

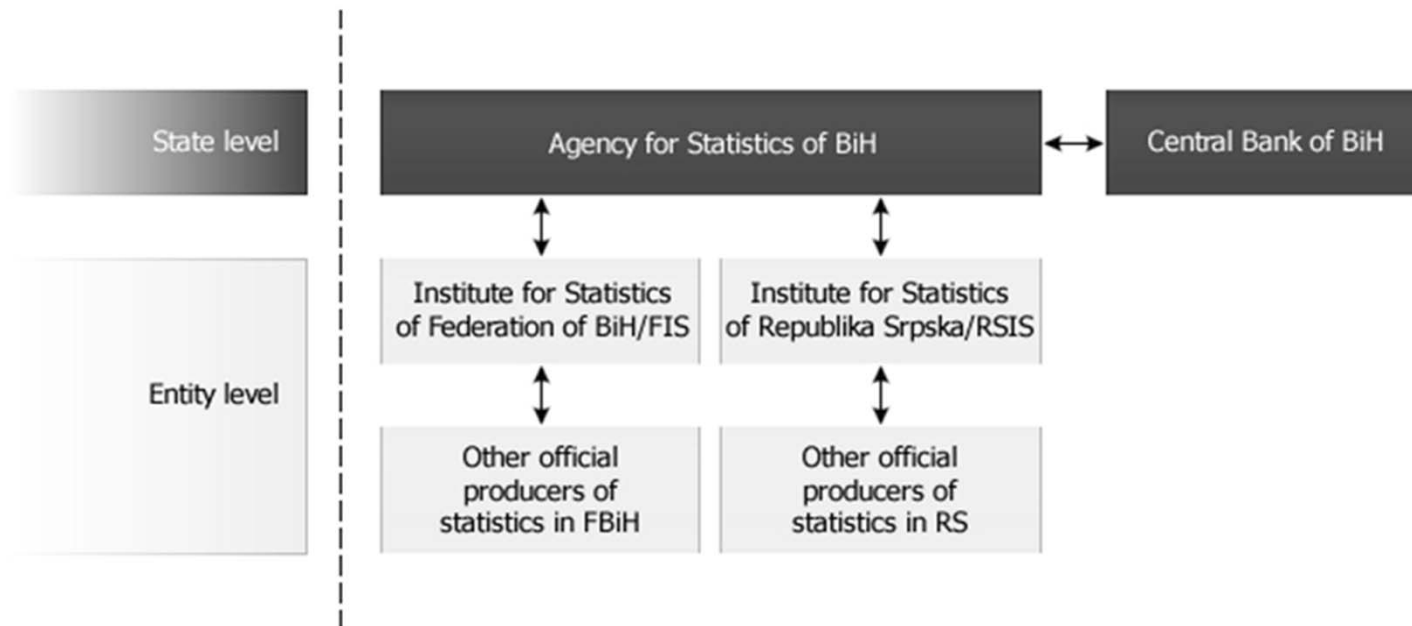
Workshop on the Implementation of a National Quality Assurance Framework for Official Statistics - Coordination of quality assessment across NSS-

Agency for Statistics of Bosnia and Herzegovina
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Introduction

- **The statistical system in BiH**
 - ✓ Institution at the state level:
Agency for Statistics of BiH (BHAS)
 - ✓ Institutions at the entity level:
***Federal Office of Statistics (FIS) and
Republic of Srpska Institute of Statistics (RSIS)***



Policy and programme of the quality management in Agency for statistics of Bosnia and Herzegovina

■ GENERAL TASKS:

- ✓ Consistent implementation of European Statistics Code of Practice (CoP) and usage of Quality Assurance Framework of the European Statistical System (QAF) for implementation of those principles;
- ✓ Development of mechanism for monitoring the quality, controls and management;
- ✓ Implementation of standardized reports on quality of statistical surveys;
- ✓ Implementation of GSBPM;
- ✓ Application of the model of quality management in accordance with principles of the Total Quality Management (TQM), as well as implementation of the Common Assessment Framework (CAF), complete QM tool serving for self-assessment of quality inspired by model of excellence EFQM
- ✓ Implementation of system for quality documentation

Implementation of Quality Management in the Agency for Statistics of B&H (BHAS)

Model and framework of quality management

Implementation in BHAS

Explanations

TQM – Total Quality Management

- a) Monitoring of statistical processes and products quality;
- b) Users satisfaction with statistical data;
- c) Strengthening of cooperation with data providers (reducing respondents burden);
- d) Rational usage of resources available and
- e) Professional orientation of personnel (education, motivation and satisfaction).

CAF
Common
Assesment
Framework

Process of self-sessment identifies and monitors all organisation results, provides feedback on organisational capacity and results of policy and planning processes. Scoring tool: 9 criteria and 28 subcriteria.

