



Side event at the UN Statistical Commission

Implementation of quality assurance for official statistics in countries

Tuesday, 14 February 2023
9:00-10:15 am (EST) | Virtual

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United Nations

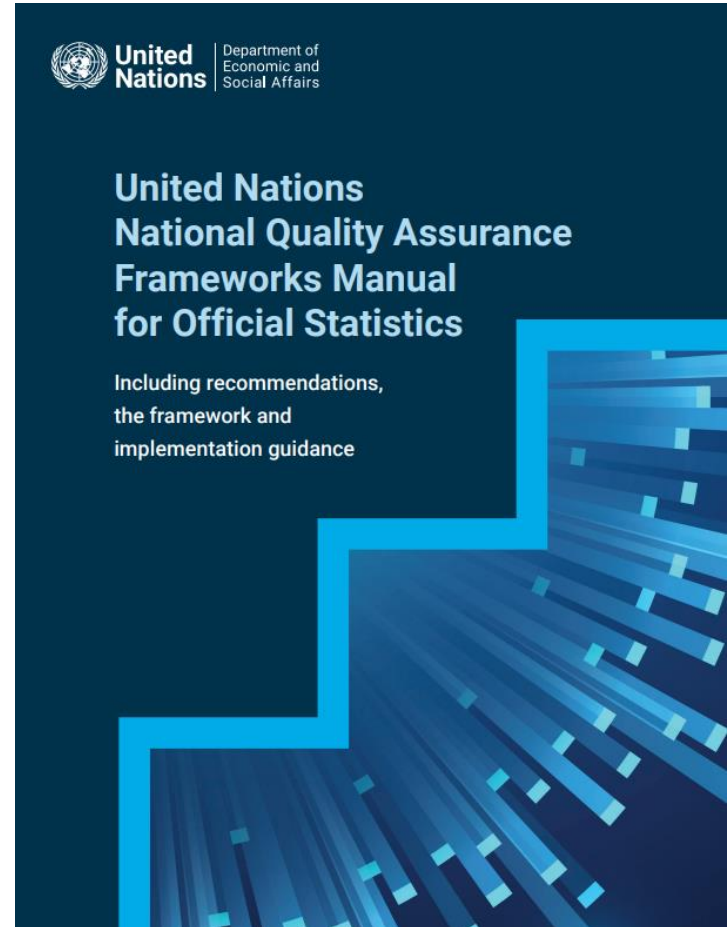
Department of Economic and Social Affairs



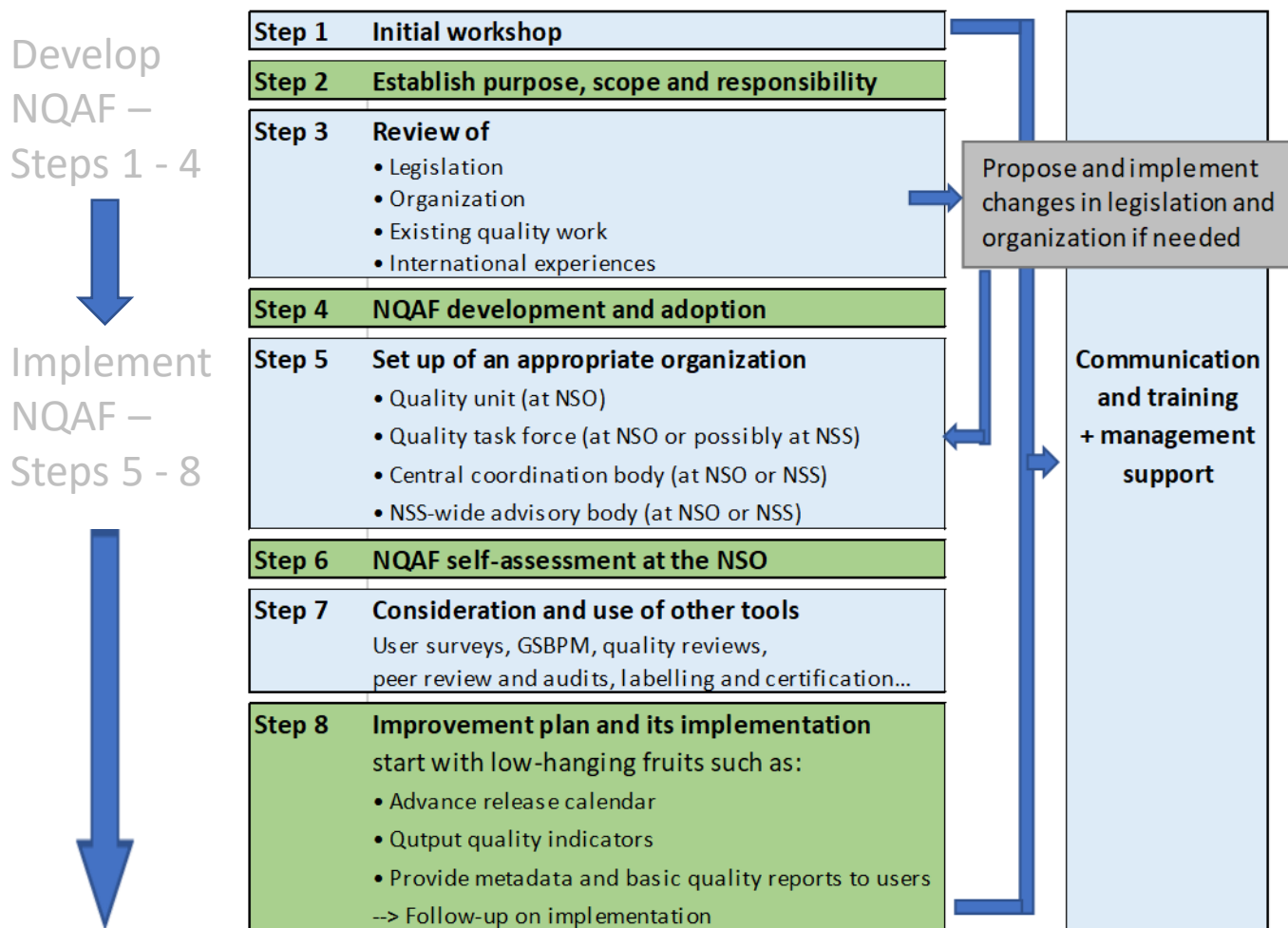
Introduction of the
Roadmap for the
implementation of a
national quality
assurance framework
(NQAF)

