDA TIGER project, the model used to present the service and their targets, the basic quality control mechanisms used in services, and the overall quality control process of the project. This is the initial version of the process, and it is expected that the quality control mechanisms will live and evolve during the project time.



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1. Introduction

RDA TIGER as a project aims to produce a set of services for RDA Working groups (WGs), with the goal of producing societally and scientifically impacts from the WG outputs. These services are mostly new, and developed during the project time together with the clients into operational and effective services. During this development, it is crucial to follow the service development and the quality of the provided services to make sure the developed services, and their provision, is suitable to the end goals of the project.

The term “quality” is a difficult term in itself to define. There is a vast inventory of literature on “quality” from more philosophical perspectives to practical business or engineering guidance. In general, it is important to define what is intended with the term in the context used, and what are the boundary conditions and expectations rising from this choice.

The overall goal of this deliverable is to:

- 1) Provide key aspects of quality to be monitored for RDA TIGER.
- 2) Generate a quality model of the services to help identify quality indicators.
- 3) Describe a set of quality measures (indicators) and mechanisms to collect them.
- 4) Guide the quality control of the project and explain the processes to help this activity.

To understand the needed quality aspects, it is useful to consider the priorities of the project and the project stakeholders when considering what reflections of quality should be targeted in this activity.

In the widest sense, the RDA TIGER is intended to increase the total amount of societal impact of the RDA outputs, as described in the RDA TIGER Grant Agreement. However, as these concepts are not directly operational or easily connected to the activities, monitoring impacts potentially years away from the WG work is not a realistic approach. Similarly, one could concentrate only on immediate service delivery goals, or customer (WG member) satisfaction, while missing the main targets of the RDA and the RDA TIGER in general.

The quality indicators need to be defined closer to the actual service delivery, while keeping the overall high-level goals of the service production in mind when prioritising the quality targets. Indicators of the actual and perceived quality must be usable for project-time corrections on service delivery.

Overall, the principles of the QC of the project follow the following principles:

- 1) Time scale:
 - a) Service quality must be monitored with the priority of the aspects which can be changed realistically during the project time. This means that the QC operations must concentrate on aspects from short-to-medium timescale.
 - b) Secondary importance can be made on the quality of the long term societal fulfilment goals.
- 2) The main importance of quality for:
 - a) the overall improvement of the open science (i.e., WG outputs)



- b) the WG members
- c) the Commission and other stakeholders
- d) RDA as a community

These priorities drive the overall quality process of the project, and are involved in the choosing of the basic quality processes below.

2. Overview of Service and Quality models

The RDA TIGER provides many kinds of services, with most of them directed towards the RDA Working groups. It is crucial to understand the main **aspects of the services**, as well who **they are targeted towards**, to properly design the service quality indicators.

2.1. Categorisation of services

Services can be sometimes categorised on what or who is the target of activity and how they are served. The split to humans/possessions and physical/abstract can provide insight on the type of services provided and service quality indicators which could be relevant:

	People	Object
Physical	Person-processing	Item-processing
Abstract	Mental-processing	Information-processing

- **Person-processing** (people-physical) services concentrate on providing services directly to natural persons, with text-book examples of taxi services, or most medical procedures;
- **Mental-processing** (people-abstract) services providing intellectual or mental services directly to people, examples include education services, or financial guidance.
- **Information-processing** (object-abstract) services concentrate on improving or processing information or data, typical examples are e.g. text editing, bookkeeping, graphical design
- **Item-processing** (object-physical) services create or improve physical objects, with examples of car maintenance, or house painting.

