

DEVELOPMENT OF STATIN'S QUALITY ASSURANCE FRAMEWORK

CARIBBEAN THEMATIC CONFERENCE

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CHRIST CHURCH, BARBADOS

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Background

STATIN's Quality Assurance Framework

Growing demand for more statistics to be provided in a more timely manner and to be more easily accessible;

Recognition that the quality of statistics is of paramount importance given STATIN's mandate to provide statistics that inform decision-making purposes ;

Recognition that steps have to be taken to guard against errors in the statistical business process and to mitigate and correct for deficiencies in the supporting (legal, administrative and technological) infrastructure and institutional environment;

Loss of organizational memory due to attrition/ retirement of key, experienced senior statisticians and the absence of a succession planning system;

Critical improvement needed in the core statistical business processes and related quality assurance systems.



Background

STATIN's Quality Assurance Framework

Absence of a quality assurance framework that covered all aspects of STATIN's work;

Practices existed within the various statistical programs to ensure quality, in accordance with the IMF's DQAF and other international guidelines;

Decision was taken to develop a Quality Assurance Framework with technical assistance from Statistics Canada (STATCAN);

An assessment and identification of requirements was undertaken in 2015.



Findings from the Quality Assessment

Commitment to quality is strong at STATIN;

There is a high degree of professionalism within the organization;

There is awareness by Managers of the weaknesses in quality management with regards to their work processes;

There is acceptance from managers that there is the need for more effective quality management practices;

Need for more documentation;



Findings from the Quality Assessment

Need to improve the storage, transfer and maintenance of corporate knowledge;

Need to develop metadata to support and inform internal operations;

Lack of clarity around the ownership of each process;

The organization needs to develop a culture of accountability for the validation of statistical products.



Implementation of SQAF

- Buy-in from senior managers and programme managers;
- Establishment of a Quality Unit;
- Quality assurance systems developed around core statistical business processes (based on GSBPM);
- Development of quality processes incorporated in annual operational and corporate plans;
- Integration of the quality systems in monthly divisional progress reports;
- Sensitization of all staff members to STATIN's QAF.



Implementation of SQAF

STATIN's QAF was influenced by:

- The Statistics Act;
- STATIN's Five-year Strategic Plan 2012-2017;
- The UN Fundamental Principles of Official Statistics;
- International Statistical Institute's (ISI) Declaration on Professional Ethics;
- IMF's Data Quality Framework (DQAF);
- European Statistics (Eurostat) Code of Practice;



Implementation of SQAF

STATIN's QAF was influenced by:

- the Economic Commission for Latin America and the Caribbean's (ECLAC) Code of Good Practice in Statistics for Latin America and the Caribbean;
- CARICOM's Statistics Code of Practice;
- Quality Framework/Quality Assurance/Quality Assessment Framework of:
 - Statistics Canada (STATCAN)
 - Statistics South Africa (Stats SA)
 - Organization for Economic Cooperation and Development (OECD).

Planned Outcomes of the SQAf Implementation

Immediate Outcome

A documented quality assurance framework for STATIN

Intermediate Outcome

Continuous improvement in the quality of all statistical programmes

Increased confidence in the quality of STATIN's products and services

Improved operational efficiencies

Ultimate Outcome

STATIN will produce high quality statistics in response to data users' needs



Achievements to Date

Quality Assurance Framework Document published– www.statinja.gov.jm

STATIN's Quality Assurance Framework (SQAF) was launched in October 2017

Official Declaration of quality developed

Quality assurance committee established – divisional quality assurance officers

Documentation templates developed

Policies and Governance structure to ensure institutionalisation of quality



STATIN's Quality Assurance Framework

- Tag line for the SQAF; **“Quality is Everybody’s Business”**
- Short definition; **QUALITY” – the extent to which STATIN’s products & services are fit for users’ intended purposes.**
“It encompasses all components built into our **behaviour on the job and our services and products** that verifiably show our clients that we work with integrity and our work is credible”.



STATIN's Quality Declaration



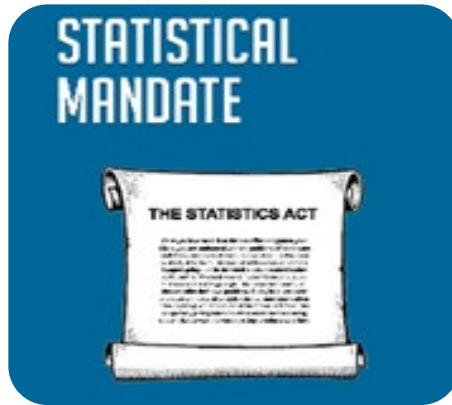
QUALITY DECLARATION



Quality is the extent to which a product or service is fit for users' intended purposes.

It defines our behaviour on the job, ensuring that our products and services are of the highest standard, integrity and credibility.

Official Declaration of Quality



STATIN shall encourage and facilitate partnership with respondents and among members of the national statistical system (NSS) to fulfil its statistical mandate.

Official Declaration of Quality



STATIN shall exercise sole responsibility for choosing the statistical standards, methods and procedures it uses, and the content and timing of statistical releases, observing international standards and commitments to bilateral and multilateral agreements. The Institute shall issue public statements on statistical matters, including addressing criticisms and misinterpretation and/or misuse of official statistics when this is necessary.

Official Declaration of Quality



STATIN shall use the data it collects for statistical purposes ONLY.

Official Declaration of Quality



STATIN shall adopt and adapt frameworks, models, guidelines, methods and documented procedures for quality assurance, quality control and quality assessment.

