



## D3.2 COLLABORATION CONTROL AND QUALITY MECHANISMS

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### *Abstract*

This document defines collaboration control and quality mechanisms to be applied for the service models implemented by the ASA WGs.



## Title Page

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## Executive Summary

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This document defines collaboration control and quality mechanisms for the service models implemented by the ASA WGs.

A set of criteria to assess the service are described for each service model (see annex with a separate specification of control and quality mechanisms per service).

The introduction describes the ASA background how this service is being integrated into the ASA, and how evaluation criteria are structured into RED (SHALL), ORANGE (SHOULD) and GREEN (Optional) criteria to establish such a service cooperation.

- Chapter 1 describes the assessment process.
- Chapter 2 includes a description of the assessment tool to be applied.
- Chapter 3 defines typical work produced to be maintained when applying the assessment process.

The annex lists D3.2 sub-deliverables which include specific RED (SHALL), ORANGE (SHOULD) and GREEN (Optional) criteria per service.

## Introduction

The ASA structure defines working groups with different services which the working groups establish for the Automotive-mobility ecosystem.

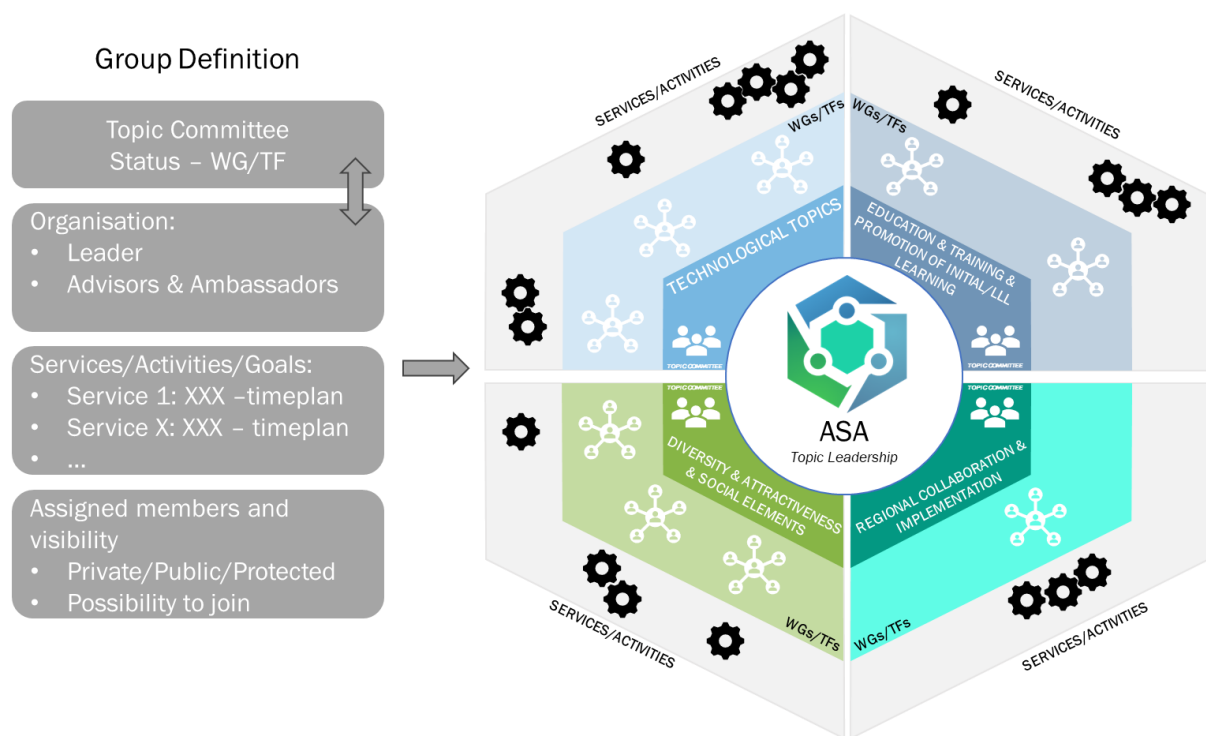


FIGURE 1: GROUP DEFINITION WITHIN THE WHOLE STRUCTURE

The below figure shows a list of service categories (which is non exhaustive). In this document we describe the service for the examination and certification (as an example). Other service descriptions are included in the linked documents via annex. Not all services are defined in a detail (based on the current need of the groups established), this will be updated in later releases.