Institutional frameworks for quality

General superstructures, but less holistic then TQM

CoP
EU Code of
Practice

Quality of institutional environment:
Quality of statistical process
Quality of statistical product

Framework for ensuring the quality

Detailed guidlines for ensuring the quality of key statistical products; focus on individual statistical domains, not on quality of statistical system in general.

QAF
Framework
for ensuring
the quality

Statistical product (Quality Report, indicators)
Production process (Description of process)
Users Perception (Survey on satisfaction)

Implementation of Quality Management in the Agency for Statistics of B&H (BHAS)

■ **QUALITY MANAGEMENT OBJECTIVES IN THE AGENCY**

- ✓ Consistent applying the principles of the European statistics CoP;
- ✓ The implementation of a systematic approach for quality management;
- ✓ Informing users about the quality of products and services and
- ✓ Continuously improvement of the quality of processes and products.

■ **MAIN QUALITY MANAGEMENT TASKS IN THE AGENCY**

- ✓ Building of mechanisms for quality monitoring, control and management;
- ✓ Production of standardized reports on quality of statistical surveys;
- ✓ Applying of the best practices in the field of statistical surveys, and of the statistical processes and product quality;
- ✓ Training of staff of the Agency for Statistics of B&H on application of methods and standardized quality reports for statistical products, and
- ✓ Implementation of a system for quality documentation.

Implementation of ESCoP in BHAS

- „Implementation of the European Statistics Code of Practice at the statistical institutions in Bosnia and Herzegovina – self-assessment and future activities“
- Starting from the ESCoP as a conceptual quality framework in the implementation of current and planning of future activities, the BA statistical institutions developed a systematic and standardized approach to quality implementation, taking into account the following pillars of quality:
 - ✓ Meeting the needs of data users and providers,
 - ✓ Development of human resources, and
 - ✓ Continued work on the improvement of quality of statistical products and services.

Implementation of ESCoP in BHAS

- A modern approach to management at all levels was necessary to manage these pillars of quality. This approach took into account the following:
 - ✓ Balancing the needs of various stakeholders (data users, data providers, staff, and society as a whole),
 - ✓ The importance of assessing the present and predicting the future needs of users as the most important quality assessors,
 - ✓ Behaviour of the management, which significantly affects the culture of organisational management,
 - ✓ Solid understanding and transparency of all processes, method of communication with the environment and among staff,
 - ✓ Improvement of the quality of operations, which is associated with the culture of life-long learning, as well as of innovations and development,
 - ✓ Good relations with partners, and
 - ✓ Respect for statistical confidentiality and protection of data in accordance with the legislation, standards and good practice.

