Co-funded by the
Erasmus+ Programme
of the European Union

HEIBus

Project Index 575660-EPP-1-2016-1-FI-EPPKA2-KA
Project Acronym HEIBus
Project Full Title Smart HEI-Business collaboration for skills and competitiveness

HEIBus Project

WORK PACKAGE 4: Expert Level Real Life Problem Solving (EXPERT)

Deliverable 4.1

Process model for international expert cooperation

May 2017

WP4	D4.1 Process model for international expert cooperation
Authors	Jorma Matilainen
Short Description	This document describes the process for the expert level real life problem solving including a step by step model which is tested and improved in pilot projects.
Status	Final
Distribution level	Public
Date of delivery	09/06/2017
Contributions by:	
Project web site	www.heibus.eu

Document History

Version	Date	Author/Reviewer	Description
0.1	09.05.2017	Jorma Matilainen	First Draft
Final	09.06.2017	Jorma Matilainen	Final Version

The European Commission support for the production of this publication does not constitute an endorsement of the contents which reflects the views only of the authors, and the Commission cannot be held responsible for any use which may be made of the information contained therein.

Table of Contents

The European Commission support for the production of this publication does not constitute an endorsement of the contents which reflects the views only of the authors, and the Commission cannot be held responsible for any use which may be made of the information contained therein.

1. Introduction

In WP4, the Real Life Problem Solving (RLPS) of WP3 is modified and extended to serve more demanding development projects of companies by using HEI and company experts in solving complex problems. The aim is to create a step by step process model which is tested and improved in pilot projects. The process model can be used as a guideline for the action plan to widen the international expert cooperation model outside the HEIBus-project.

2. Overview of the process model

The main phases of the process model are preparation, pilot projects in two rounds and their analysis (Fig. 1). In next chapters, each main phase is described detailed.

Figure 1. Process model for international expert cooperation

3. Preparation

Preparation consists of five tasks (Fig. 2). In the beginning, an information sheet about expert level real life problem solving is created in order to be used in the search for pilot projects. WP4 leader writes a preliminary information sheet, which is then commented by contact persons of WP4 in other HEIs. Based on the comments, WP4 leader writes the final sheet (output D4.2.1). If needed, the information sheet is translated to languages of partner HEIs.

In order to collect possible topics from companies for pilot projects of EXPERT, each HEI involved in WP4 makes a list of companies in their own country to be contacted (including partner companies and possibly other companies), sends them the information sheet and asks potential project topics. After that, each HEI contact person makes a list of the companies and their real life problems for the pilot projects and sends it to WP4 leader who collects the lists in one file (output D4.2.2).

The European Commission support for the production of this publication does not constitute an endorsement of the contents which reflects the views only of the authors, and the Commission cannot be held responsible for any use which may be made of the information contained therein.