These categorisations can be useful also when considering which aspects of the service provision should be targeted by which kinds of indicators. Not all services are directly involved with (human) customers, instead acting on inanimate objects, or, in some cases, for other individuals. It can then become important in some cases to follow the quality of the services to the service targets, not just follow up on the customer satisfaction. For this purpose is important to separate the roles or Target, Customer and Beneficiary:

Target: <i>One or a group of individuals or objects which are the target of the service processing</i>	Customer: <i>The single or a group of natural persons who have requested or contracted the service</i>	Beneficiary: <i>The single or a group of natural persons who benefit from the service</i>
---------------------------------------------------------------------------------------------------------------	---------------------------------------------------------------------------------------------------------------	--------------------------------------------------------------------------------------------------



In quality control, it is thus good to identify who is asked about the perceived quality, and how that impacts on that perception and importance of that feedback. Although Targets are generally closest to the service provision, the Customer or Beneficiary viewpoints can be more important for the overall goals of the service provision. Categorising the services in these two aspects helps to better characterise the kinds of measures and measurement methods useful to evaluate the actual service quality.

2.2. Service Gap Model

The idea of the *Service Gap Model*¹² is to understand the key portions of the service provision, and to categorise the intended service quality indicators to better understand any issues (gaps) in the service provision. The Gaps model can be summarised as a set of gaps, impacting the efficient creation/provision of the services to the client. The main target in this analysis is to ensure that the services provide the intended effect. The services are modelled into a set of potential gaps which can be then analysed using the developed soft and hard measures (metrics, next section). The overall idea is that the services are considered to satisfy a perceived need of the clients, and different gaps limit this fulfilment.

