PUBLIC SUMMARY / DELIVERABLE D1.1

ADR4EU

Cross-Border Consumer Protection through ADR Innovation

Project Management Overview Report

The framework behind coordinated, accountable project delivery.

18
MONTHS

6
WORK PACKAGES

1
MANAGEMENT FRAMEWORK

EADR
European Alternative Dispute Resolution

Co-funded by the European Union

Single Market Programme · Project number 101266924

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A clear framework for delivery

ADR4EU aims to strengthen national and cross-border consumer protection by improving the outreach, efficiency, credibility and awareness of Alternative Dispute Resolution (ADR) services.

D1.1 sets out how EADR coordinates the 18-month project, assigns responsibilities and tracks its commitments across six work packages.

CALL / TOPIC
SMP-CONS-2025-ADR-RAD

TYPE OF ACTION
SMP-PJG

LEAD BENEFICIARY
EADR LTD

DISSEMINATION LEVEL
PU - Public

PURPOSE

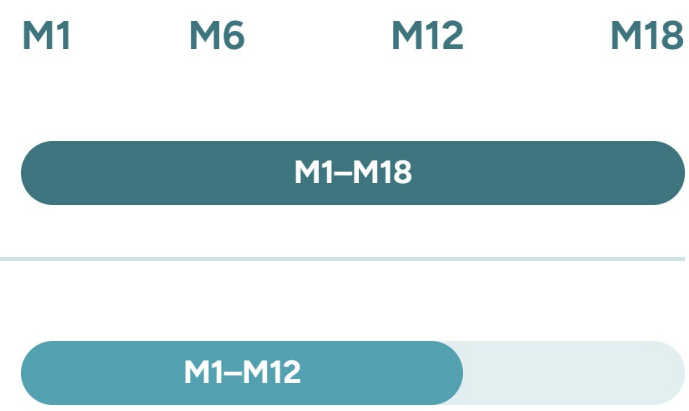
Clear ownership, coordinated action and traceable decisions.

Who does what

Project Coordinator	Oversees delivery, approvals, risks and reporting.
Project Manager	Coordinates daily work, Odoo tracking and documentation.
Financial support	Monitors budgets, cost eligibility and financial evidence.
Work package / task owners	Deliver assigned activities and maintain progress records.

Six work packages, 18 months

Implementation is organised in six work packages. WP1 runs throughout the action and provides the coordination, monitoring and reporting framework.



WP1 · Project Management and Coordination

Kick-off, financial management, oversight, reporting.

WP2 · Awareness & Market Presence

Events, networking, digital awareness campaign and performance evidence.

WP3 · Operational Capacity

Case handling and accounting system integration using Odoo.

WP4 · Specialised Staff Trainings

Conflict management, responsible gambling, diversity and digital marketing training.

WP5 · Statistical Analysis of EADR Consumers Complaints in 2024 and 2025

Data protocol, statistical analysis and reporting of patterns and trends.

WP6 · Study Visit to Another ADR Entity

Host identification, visit planning, study visit, learning report and recommendations.

Planned deliverables · 13 in total

Each deliverable is tracked in Odoo as a task with a target date, task owner, reviewer and evidence links.

WP1

- D1.1
- D1.2
- D1.3

WP2

- D2.1–D2.4

WP3

- D3.1
- D3.2

WP4

- D4.1

WP5

- D5.1

WP6

- D6.1
- D6.2

From plans to progress

Odoo provides the central dashboard for work packages, deliverables, milestones, deadlines and responsibilities.

01

Plan and assign

Tasks and subtasks connect project commitments to owners, due dates and internal review steps.

02

Monitor and respond

Monthly management reviews cover progress, budgets, risks and upcoming deadlines. Blocked tasks are flagged for action.

03

Document and retain

Evidence is linked to the relevant work. A structured repository and consistent file naming support retrieval and reporting.

Every task record includes

- Status
- Work package reference
- Deadline
- Evidence links
- Responsibility

TASK STATUS WORKFLOW

In progress	Task owner is actively implementing the task or collecting evidence.
Internal review	Draft output or evidence is ready for coordinator / quality review.
Completed	Final checks completed. Deliverable submitted or internal milestone closed; evidence archived.
Blocked	Action requires management decision, external input or mitigation.

Quality, evidence and oversight

D1.1 defines the controls that support reliable deliverables and transparent use of project resources.

REVIEW BEFORE SUBMISSION

01	02	03	04	05
Evidence collection	**Drafting**	**Coordinator validation**	**Final PDF preparation**	**Submission or closure**

Deliverables follow this documented process. Approved files and submission records are retained.

TRACEABLE BUDGET MONITORING

Expenditure is linked to work packages and budget categories, with supporting records and checks on:

- **Eligibility**
- **Commitments**
- **Budget variances**

A foundation for wider project activities



Source: D1.1 — Project Management Overview Report, WP1. This summary describes the management framework; it does not report completion of all project activities.

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