Official Declaration of Quality



STATIN shall honour a strong commitment to providing and facilitating suitable training opportunities for members of staff. The Institute shall also cultivate a growing commitment to an organizational culture of respect for all; open, positive communication among all levels of staff; a quality-conscious, team-centric and solutions-oriented work approach; professional advancement on the basis of merit; and, a generally progressive work environment.

Official Declaration of Quality



STATIN shall prepare official statistics using methodologies chosen on the basis of scientific independence and best practices; and these, together with the relevant frameworks, standards, classifications, concepts and data sources used in the production process shall be documented for stakeholders to assess the quality of these statistics.

Official Declaration of Quality



STATIN shall promote and engage in data sharing with other data producers/providers within the NSS to minimize duplication of efforts and to lessen the burden on respondents .

Official Declaration of Quality



STATIN shall actively seek out stakeholders' feedback and incorporate results from assessments of user satisfaction to inform and gauge the relevance of its products and services.

Official Declaration of Quality



STATIN shall update its methodologies to meet standards and criteria that reflect best practices in producing official statistics; and these shall be documented for reliability. Appropriate quality assurance measures and quality control techniques shall be applied to assess and validate statistical outputs during the production process, but also to minimize errors. These measures and techniques shall be documented for accountability and for introducing improvements at various phases of the statistical business process.

Official Declaration of Quality



STATIN shall publish an advance release calendar and notify and explain to users any delays affecting punctuality in delivering according to schedule. The Institute shall also continually make improvements to timeliness in preparing and disseminating official statistics.

Official Declaration of Quality



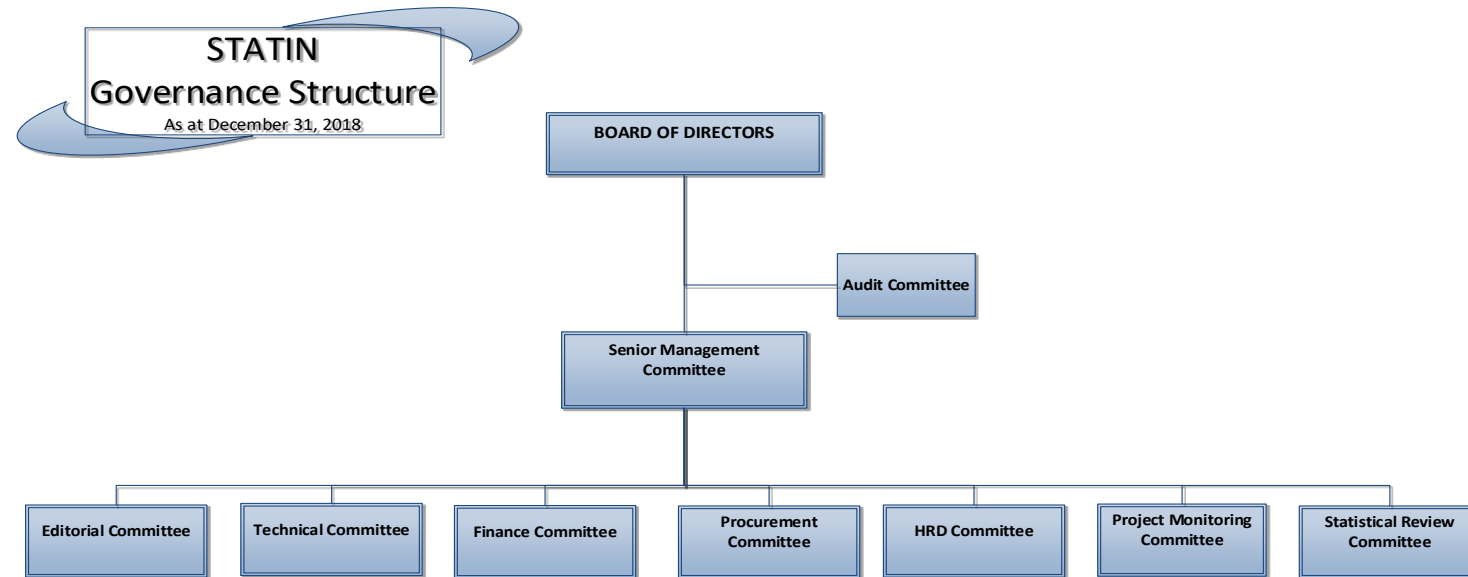
STATIN shall extensively use frameworks, standards, classifications, concepts and best practices shared in the global statistical community to promote coherence in official statistics and allow for data comparability with other countries. The Institute shall also encourage this among the other members of the NSS to achieve the same effect throughout Jamaica's statistical system.

Official Declaration of Quality



STATIN shall prepare metadata to accompany data releases, and where possible, provide technical support for data analysis to provide clarity and to allow users to correctly interpret and make informed decisions using official statistics

Governance Structure



Challenges

Resistance to change

Lack of resources

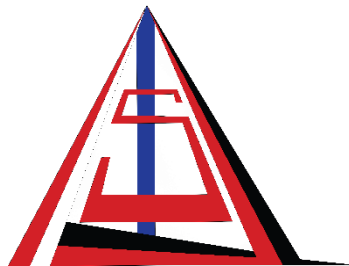
Arriving at a common understanding of the multiple dimensions of quality

Commitment from all levels of staff and the willingness to undertake the additional tasks required to implement the QAF



Next Steps

- Finalisation of documentation templates;
- Documentation of statistical and support processes;
- Development of thresholds/ quality indicators;
- Updating of STATIN's Quality Assurance Framework (SQAF) based on the United Nations National Quality Assurance Frameworks (UN NQAF) Manual for Official Statistics.



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**Thank You for Your
Attention**