Background

- **Target audience of the Roadmap:** statisticians and managers in government statistical services (official statistics)
- **Objective:** Summarizes what you need to know for developing and implementing a national quality assurance framework (NQAF)
- **What is an NQAF:** A coherent and holistic system for statistical quality management. **It is a tool for all working in official statistics!**
- **Roadmap based on:** United Nations National Quality Assurance Frameworks Manual for Official Statistics (*Manual*)
- **Developed by:** Expert Group on National Quality Assurance Frameworks (EG-NQAF)
- **DISCLAIMER:** Apply and adjust Roadmap according to your specific circumstances



A Roadmap for the Development and Implementation of NQAF



Important milestones

See also Chapter 5 and 6 of the Manual



Step 3. Review of legislation, organization, existing quality work and international experience

Review

1. Legal basis of official statistics
 2. Organization of the NSO and NSS, and beyond
 3. Existing quality work including the use of quality frameworks
 4. International and regional experiences and practices
- **May lead to possible amendments of statistical legislation and organization**

Step 4. NQAF development and adoption

- **Seek high-level commitment and establish good communication**
- **Analyze and document the instruments, tools, and practices** for statistical quality management that are currently being used
- **Adapt reference model NQAF** to national legislation, organization, existing quality work, and other national conditions and intended scope of usage
- **Establish a timeframe for the development and implementation of NQAF** (minimum of one year for development, including review, revision, and approval)



Step 5. Set up of appropriate organization

1. **A quality unit at the NSO**
2. **A task force** with representatives of the statistics production units
3. **NSS-wide bodies** (depending on scope of implementation) such as a central coordination body, a governance body and an advisory body or user committee, depending on national circumstances

Step 6. Self-assessment

- A natural starting point for the implementation of NQAF
- The objective of an assessment is the **identification of improvement opportunities** in (i) the management, coordination and institutional arrangements (ii) processes and (iii) products
- The **risk of self-assessments** is to be overly subjective and positive and dis-attached from the actual situation



Step 7. Use of other tools

1. Use the **essential tools** for quality assessment such as quality indicators, quality reports and user surveys
2. Use more **advanced assessment tools** such as internal or external audits or reviews (including peer reviews)
3. Introduce the **Generic Statistical Business Process Model** (GSBPM)

Step 8. Improvement plan and its implementation

1. **Develop an improvement plan** based on self-assessments, reviews and audits or additional SWOT analysis
2. **Address implementation** with management (who is doing what)
3. **Catch low-hanging fruits with quick and visible pay-off** (release calendar, publish output quality indicators, provide metadata and quality reports for users)
4. **Follow-up:** Improvement plans should be regularly followed up and monitored, and regularly revised, in line with the PDCA-cycle (**Plan-Do-Check-Act**)



Important considerations

- Objective: **Achieve quality improvements in order to meet user needs**
- Resources: at least quality unit with at least 2 – 3 employees; coordination role within of NSS requires additional staff
- Iterative approach: Quality management is a continuous effort
- Risks: Lack of support and ownership - **need for high level commitment, communication and cooperation.**
- Address the management and coordination of the statistical system
- Communication and training are core to the implementation of quality assurance → create a culture of quality.