FIGURE 2: LIST OF SERVICE CATEGORIES

The COLLABORATION CONTROL AND QUALITY MECHANISMS are based on a list of criteria which are defined per service to be considered by the working groups when establishing a service cooperation:

- **Red:** Criteria to be provided as a minimum. If they do not exist, the ASA cooperation would be rejected. (**SHALL Criteria - mandatory**)
- **Orange:** The criteria are recommended but are not mandatory to establish a certifier cooperation service with ASA. (**SHOULD Criteria - recommended**)
- **Green:** These criteria are optional. However, they are seen to increase the value of an exam and certification service. (**OPTIONAL Criteria - optional**)

These criteria are applied in a defined assessment process and supported by a standard assessment checklist/tool.

## 1. Assessment Process

A Topic Committee (TC) reviews the criteria fulfilment when a new service is being established. The TC will receive an application of an exam and service provider (WG or TF Leader), and this application contains an explanation by the service provider how they fulfil those criteria. The work of the TC is to evaluate this application:

- In case of a violation of a RED (SHALL) criterion - the application will be rejected.
- In case of a fulfilment of all RED (SHALL) criteria - the application will be accepted.
- The ORANGE (Should) criteria and the GREEN (Optional) criteria do not hinder the acceptance of an application.
- Each criterion is evaluated by a Yes/No scale.
- Each application is for final decision to be reviewed by the ASA board.

### 1.1. ASSESSMENT WORKFLOW

The figure below shows the assessment process workflow. This is also described by the table below.

