

Dear Mr. Cheung,

Thank you for sending the draft report National Quality Assurance Framework. Quality is a very important issue for all National Statistical Offices.

The proposed Generic National Quality Assurance Framework (NQAF) in Figure 2 of the document is a very good beginning. It includes key topics for a Quality Assurance Framework and is a very good roadmap for any NSO trying to find an umbrella to cover all aspects of quality assurance in statistical processes.

Quality can never be taken for granted. It is something that all staff members in an NSO need to have in their minds with every decision they make. As is stated in the paper the leadership of the organization has to set the tone. The administrative area should constantly provide training for staff on quality issues, including improving customer service, methodologies for improving statistical quality, total quality management, etc. The statistical production areas need to measure how well they are collecting, capturing, and coding, editing, tabulating and publishing data. Providing products on time, within budget, and with thorough documentation and clarification are significant goals for a quality NSO. All of this is aimed at meeting or exceeding data user's needs. Being a quality organization with quality statistical products over time can only happen if the search for improvements is ongoing. Staff needs to constantly ask "is there a better way?" and management needs to listen.

It is very helpful that you provided excellent background information with references for additional information. As an example, the ESS Standard for Quality Reports is a publication with very detailed proposals and therefore very helpful to many developing countries.

We look forward to working with you on a generic NQAF. At this time our one suggestion is for more examples. There are six major topics in the generic NQAF and under these there are multiple sub topics. It would be helpful to have examples with each of the sub topics.

Thank you again for this opportunity to comment.

Best regards,

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