

QUALITY POLICY

Statistics Lithuania, aiming at provision of the population, businesses, public authorities and municipal institutions with high-quality statistical information ensuring analysis and decision-making based on facts as well as prompting debates relevant to the country, **commits itself**:

1. In pursuance of the legal acts of the Republic of Lithuania and the European Union as well as international agreements, **to prepare and disseminate statistical information** and continually **improve its quality characteristics**.
2. **To further improve the delivered services** – to implement a customer relationship management system and use its capabilities to learn and satisfy the needs of different user groups.
3. **To systematically implement measures reducing the statistical response burden**.
4. **To strive for the implementation of the provisions of the European Statistics Code of Practice**, approved by the Statistical Programme Committee on 24 February 2005, **in other Lithuanian institutions** producing European statistics.
5. To take over the best practices of Lithuania and other countries and continually **improve the quality management system**.
6. **To cultivate initiative and responsibility of the staff** for quality of results; **to improve their qualification and competence**.
7. To establish a systematic approach towards **effective use of resources**.