Workshop on the Implementation of a National Quality Assurance Framework for Official Statistics in countries of the Eastern-Europe / Central Asia Region
Belgrade, Serbia, 10-13 December 2019

Session 3.1: Development and implementation of a NQAF at the NSO

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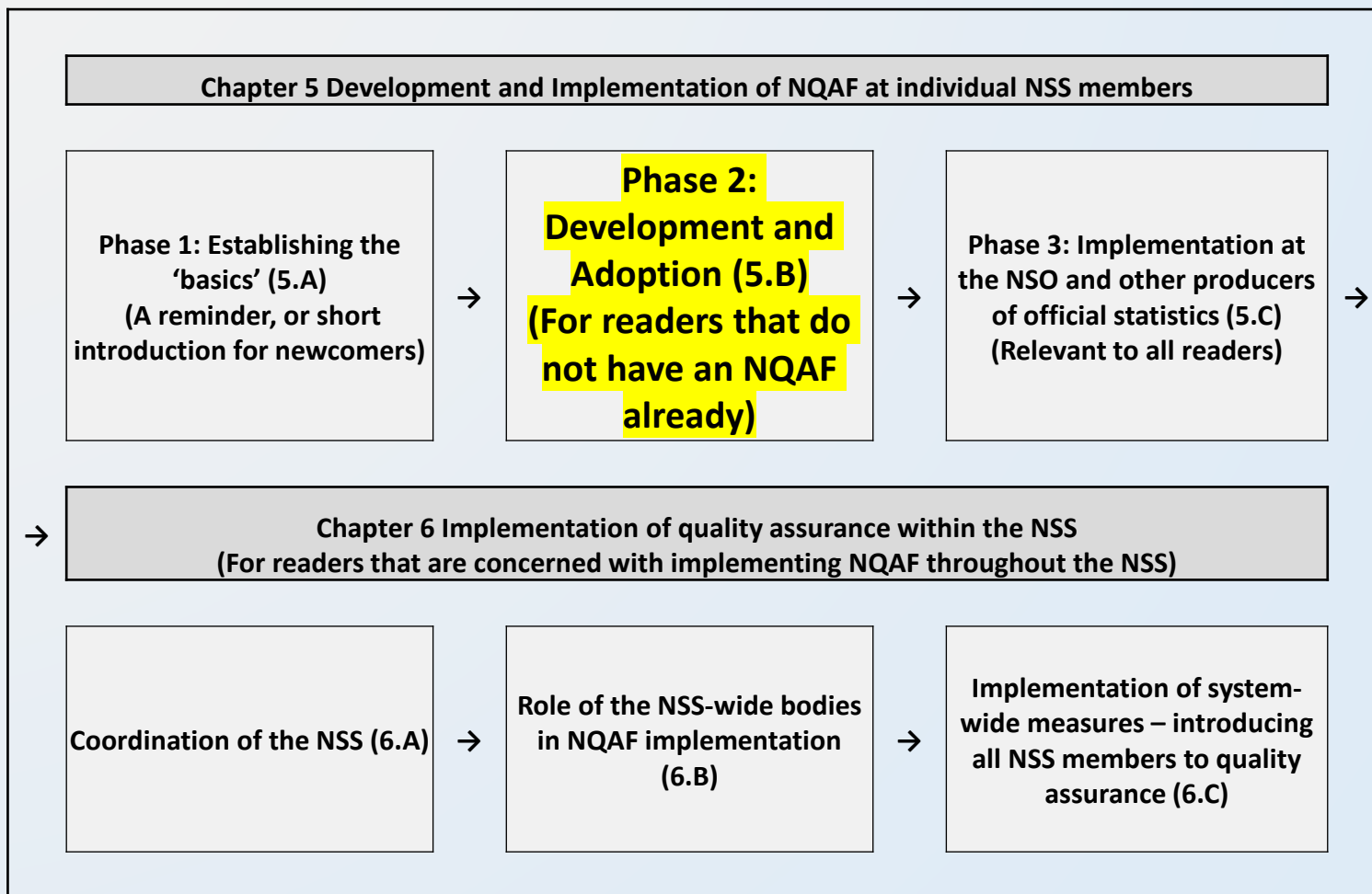United Nations Department of Economic and Social Affairs

Chapter 5. Development and implementation of a national quality assurance framework

Relationship between Chapter 5 and Chapter 6 - institutional arrangements and specific actions at different phases of NQAF development and implementation

Chapter 5 Development and Implementation of NQAF at individual NSS members

| Phase 1: Establishing the 'basics' (5.A) (A reminder, or short introduction for newcomers) | → | **Phase 2: Development and Adoption (5.B) (For readers that do not have an NQAF already)** | → | Phase 3: Implementation at the NSO and other producers of official statistics (5.C) (Relevant to all readers) | → |

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Chapter 6 Implementation of quality assurance within the NSS (For readers that are concerned with implementing NQAF throughout the NSS)

| Coordination of the NSS (6.A) | → | Role of the NSS-wide bodies in NQAF implementation (6.B) | → | Implementation of system-wide measures – introducing all NSS members to quality assurance (6.C) |

Institutional arrangements for the development and adoption of NQAF

❑ **Assumes that the NSO is leading the development of NQAF for the entire NSS although specific arrangements in countries may vary.**