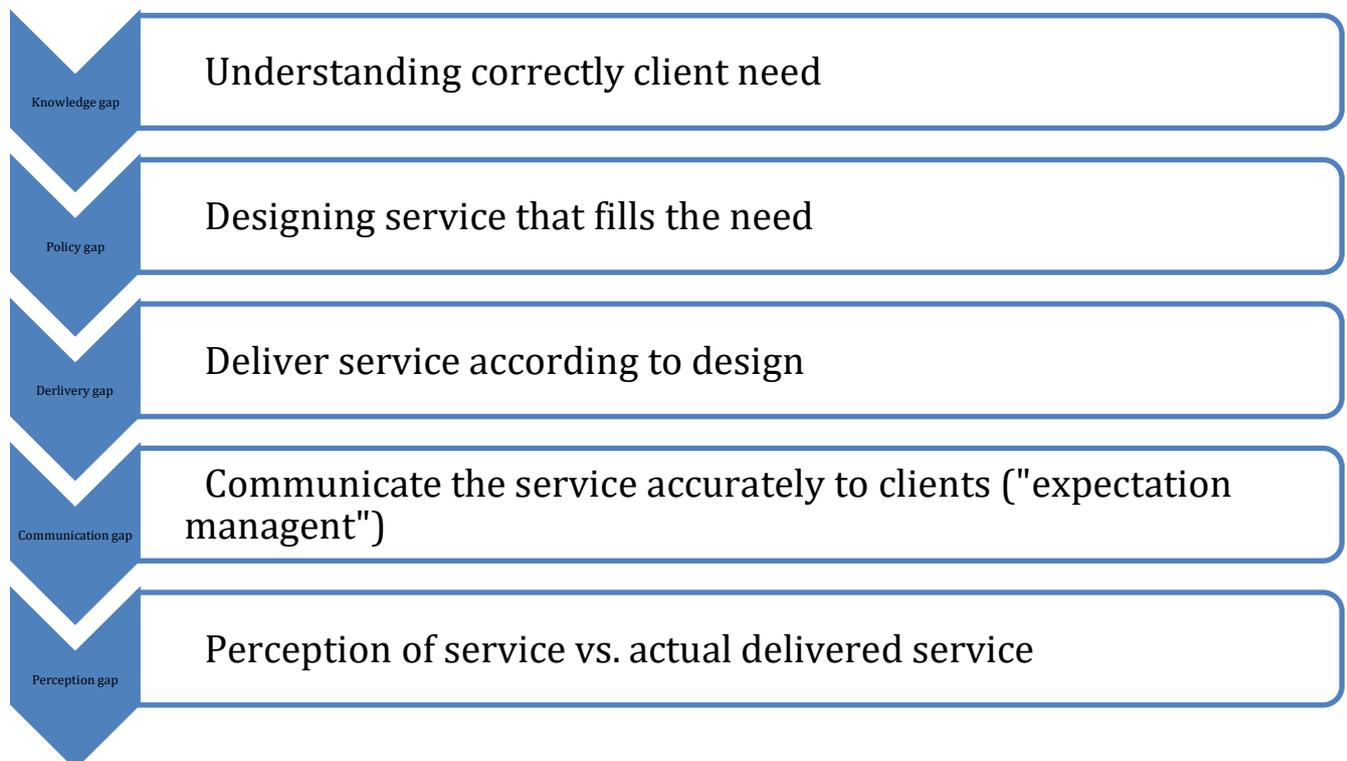


Figure 1 Service gap model, all gaps together mark the "service gap".

¹ A. Parasuraman, Valarie A. Zeithaml and Leonard L. Berry, A Conceptual Model of Service Quality and Its Implications for Future Research, *Journal of Marketing*, 1985

² Lovelock, C.H. A Basic Toolkit for Service Managers. In: Lovelock, C.H. (Ed.) *Managing Services – Marketing, Operations, and Human Resources* (New Jersey, Prentice-Hall), 17–30. 1992

The service gaps are (as in Figure 1, numbering by Lovelock, 1992):

- 1) **Knowledge Gap.** This represents the difference between the **expected and assumed need of the client**, or the faulty management perceptions of the needs of the clients. In practice, many times when designing the services to be provided, the management (and other staff) can falsely assume that the service is needed, or that it has some features or requirements which are not actually existing for the clients, or that they are misunderstood. This can lead to services which do not fulfil the clients, even if all the other aspects of the service provision are working as intended. Commonly suggested mitigation methods are:
 - a. Client feedback systems
 - b. Market research
 - c. Direct interaction between clients and management
 - d. Communication between frontline service providers and management
- 2) **Policy gap.** This represents³ the difference between the (assumed) **need of the client to the actual service design**. Issues here are usually due to difficulties in forming and defining the services, or communication difficulties between the management (or project leadership) to the service creation part of the organisation. These are mitigated in literature with
 - a. Systematization of the service creation
 - b. Standardisation of shared work tasks
 - c. Sharing of organisational goals to the service creators
- 3) **Delivery gap.** This represents the difference between the **designed service and the actual service delivery**, representing the operational challenges on creating the service to the clients. In many cases, this gap is caused by miscommunication, misunderstandings, or even more commonly, due to lack of resources (time, funds) to provide the designed service. Mitigation methods:
 - a. Motivation of the employees
 - b. Training of the employees
 - c. Ability (and right) of employees to impact their own work
 - d. Suitability of tools and technologies
 - e. Capacity matching, i.e. making sure the amount of service provision does not exceed capacity.
- 4) **Communication gap.** This represents the difference **between the actual service design and delivery with what is communicated about the services towards the clients**. This gap is created due to miscommunication internally, between the communications (or sales/engagement) staff and the actual service providers and designers, or poor or expired documentation. Mitigation methods:
 - a. Make clear communication between the service design/provision and the customer communications.
 - b. Manage the expectations clearly in the service design, and confirm with the service provision any materials given to the clients (pre-testing advertising).
 - c. Document the service level goals clearly and indicate any metrics needed to be shared with the clients.
- 5) **Perception gap.** This represents the difference between the **(client) perceived and provided service**, representing the misunderstandings or lack of visibility of the provided services to the clients.
 - a. Improve the service environments to cue the evidence of the provided services

³ Although with different nomenclature than usually meant by a “policy” in EOSC and RDA contexts.



- b. Keep clients updated on service delivery (if not given directly to clients)
- 6) **Service gap.** This is the final integration of the service gap model, representing the **difference between expected and needed service and the perception of received service**. In ideal situations, this gap is closed by responding to the other gaps.