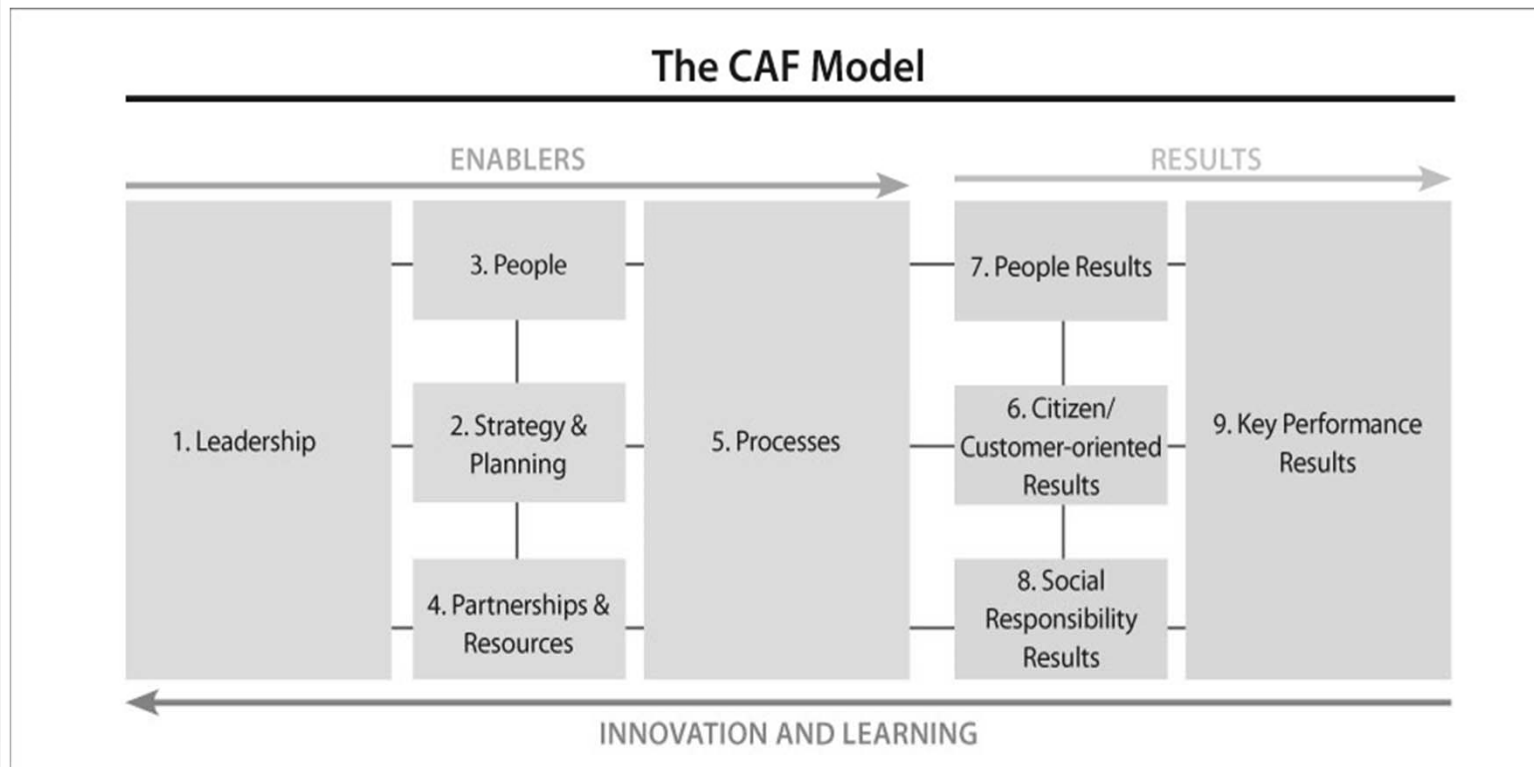
Implementation of ESCoP in BHAS

- Based on the fifteen principles from the ESCoP, five strategic goals of quality management were defined and these should be realised in the future period. These goals are the following:
 - ✓ 1. Strengthening professional independence and mandate for data collection (Principles 1 and 2)
 - ✓ 2. Balancing the needs of users and respondents (Principles 5, 6, 9)
 - ✓ 3. Quality of statistical products and services is assessed for most statistical surveys and it is published in a manner understandable to users (Principles 4, 11-15)
 - ✓ 4. Improving the procedures of statistical data processing to achieve quality and efficiency (Principles 8 and 10)
 - ✓ 5. Commitment of entire staff to the values of quality, life-long learning and further education (Principles 3 and 7)

- Each sub-goal of each goal consists of:
 - ✓ 1. Indicators, which are essential for monitoring the implementation of a goal, and
 - ✓ 2. Activities, which are already being implemented (findings of the self-assessment of compliance) or which will be undertaken in order to implement a goal.

Quality management model

- In implementation of TQM BHAS use Common Assessment Framework (CAF)
- CAF is self-assessment quality management tool



CAF implementation in BHAS

- CAF implemented in 2016
- CAF Working Group: President, Secretary and 8 members

Quick wins (results achieved)

- A set of documents has been created which clearly defines certain procedures,
- accelerated processes of important documents approval,
- duties and responsibilities of staff are defined more precisely, communication between staff and management is improved,
- activities/work become more transparent,
- management meeting with staff are more frequently organized,
- the number of trainings of staff in BHAS is increased,
- CAF activity was analyzed and the realization plan is prepared.

Key activities (results achieved)

- defined important strategic documents (internal acts to prevent conflicts of interest, draft amendments to the Law on Statistics prepared, access to some important administrative data sources realized (VAT database),
- developed the Strategy for Risks Management in BHAS,
- defined procedures on Financial Management and Control, etc.

Initiatives taken by the BHAS regarding quality management - summary

The activities of the Agency for Statistics in the field of quality management can be freely submitted under TQM (Total Quality Management) activities focusing on the coordination of established quality management instruments as well as the coordination and development of instruments for monitoring the effectiveness of the Agency's process and activities and its modernization.

These activities include:

- Key Strategic and Program Documents: Mission, Vision, Strategic Goals and Priority Actions (Document: *Strategy for development of statistics of BIH 2030 – document is in preparation*)
- Implementation of GSBPM (adopted)
- User Satisfaction Survey (conducted 2011, 2014 and 2017)
- Staff Satisfaction Survey (conducted 2014 and 2017)

Initiatives taken by the BHAS regarding quality management - summary continued

- Internal Quality Audit of statistical processes and products- (prepared *Manual for Internal Quality Audit of statistical processes and products*)
- Self-assessment using the Common Assessment Framework - CAF model (self-assessment conducted in 2016)
- Managing risks and establishing a risk register for organisation units and the Agency as a whole (Adopted *Risk Management Strategy* and established Risk Register in the Agency)
- Self-assessment of the implementation of the Code of Practice of European Statistics in the Agency (self-assessment conducted in 2012)

Initiatives taken by the BHAS regarding quality management - summary continued

- Develop standardized quality reports for statistical surveys (conducted document: *Quality report for statistical surveys - Guidelines for preparation* - and quality reports made for surveys according to the new guidelines)
- Cooperation with Data Providers / Respondents
- Performing quality training (two training sessions)
- Involvement of other producers of official statistics in the field of quality management (entity statistical institutes)



Thank you for your attention!