❑ **The necessary institutional arrangements for the development of NQAF may encompass the following:**

    a.   **High-level commitment**

    b.   **Establishment of a quality unit at the NSO responsible for quality assurance**

    c.   **Establishment of a quality task force (or working group). The head of the NSO would establish a quality task force which is given the responsibility to develop a NQAF**

    d.   **NSS-wide governance body**

    e.   **NSS-wide advisory body:**

    f.   **Establishment of a legal framework for quality assurance**

Activities for the development and adoption of NQAF

❑ **Development of NQAF may be undertaken over a period of a minimum of one year, including review, revision and approval.**

❑ **The process may include the following :**

 a. **Establishment of a timetable for development and implementation.**

 b. **Review and analysis of national circumstances and practices.**

 c. **Identify Uses and users of NQAF and NQAF implementation plan.**

 d. **Compilation, review and analysis of materials available at the international level.**

 e. **Decision on the reference framework for NQAF.**

 f. **First draft of NQAF and its contents.**

 g. **Quality requirements, elements to be assured and indicators.**

 h. **Consultation and review process of the draft NQAF.**

 i. **Finalization and adoption.**

 j. **Communication and dissemination.**

Implementation of a national quality assurance framework at the NSO (and others, as applicable)

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Implementation of a national quality assurance framework at the NSO (and others, as applicable)

Possible steps and elements of NQAF implementation

Starting point: NQAF has been developed and adopted	
1	**Establish proper institutional arrangements**
2	**Train staff and conduct an initial self-assessment**
3	**Communicate internally and externally**
4	**Develop an implementation strategy and identify implementation actions**
5	**Analyze business processes and activities (using GSBPM and GAMSO)**
6	**Decide on methods and tools for quality assessment that are to be used**
7	**Integrate the implementation steps into the National Strategy for the Development of Statistics (NSDS) and the multi-year statistics plan**
8	**Ensure ongoing commitment and seek actions with quick/visible pay-off**

Implementation of a national quality assurance framework at the NSO (and others, as applicable)

1. Institutional arrangements for the implementation

Quality management must be institutionalized. The following best practices can be identified:

➢ *Quality unit at the NSO*. Major statistics producers may establish their own internal quality units

➢ *Internal quality task force at the NSO consisting of* representatives from each division to support NQAF implementation throughout the NSO

➢ *Quality assurance managers or focal point* in the various statistical domains responsible for establishing the quality assurance plan and leading quality activities in their statistical domain

➢ *NSS-wide governance body and NSS-wide advisory body to* guide and support the implementation of the NQAF at the NSO.

Implementation of a national quality assurance framework at the NSO (and others, as applicable)

2. Training of staff and conducting a self-assessment

➢ *Training of staff*. Quality managers and focal points and managers of statistical products need to gain a thorough understanding of the basic concepts, objectives and tools of quality assurance, and the country's NQAF.

➢ *Conducting a self-assessment as starting point*. When an NQAF has been adopted, a workshop with managers and experts from throughout the NSO or other statistical agencies can conduct a first self-assessment based on the NQAF.

Implementation of a national quality assurance framework at the NSO (and others, as applicable)

3. External and internal communication

➤ *Declaration of quality*: NSO may explicitly communicate its commitment to high quality and continuous improvement to its stakeholders in the form of a declaration on quality which should be promoted internally and externally to all stakeholders.

➤ *Promotional activities:* may include quality seminars, quality campaigns or an annual quality week and external quality reports.

Implementation of a national quality assurance framework at the NSO (and others, as applicable)

4. Development of an implementation strategy and implementation actions.

➤ The NSO may develop a mid- and long-term strategy and short-term action plan. A short-term action plan may cover quality improvements for the next data production cycle.

➤ Generally, quality assurance can be applied at the institutional level and/or at the process or product level.

➤ For example, relevant principles can be applied to selected processes or products.

Implementation of a national quality assurance framework at the NSO (and others, as applicable)

5. Development of an implementation strategy and implementation actions.

➢ The improvement in quality of statistical products requires the improvement of statistical processes.

➢ The **Generic Statistical Business Process Model** (GSBPM) can be used to:

  ➢ (i) document and analyze statistical processes and associated metadata in a standard way;

  ➢ (ii) identify pertinent quality characteristics;

  ➢ (iii) formulate appropriate quality indicators to monitor statistical processes; and

  ➢ (iv) identify necessary actions to improve and assure the quality of statistical processes and outputs.

Implementation of a national quality assurance framework at the NSO (and others, as applicable)

6./7.   Development of an implementation strategy and implementation actions.

➢ All methods and tools for quality management and assessment, such as quality indicators, quality reports, quality assessments and audits, among other things, as specified in chapter 4, should be considered

➢ Overarching activities that impact quality such as development and update of NSDS, legal and institutional reform, participation in international activities such in IMF's dissemination standards;

Implementation of a national quality assurance framework at the NSO (and others, as applicable)

8. The challenge of ongoing commitment and actions with quick/visible pay-offs

➢ Actions with quick/visible pay-offs:
  o Establish advance release calendar;
  o provide output quality indicators (e.g., on accuracy and timeliness);
  o provide metadata and quality reports for users in a systematic and easily accessible way.

➢ Challenge of ongoing commitment
  o Need of clear mandate and legal obligations;
  o Using quality assurance as strategic tool for the development of statistics;
  o Link quality assurance with forward looking risk management;
  o Other?

THANK YOU