The key idea of considering the quality aspects from the *gaps perspective* is to avoid just perceiving or monitoring the service gap, and missing the root causes of the lack of satisfaction (gaps 1-5). By concentrating some of the metrics towards identifying the actual cause of the service failures in gaps 1-5, the actions towards increasing the quality can be better directed and a more realistic view of the service failures can be made.

3. Understanding the measures of Service quality

The measurement of quality is a central aspect of quality control. The observations of success or failures in the service provision can only be addressed if they are consistently collected and analysed. However, measurements of quality (outside of trivial cases, such as technical specifications) are always challenging and rarely measure the actual intended result, requiring further analysis and interpretation of the results. Additional hurdles come from the resources needed to collect this information, and best methods to collect quality information can be uneconomic or impractical in real-world situations. Overall, an ideal measure would be (among others):

- **Strictly monotonous**, i.e. it will increase (or decrease) as the intended measured quantity changes.
- **Linear**, i.e. the change is directly proportional (and the proportion does not change) to the change in the measured quantity.
- **Accurate**, i.e. the interested quantity changes are observed truly in the measure;
- **Repeatable**, (precise), i.e. repeated measures from the same quantity give the same results;
- **Timely**, i.e. the measure can be obtained and is following the quantity immediately or rapidly after the quantity changes;
- **Objective**, i.e. the measure is not dependent on who does the collection or analysis, or which quantity (if of human origin) is observed;
- **Economical**, i.e. the measure can be obtained in a reasonable amount of effort and cost (also from the respondent in the case of human origin).

These are of course ideal targets, not strict requirements. Hardly any of the measures involved can fulfil all (or even most) of these aspects fully, but it is important to understand where and how they differ from the ideal case, and how to interpret their results.

3.1. Soft vs. Hard measures

When measuring service quality, other key aspects of the measures are the general types of metrics used in these contexts. In general, such observations or data can be categorised in two major categories:



- **Soft measures.** These are measures which are gained from human interaction, usually via talking to customers and service provision experts, surveys, feedback forms, and similar. Such measures always require interpretation, are hardly ever monotonous, or linear, and repeatability, objectivity and economy require additional considerations. However, such measures can measure very complex quality objectives, and give additional information on the overall observed quantities than any structured mechanism. The results of such measures can however be very accurate in catching the clients (or other respondents) opinions, if the survey or interview is done properly. Examples are
 - Post-service surveys/panels for clients
 - Employee surveys
 - Focus groups
 - Complaint analysis
- **Hard measures.** These are measures which can be independently (usually automatically) collected, creating verifiable indexes or indicators. In many services created towards humans these are very hard to collect effectively. Examples are
 - Number of provided service instances
 - Number of identified uses of WG outputs
 - Numeric outputs from surveys (semi-hard)

Overall, it is expected due to the nature of services that most of the RDA TIGER measures will be soft, but hard measures could be considered for services which have more concrete outputs. It is likely that such services are more common for services concentrating on the Objects (see previous section) than on the services serving persons.

4. Practical measures of service quality

In principle, each RDA TIGER service can set up their own quality measurement mechanisms, depending on the type and need of each service. However, they should be able to follow most (preferably all) gaps indicated in the above section. The quality control mechanisms are collected by the WP members and reported to the WP6 for periodic review of the service quality.

The following key mechanisms are recommended by WP6 as the main tools to follow service qualities in the WPs. Each should be tailored to fit better for the WP services as needed. During the time of submission of this deliverable, these follow-up quality tools are not yet ready, rather described to be used in the future.

4.1. Overview of the measure methods

The RDA TIGER quality measures are intended to be lightweight, but efficient methods to follow the applicability and perceived quality of the services provided, both from the client/target/beneficiary perspective, as well from the overall aims or the project. The lightweight principle is important to avoid overt resource or customer time use for quality control purposes, and to maintain response rates from the stakeholders.



Table 2 Principal basic methods to collect measures of quality in the RDA TIGER. The table presents the primary service gaps targeted by different basic methods, potential secondary gaps, and overall sources of quality information. S = Soft measure, H=Hard measure, S/H = both soft and hard measures involved.