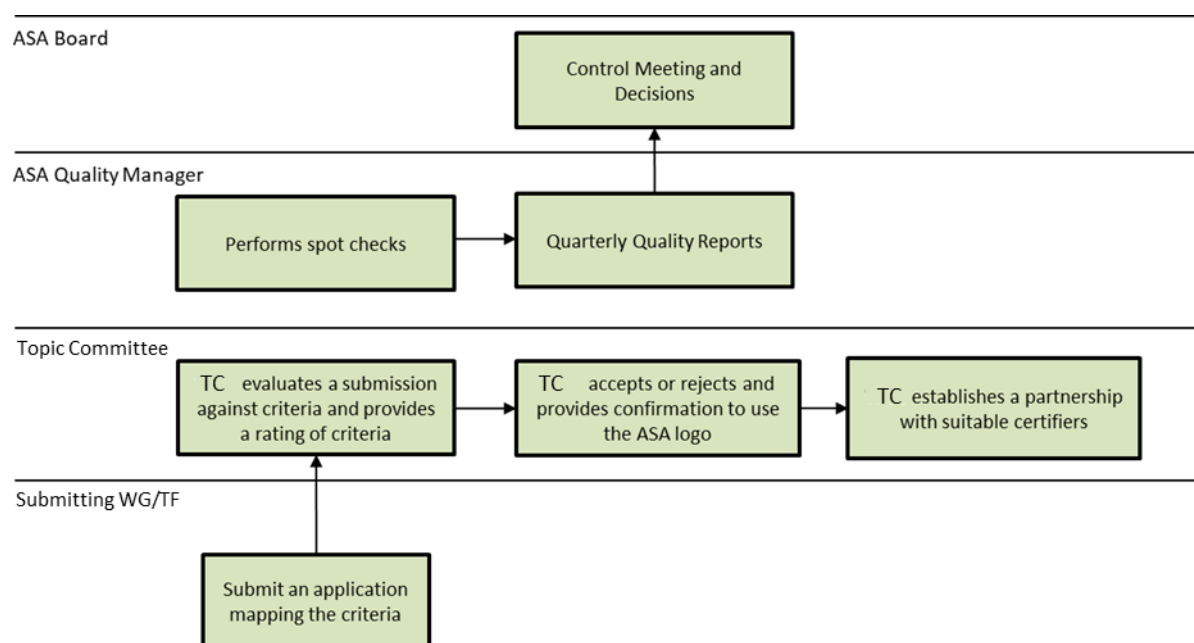


FIGURE 3: ASSESSMENT PROCESS WORKFLOW

TABLE 1: ASSESSMENT WORKFLOW ACTIVITIES

Role	Activities
ASA Board	<ul style="list-style-type: none"> <li>Receives the quarterly quality reports and in a control, meeting makes decisions (accept, update, reject service cooperations)</li> </ul>

ASA Quality Manager	<ul style="list-style-type: none"> <li>• Performs spot checks to evaluate if the TCs applied the standard defined RED, ORANGE, GREEN criteria and that the assessment tool was properly used</li> <li>• Produces a quarter annual quality report</li> </ul>
ASA TC	<ul style="list-style-type: none"> <li>• TC evaluates the quality of services based on defined RED/ORANGE/GREEN criteria (TC uses the assessment checklist/tool)</li> <li>• TC accepts or rejects and provides confirmation to use the ASA logo</li> <li>• TC establishes a partnership with suitable conference organisers</li> </ul>
Submitting WG/TF	<ul style="list-style-type: none"> <li>• Submit an application mapping the criteria</li> </ul>

## 1.2. RED (SHALL) Criteria

Each D3.2 sub-deliverable for a specific service describes RED criteria to be provided as a minimum. If they are not existing the ASA cooperation would be rejected. (SHALL Criteria)

For details see the list of related sub-deliverables in the annex.

## 1.3. ORANGE (SHOULD) Criteria

Each D3.2 sub-deliverable for a specific service describes ORANGE criteria which are recommended but are not mandatory to establish a certifier cooperation service with ASA. (SHOULD Criteria)

For details see the list of related sub-deliverables in the annex.

## 1.4. GREEN (OPTIONAL) Criteria

Each D3.2 sub-deliverable for a specific service describes green criteria which are optional. However, they are seen to increase the value of an exam and certification service. (OPTIONAL Criteria).

For details see the list of related sub-deliverables in the annex.



## 2. Assessment Tool

This section defines an assessment tool and describes it.

### 2.1. Rating Scale and Process

The assessment checklist/tool is an Excel based rating tool. For each service model the RED (SHALL), ORANGE (SHOULD) and GREEN (Optional) criteria are rated separately by a scale of N(ot), P(artially), L(argely), and F(ully).

- All N,P,L,F ratings of red criteria are aggregated to an average total of N,P,L, or F.
- All N,P,L,F ratings of orange criteria are aggregated to an average total of N,P,L, or F.
- All N,P,L,F ratings of green criteria are aggregated to an average total of N,P,L, or F.
- For the algorithm N is 0%, P is 33%, L is 66%, and F is 100%.
- The average is calculated: e.g. F,F,P,L rating average is  $(100+100+33+66)/4 = 75\%$
- To map the average to an overall N,P,L,F rating the algorithm of ISO 33020 for process assessments is applied.
  - o N range is [0,15]
  - o P range is (16,50]
  - o L range is (50,85]
  - o F range is (85,100]

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In the above example an aggregated value of 75% is mapped onto L.