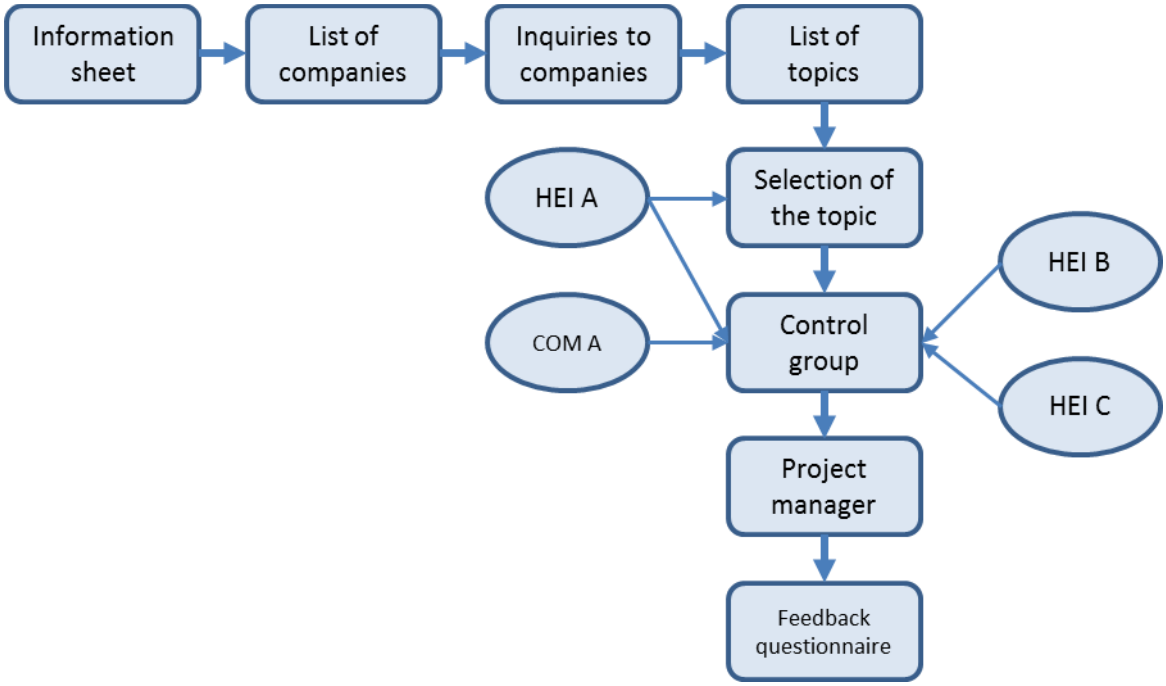

Figure 2. Preparation tasks

From list of the topics, each involved HEI selects two topics for the pilot projects. The selection criteria are practical: when does the project need to have results, are suitable experts available for the project, etc. In order to make improvements and to test the method, the pilot projects are running in roughly two phases (three in first half of the HEIBus project and three in the second half of HEIBus project). The schedule of each pilot project depends on the needs of the company and the problem needed to be solved.

For each pilot project is formed a control group which consists of representatives from each involved HEI and the company of the topic. The control group selects a project manager who is responsible on following the implementation, reporting the progress to the control group and running the practical issues of the implementation.

For collecting the feedback of pilot projects and developing the process, WP4 leader creates a feedback questionnaire, which is then commented by the contact persons of involved HEIs. Based on the comments, WP4 leader finalizes the feedback questionnaire (output D4.2.3).

4. Pilot projects

Implementation of the pilot projects is presented in Figure 3. The project manager makes the project plan, which is accepted by the control group. All the pilot project plans are collected by the WP4 leader in one file (output D4.3.1). The schedule of each pilot project depends on the needs of the company and the problem to be solved. The project manager supported by the control group finds and selects best experts for the problem to be solved and these experts form

The European Commission support for the production of this publication does not constitute an endorsement of the contents which reflects the views only of the authors, and the Commission cannot be held responsible for any use which may be made of the information contained therein.

the project team. One team includes total of six experts from three different HEIs (three different countries) and two experts from the company whose problem the team is solving.

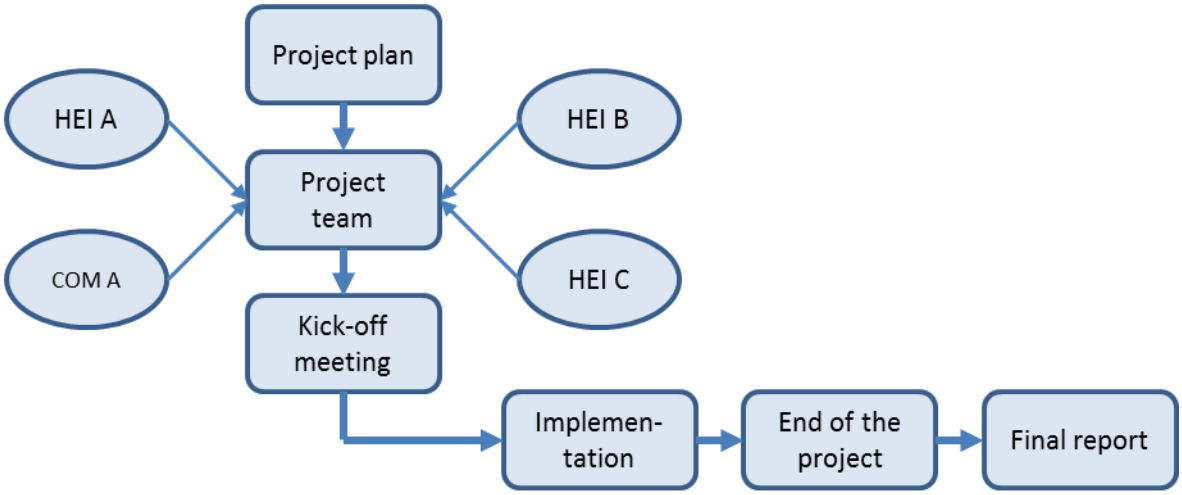

Figure 3. Implementation of pilot projects

The project is led by the project manager and implemented by the project team according to the project plan. In the beginning of each project, a kick-off meeting in the company is arranged where the whole project team is present. Other project meetings and the final meeting at the end of the project are arranged by video conferences (virtually). The project team agrees on the best ways of working together, this may include virtual meetings, individual work, forming smaller teams inside the project team, etc. The project team works on solving the real life problem of the company and a proposal of the solution. With the help of the project team, the project manager reports the results of the project to the company. Final reports of each pilot project are collected in one file by the WP4 leader (output D4.3.2).

5. Analysis

The results of the pilot projects and the method are analysed after each pilot project. The remaining pilot projects improve the method according to the analyses. In each pilot project, each participant does a feedback survey in an electronic format. The surveys are analysed and reported by the partner HEIs. Modifications to the expert level RLPS process is made if needed (Fig. 4). WP4 leader collects the analysis in one file (output D4.4).

Figure 4. Analysis of pilot projects

The European Commission support for the production of this publication does not constitute an endorsement of the contents which reflects the views only of the authors, and the Commission cannot be held responsible for any use which may be made of the information contained therein.