	Source of information	Knowledge	Policy	Delivery	Communication	Perception
Service feedback form (S/H)	Target	Secondary	Primary	Primary	Primary	Primary
Service feedback email (S)	Target	Varies				
Service provider feedback form (S)	Provider	Primary	Primary	Primary	Secondary	Secondary
External service quality review (S)	ad-hoc board	Secondary	Secondary	Primary	Secondary	Secondary
RDA TIGER contribution questionnaire (S/H)	Target / beneficiary	Primary	Primary	Primary	Primary	Primary
RDA WG Output quality review (S)	ad-hoc board	General output of WG analysed				
Collection of service KPIs (H)	KPIs	General output of service creation analysed				

The following standard methods are suggested, which are more defined in the following section:

- **Service feedback form**, intended primarily for the *Targets* of the *people-processing* services and provide soft measures of the service quality. This takes the form of a standardised web form, which can be filled anonymously.
- **Service feedback email**, intended for a wider range of non-specific and qualitative soft feedback from the Targets, Beneficiaries and Customers of the services. These are generally not possible to do fully anonymously, but can be anonymised from the service provider point-of-view.
- **Service provider feedback form**, intended for internal (soft) reflection of the services, particularly on the service description and policy, knowledge and delivery gaps. These are never anonymous.
- **External service quality review**, intended to review the quality of the externally provided (contractor, subcontractor or 3rd party contractor). These reviews can be conducted anonymously from the perspective of the external providers.
- **RDA TIGER contribution questionnaire**. These questionnaires are provided at the end of the WG support to the WG members to collect their viewpoint on the benefits of having an RDA TIGER support for their WG. These questionnaires can be anonymous.
- **RDA WG Output quality review**. This is a review of the RDA WG output by the selection committee assigned reviewers, including estimate on the RDA TIGER impact on the WG output.

- **Collection of service KPIs**, intended as a hard measure of the services provided, preferably collected centrally from the WP6.

In addition to these, it is recommended that individual services review additional internal quality indicators.

4.2. RDA TIGER service feedback form (customer / target)

General Description: A **webform**, intended as immediate service feedback, available right after the service provision, but can be filled in any time.

Contains following structured fields. Actual terminology and text can be tailored for each service, but should follow the same general structure.

Table 3. Pilot service feedback form

Field	Type	Note	Example
1. Service the feedback concerns 1.1. Optional "other service" open field	drop-down list, including "none of the above" Open for "other"	Mandatory to fill one	n/a
2. Name and email (for feedback)	Open fields with input type recognition if possible	Optional, must include necessary GDPR disclaimers	n/a
3. Overall satisfaction of service	Radio buttons (scale 1-5) (also no answer / don't know) AND open field	Optional	"As a whole, how satisfied are you with this service?"
4. Question on specific service delivery, specifically on the instance provided (any issues, challenges, suggestions)	Radio buttons (also no answer / don't know) AND open field	Optional <i>Aimed towards delivery gap</i>	"How did the concrete service delivery succeed at this specific instance?. Do you have concrete suggestions or other feedback? "
5. Question on the description of the service	Radio buttons (also no answer / don't know) AND open field	Optional <i>Aimed towards communication gap</i>	"Is the (service) described clearly? Do you have suggestions to improve the description "

6. Question about filling the expectations	Radio buttons (also no answer / don't know) AND open field	Optional <i>Aimed towards perception gap</i>	"Does the service fulfil the description? Do you have suggestions to improve?"
7. Question on overall need of the service	Radio buttons (also no answer / don't know) AND open field	Optional <i>Aimed towards policy and knowledge gaps</i>	"Do you think this service is needed in general? Is there a way to improve this?"
8. Overall feedback	Open field	Optional <i>Depending on answer, and be used against any gaps</i>	"Do you have general comments or suggestions to improve?"
9. Possibility for response	Yes/no	Optional	"Do you want to be contacted on this response (if you left contact information above)?"

