

Template for a Generic National Quality Assurance Framework (NQAF)

(Developed by the Expert Group on NQAF)

1. Quality context

Circumstances and key issues driving the need for quality management; benefits and challenges; relationship to other statistical agency policies, strategies and frameworks and evolution over time

2. Quality concepts and frameworks

Concepts and terminology; mapping to existing frameworks

3. Quality assurance guidelines

3a. Managing the statistical system

- [NQAF 1] Coordinating the national statistical system
- [NQAF 2] Managing relationships with data users and data providers
- [NQAF 3] Managing statistical standards

3b. Managing the institutional environment

- [NQAF 4] Assuring professional independence
- [NQAF 5] Assuring impartiality and objectivity
- [NQAF 6] Assuring transparency
- [NQAF 7] Assuring statistical confidentiality and security
- [NQAF 8] Assuring the quality commitment
- [NQAF 9] Assuring adequacy of resources

3c. Managing statistical processes

- [NQAF 10] Assuring methodological soundness
- [NQAF 11] Assuring cost effectiveness
- [NQAF 12] Assuring implementation soundness
- [NQAF 13] Managing the respondent burden

3d. Managing statistical outputs

- [NQAF14] Assuring relevance
- [NQAF15] Assuring accuracy and reliability
- [NQAF16] Assuring timeliness and punctuality
- [NQAF17] Assuring accessibility and clarity
- [NQAF18] Assuring coherence and comparability
- [NQAF19] Managing metadata

4. Quality assessment and reporting

Measuring product and process quality - use of quality indicators, quality targets and process variables and descriptions; communicating about quality – quality reports; obtaining feedback from users; conducting assessments; labelling and certification; assuring continuous quality improvement.

5. Quality and other management frameworks

Performance management; resource management; ethical standards; continuous improvement; governance