### 2.2. Aggregated Certification Limits

To pass the quality criteria certification limits the following rules apply:

- None of the single rated red criteria have been rated P or N
- The aggregated total of the RED criteria shall be in the F range (85,100]
- The aggregated total of the ORANGE criteria is recommended to be in the L, or F range (50,100]

### 2.3. The Assessment Tool

The assessment tool is based on an Excel checklist where RED, ORANGE, GREEN criteria are configured and can be rated N,P,L,F:

- Each rating needs to be commented.
- A field in the tool allows to document the overall recommendation to accept/reject the service cooperation.

See a screen shot of the tool configured for a specific service model below:

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 <div><b>Flamenco</b> Forward Looking Approaches for Green Mobility Ecosystem Network Collaboration</div>	<b>Summary Report</b>
<b>Application</b>	
Organisation Name	
Address	
Contact	
E-Mail	
Service	
<b>Evaluation</b>	
Assessor	
Date	
Signature	
<b>Results</b>	
Red Criteria	87%
Orange Criteria	92%
Green Criteria	17%
<b>Evaluation</b>	
Red Criteria	Accepted
Orange Criteria	Accepted
Green Criteria	Accepted with Restriction

FIGURE 4: SUMMARY REPORT SCREENSHOT

Quality Criteria Type	Quality Criteria	Rating N/P/L/F
Red	Examination strategy: e.g. Exam by MCQ (test) e.g. Exam by mandatory exercises, evidences and assessment of skills (mandatory exercise assessor role). Important approach to support accreditation of prior learning and life long learning.	F
Red	Logo of ASA used in certificates	F
Red	Certificates mapped to ASA skills and competences.	F
Red	Certifier shall have a clear focus and visibility in the automotive sector - more than 75% job roles serviced in the automotive area) because it supports the automotive blueprint. - More than 1000 automotive certificates issued so far	F
Red	Certificates shall base on a database and carry a retrievable identifier (ISO 17024)	F
Red	Renewal policy of certificates must be defined.	L
Red	The promotion of the ASA exam and certification services cooperation (web site, flyer, ...) shall have a clear automotive focus (not to be placed in a non-automotive context)	L
Red	Skills badge interface to ASA	L
Orange	Services which allow an online validation of the certificates.	L
Orange	Support hotline for the exam and certification services	F
Orange	Defined pool of MCQ exam questions	F
Orange	Defined set of mandatory exercises for skills assessment type of exams	F
Green	Exam guidelines available.	N
Green	ASA cooperation is promoted on the web site	P

FIGURE 5: EVALUATION OF THE CRITERIA VIA TEMPLATE

## 2.4. Re-evaluation

Every **four months** the service cooperatio is re-evaluated using the assessment checklist/tool as a default period. This may be adjusted per group.

### 3. Typical Outcomes of the Assessment Process

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Using the assessment tool the criteria are rated and overall recommendations are documented. The assessment/checklist completed per rating of the service cooperation must be maintained in a version controlled ASA work space until next re-evaluation.

The service and the assessment can be spot checked by the ASA quality manager who reports to the ASA board.

#### 3.1. List of typical outcomes

- Application of a service model partner.
- Evaluation of submitted application and accept/reject letter.
- Completed assessment checklist/tool & documented recommendation.
- Spot Checks by the quality manager checking the completed assessments.
- Quality report to the ASA board by the quality manager.

# ANNEX A : List of D3.2 Sub-deliverables with specific criteria per service

The following D3.2 sub-deliverables include a detailed description of RED, ORANGE, GREEN criteria for specific service models.

...

02\_ANNEX\_FLAMENCO\_D3.2\_ASA\_Service-Cooperation-for-Skill-Set-and-Training-Development-v4

02\_ANNEX\_FLAMENCO\_D3.2\_ASA-Service-Automotive-Working-Group-v2

02\_ANNEX\_FLAMENCO\_D3.2\_ASA-Service-Cooperation-for-Conferences-v3

02\_ANNEX\_FLAMENCO\_D3.2\_ASA-Service-Cooperation-for-Exam-and-Certification-v4

...