Overall, this response mechanism is a combination of soft and (semi) hard measures. The use of scaling radio buttons are generally relatively soft measures, but can be used if there are enough responses to create long term trends. Individual responses on open fields are generally very soft measures, but should be stored centrally.

Process: Together with the service provision WPs, the WP6 will create and maintain the feedback forms. Each service provision session should include a direct link to the feedback form and request to fill it if possible. WP6 will collect the responses, and (if needed) contact the WP in question to respond to the individual requests. WP6 maintains a database of responses, including necessary GDPR concerns on personal data. Anonymised responses are shared in the project consortium and optionally to the Selection Committee. For outside services (subcontractors, contractors, 3rd party providers), the feedback is collected and sent to them periodically, agreed case-by-case by service agreements. Customer / target satisfaction can be used as an indicator for service payment, if agreed with the provider.

4.3. RDA TIGER feedback email (customer / target)

General Description: A low-barrier general feedback email address (provisionally rdatiger-feedback@rd-alliance.org). This email is open to anyone to send their messages regarding project services, both positive and negative. All RDA TIGER documentation provided towards service



customers and beneficiaries will contain necessary information to contact this email. The template for contact information follows in Box 1 below.

Process: The WP6 will monitor the email address, and periodically review the feedback within the WP6 team. Special attention is made to keep the feedback originator name from the service provider if that is requested in the email. WP6 will collect the responses, and (if needed) contact the WP in question to respond to the individual requests. WP6 maintains a database of responses, including necessary GDPR concerns on personal data. Anonymised responses are shared in the project consortium and optionally to the Selection Committee. For outside services (subcontractors, contractors, 3rd party providers), the feedback is collected and sent to them periodically, agreed case-by-case by service agreements. Customer / target satisfaction can be used as an indicator for service payment, if agreed with the provider.

BOX 1: Example text for email feedback

Are you satisfied with your RDA TIGER support? Do you feel that something needs improvement? Do you have new ideas or ways we could serve you better? Give your feedback on this RDA TIGER service! Send us an email at rdatiger-feedback@rd-alliance.org

Both positive and negative feedback is welcome, and any constructive recommendations for the future are especially welcome. Your feedback will be handled discreetly, and following the personal data protection. In particular, the service provider will not be informed of your name or email address without your consent*. For efficient feedback, please include the service provided (e.g., WG Facilitation, WG Communications), and the time of service provision or application. Let us also know if you want your name to be included in the internal feedback report going to the service provider, and if you want a response to your feedback from the Quality Control task in RDA TIGER.

*For practical reasons, the quality feedback is first filtered by the Project Coordinator (Ari Asmi). If your feedback concerns services provided by him, you can also send your feedback to alternate Quality Control contact (Najla Rettberg, <https://www.rd-alliance.org/rda-europe>).

4.4. RDA TIGER internal feedback survey (provider)

General Description: Online form for internal reporting of the service outputs. This is intended to act as an immediate internal feedback mechanism to improve the service provision. Particular aspects of this feedback are to identify any improvement suggestions on services in general, improve resource use or inform of wasteful or inefficient practices, and adjust service suite to better help the RDA WGs. Of particular note is that this feedback form is intended to help identify policy, knowledge and delivery gaps. The feedback form is not given anonymously, and is more intended to act as a documentation and notebook of identified shortfalls and improvement ideas.

Process: The feedback form is a general internal tool, and the address is given to all service providers, both internal and external. The WP6 monitors the feedback and documents it for service improvements.



4.5. External service quality review (beneficiary)

General description: Defining and evaluating the external services, depending on the type of service provided. For the subcontracting services, these will follow the similar pathways as normal RDA TIGER provision, but for other kinds of services, the actual KPIs and service quality indicators are agreed in the contractual phase. Recommended tools include the general feedback mechanisms (above), as well as special ad-hoc boards intended to evaluate service or provide good quality, preferably including the targets and beneficiaries of the provided services. These boards are to be facilitated by WP1.

