

## Quality Policy Document

The aim of the quality policy paper is to establish common principles with regard to the cooperation in the partnership, the quality of the deliverables produced, and the working spirit guiding the activities in the project. The partners of MEDIATS project, jointly commit to the following principles.

### Joint Quality Commitments of all partners

1. All partners commit to work towards success, they take the objectives of MEDIATS project seriously and work towards reaching the project goals.
2. All partners agree that punctuality and reliability are a cornerstone of good quality and satisfying project work, they agree to respect the deadlines, established within the project. In meetings, the partners will try to stick to the foreseen time slots.
3. The project is a partner effort. All partners understand that it can only be successful if all of are proactive. All partners promise to work together and support whoever is formally in charge (the coordinator, the work group leader) to reach our goals.
4. All partners promise to each other to speak up when they see a problem that might endanger the success of our project, agree that critical issues need to be brought up immediately. All partners will not wait until a little problem becomes a big problem.
5. All partners will establish rules and procedures for dealing with conflicts. All partners accept that conflicts are part of any cooperation project and, once resolved, will be helpful to improve the quality of the project for everyone.
6. All partners promise to each other to not take criticism personally. Instead, the partners will try to see the positive intention behind it. All partners commit to voice, but above all accept constructive criticism.
7. If something is not clear, all partners commit to not hesitate to ask questions. All partners will not make anyone feel stupid for asking questions.
8. Everybody in the consortium contributes their own experience, skills, and perspectives. All partners will respect each other and focus on the positive things that everybody can contribute. All partners will each make our contribution to the creation of a good working spirit and atmosphere in the partnership.
9. All partners promise to make optimum use of the resources available to implement the goals laid out in the contract at the highest possible quality.

This quality policy document represents the philosophical and ethical foundation of the work in the MEDIATS project.