## ANNEX B : Assessment Process Templates

The assessment tool is explained in chapter 2. In this annex additional templates are explained.

### Assessment Planning Template

In the Excel file “03\_TOOL-ASA-WG.Services-Assessment-Plan-Template-vx” in the worksheet “Assessment Scope” the assessment planning data are entered. See below.

WG name and Number	<add WG name and identifier e.g. WG 3.6 IT in Automotive>		
FAMENCO Guideline (Deliverable 3.2) Version	1st Version 2023		
WG Committee Interviewees	Name(s) of the committee members interviewed		
Location	where the interview takes place		
Assessment Purpose			
e.g. improvement of WG performance, progress check on improvements, WG service maturity evaluation			
List of Services to be assessed	<add service names e.g. conference cooperation>		
Target Maturity	e.g. all RED criteria aggregated to achieve Fully		
Number of services to be assessed	1/2/3/4/...	Level of Independence	A - WG external independent assessors B - mix of WG external independent and WG internal assessors
Process Context			
Assessment Context Category	A (1 Sample Service Selected) B (A proper subset of services selected) C (All services assessed)		
Comments			
<add here additional comments / descriptions>			

FIGURE 6: ASSESSMENT PLANNING TABLE

### Planning the rating of services in a WG

In the Excel file “03\_TOOL-ASA-WG.Services-Assessment-Plan-Template-vx” in the worksheet “Services Rating Selection” the services to be assessed are selected and also it is decided which criteria will be rated using the assessment tool.

See an example below.

Services	Red Criteria Rating	Orange Criteria Rating	Green Criteria Rating
Conferences, events			
Training creation (curriculum)	X	X	X
Skills analysis			
Study visits			
Job role definition			
Funding			
Certification	X		
Skills needs			
Database of training courses and skills concepts			
Mutual recognition of the learning			
Methodologies			
Piloting the courses (e.g. online)			
Talent and skills matching			
Networking			

FIGURE 7: SERVICE SELECTION

Remark: The assessment tool (see chapter 2) will be used for each selected service separately.

## Planning the interviews

In the Excel file “03\_TOOL-ASA-WG.Services-Assessment-Plan-Template-vx” in the worksheet “Schedule” the interview plan is inserted and maintained.

				Version x.y	
<b>Assessment Team</b> <b>Lead Assessor (LA):</b> <Name and email> <b>Co-Assessor (CA):</b> <Name and email>				<b>WG name</b> <b>WG contact person</b> <b>Version of FLAMENCO Guideline</b> <b>Assessment Language</b> <b>Assessment Location</b>	
Date	Agenda Item	Schedule	Name of Participants	Participating roles	Meeting Room
Day 1					
	Overview of WG	08.30-09.00			
	Overview of WG Services	09.00-09.30			
	Break	09.30-09.45			
	Service 1 assessment	09.45-12.30			
	Lunch	12.30-13.30			
	Service 2 assessment	13.30-15.30			
	Break	15.30-16.00			
	Service 3 assessment	16.00-18.00			
Day 1	Consolidation	18.00-18.30			
Day 2					
	Service X assessment	08.00-10.00			
	Break	10.00-10.30			
	Consolidation and feedback preparation	10.30-12.30			
	Lunch	12.30-13.30			
	Feedback presentation to WG	13.30-15.30			
Day 2					

FIGURE 8: INTERVIEW PLAN AND SCHEDULE

## Assessment reporting

The assessment report will show an overall rating of N/P/L/F per RED, ORANGE, GREEN criteria of a service.

The assessors will highlight in a feedback presentation the strengths and deviations.

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Or deviations the WG establishes an action plan that is tracked and the progress to be reported to the AA board.

### **ASA Reference and Certification Logo**

Once the assessment has delivered a result showing that the criteria are achieved, the assessment report shall state that the Certified by ASA Logo can be used. An extra certified by ASA icon is designed.



FIGURE 9: ASA APPROVED EMBLEM