Process: When contracting external providers, the WP1 will, together with relevant other WPs and WG members (beneficiaries) create necessary quality indicators for the externally provided service. These quality indicators are included in the discussion and contracting of the external party, and made a part of their financial reimbursement process. During and after the service provision (as applicable), the WP6 and WP1 will together with any special ad-hoc boards evaluate the provided service quality and suggest any corrective actions.

4.6. RDA TIGER contribution questionnaire (WG members / customers)

General description: A short questionnaire (survey) to the RDA TIGER supported WG participants on their experience on the RDA TIGER service provision and the contribution of the provided services to the output. This survey is intended to give “end-of-WG” feedback to the overall RDA TIGER process, role of the RDA TIGER on the WG work and recommendations to improve services provided. In general, the fields target more generally the service gap model parts, and as an initial model, contain the following fields:

Table 4. Pilot RDA TIGER contribution feedback form

Field	Type	Note	Example
1. Name and email (for feedback)	Open fields with input type recognition if possible	Optional, must include necessary GDPR disclaimers	n/a
2. Identification of services used	Checkboxes of RDA TIGER service categories (facilitation, communication, output support, landscape analysis, additional support services) and “don’t know” and “not sure”	Optional	“Which RDA TIGER services have you observed helping your WG?”



3. Perceived importance of the services as a concept	Radio buttons for each service indicated (also no answer / don't know) AND open field for each	Optional <i>Aimed towards knowledge gap</i>	"How relevant the services (as a concept) the TIGER services are to the WG work? Are they needed?"
4. Perceived description of the service	Radio buttons for each service indicated (also no answer / don't know) AND open field for each Links to the service descriptions	Optional <i>Aimed towards policy gap</i>	"Do you think the services are correctly defined to fulfil WG needs?"
5. Perceived delivery of the service	Radio buttons for each service indicated (also no answer / don't know) AND open field for each	Optional <i>Aimed towards delivery gap</i>	"Are you satisfied with how the delivery of the service was done?"
6. Perception vs. delivery of the service	Radio buttons for each service indicated (also no answer / don't know) AND open field for each	Optional <i>Aimed towards communication gap</i>	"Did the service as a whole match your expectations?"
7. Quality improvements	Radio buttons for each service) AND open field	Optional <i>Aimed towards final outcome of the results</i>	"Do you think RDA TIGER services helped to create better WG results?"
8. Overall feedback	Open field	Optional <i>Depending on answer, and be used against any gaps</i>	"Do you have general comments or suggestions to improve the TIGER services?"
9. Possibility for returning to response	Yes/no	Optional	"Do you want to be contacted on this response (if you left contact



			information above)?"
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Process: The questionnaire is shared to all participants of the WG, or other participants receiving RDA TIGER support mechanisms. The questionnaire is open for a limited period, and evaluated after the WG ends for quality indicators by the WP6.

4.7. RDA WG Output quality review

General description: After the WG supported by the RDA TIGER has finished its output, this activity forms a neutral panel of experts (e.g. from TAB or Selection Committee members) who evaluate the quality of the output, its potential impact and tries to (qualitatively) evaluate the impact that RDA TIGER activities have on the output.

Process: WP6 will form an ad-hoc panel of experts to evaluate the RDA TIGER supported WG output, and create a document on the potential impact of the WG output, including a qualitative indication of RDA TIGER service impact on the quality of the output. This is done purely based on the output created in comparison to the historical outputs created by non-supported WGs, and is intended to support action 4.6 (above) from the output point-of-view. It is clear that this distinction will be very subjective, and the usefulness of this tool will be evaluated internally in WP6 later in the project.

4.8. RDA TIGER indicator collection activity (beneficiary/ provider)

General Description: Collection of pre-selected KPIs from service provision, including number of events, actions and support mechanism provision. These KPIs are generally service-specific and due to the nature of RDA TIGER service provision, most likely concentrate on the number of different service actions provided. During the KPI identification, the process for their collection is also defined, as most commonly these are most efficiently collected by the service providers themselves. In principle, these should all be hard measures as much as is realistically possible, and they should ideally be following the good practices of good quality measures described in Section 3.

Process: Each Service identifies their key KPIs for the project, at least including indicators representing the amount (usually number) of service provision. Additionally, indicators representing resource usage (e.g. person-hours, or funds) per service provided are recommended. Additional quality indicators are welcome, however their collection should be economical to the project and WP6. The KPI defining will also indicate how the indicators are collected and used. In general, the KPIs should be collected by the Service WG itself, and periodically reported to the WP6 for collection.



5. Quality Control process

Overall, the RDA TIGER Quality Control and Assurance process works with the following general workflow, in collaboration between WP6 and the relevant service WP, or in the case of external providers also with relevant beneficiaries.

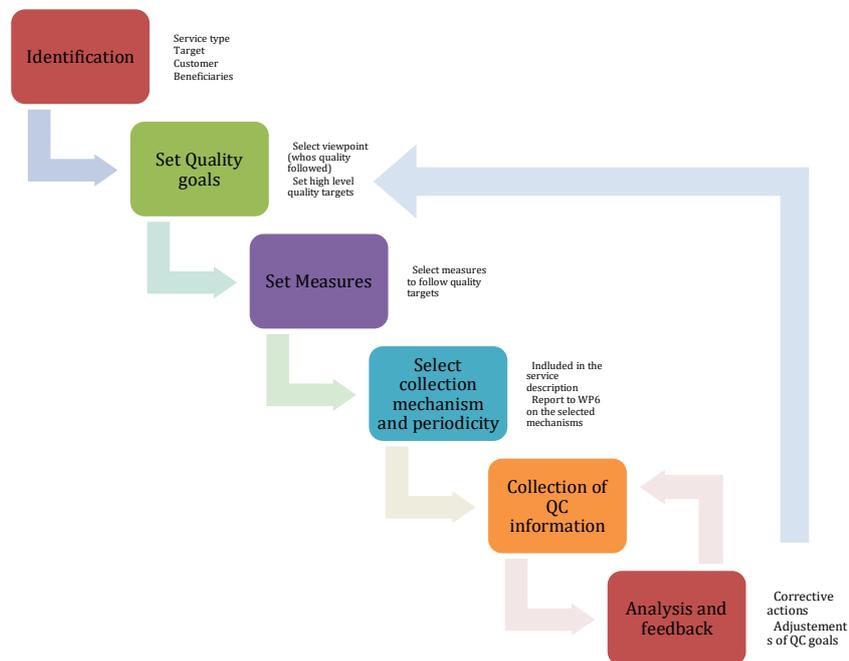


Figure 2 Quality control process

1. Identify service type, target, customer, beneficiaries. This is done together with the relevant WGs, to create a common understanding of each (sub-)service type and different quality aspects to be considered. This information is to be amended to the service descriptions 2023Q3.
2. Define overall QC goals for each (sub-)service based on the types, targets, customers, beneficiaries. This includes the definition of what kinds of quality each (sub-)service is aiming towards, and who are the relevant stakeholders to follow.
3. Set the measures for the QC, and specific tools to collect them. This agreement with the providers is then listed as a part of the service description, and the targets are agreed with the relevant provider.
4. Identify information collection mechanism and periodicity of reporting. This process is included in the service description, and monitored by WP6.
5. Collection of QC information, as agreed in the part 4 above, using service provider and WP6 resources.
6. Feedback to service and service adjustments, as a collaborative action between WP6 and service providers (return to 2.)

The quality process will continue throughout the project, and includes quality reviews of each service annually, including potential corrective actions. The quality indicators and (anonymised) quality

feedback information are generally public in nature and will be included in the final version of the service descriptions done at the end of the project.

6. Conclusions

This deliverable describes the scope of what is meant by quality in the RDA TIGER, the model used to present the service and their targets, the basic quality control mechanisms used in services, and the overall quality control process of the project. This is the initial version of the process, and it is expected that the quality control mechanisms will evolve during the project lifetime.

