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CERTIFICATION OF STATE STATISTICAL COMMITTEE OF THE REPUBLIC OF AZERBAIJAN

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Brief history of establishing QMS in Azerbaijan

Establishment of QMS has been launched since 2010:

- quality policy and objectives have been declared;
- measures on application of quality management system are envisaged in the “State Program of Improvement of Official Statistics” approved by the President of the country;
- representative of the administration on quality who is directly subordinated to the Chairman of the Committee has been assigned;
- Coordination Council for Quality for decision-making has been established and etc.

Initial standard approaches

Studying and application of ISO 9001 international standard of quality management system has been initially launched in Azerbaijan. Why ISO 9001?

- While talking of quality management system we referred to ISO 9001;
- Practical guidelines for ISO 9001 were available;
- Companies suggested their services for trainings on ISO 9001;
- There was an interest in a controlling the application and implementation of generic rules and standards;
- One of objectives was to receive certification of international compliance of statistical processes and data quality.

What did we do for ISO 9001 standards requirements?

1. Theoretical and methodological frameworks have been created

- ***Quality Guideline*** has been developed. The Quality Guideline clearly explains the documented procedures “Information documentation”, “Internal audits”, “Management of nonconformities and organizational measures”, “Risks and opportunities management”, “Analysis by administration” and “Relationship with users”, process maps for each department have been developed. Moreover, the followings have been developed:
 - “Rules on submission of microdata to users for research purposes”;
 - “Rules on responding to inquiries from international organizations”;
 - “Rules on correction of errors in official statistical data published and disseminated”;
 - “Rules on classifying and elimination of errors in report data”;
 - “Questionnaire and methodology for conduction of the survey on the level of users’ satisfaction with the quality of statistical activity and data disseminated”;
 - National version of Generic Statistical Business Process Model, etc.

What did we do for ISO 9001 standards requirements?

2. Practical steps

- Application of “Generic Statistical Business Process Model” (GSBPM);
- realization of control on application and implementation of the identified general rules and standards;
- implementation of documentation works in the system of statistics according to quality management system standards;
- provision of the process of documents management;
- coordination of reporting information to assure primary data quality;
- organization of internal audits in the structural subdivisions of the Committee;
- preparation of quality reports on statistical data quality assessment;

What did we do for ISO 9001 standards requirements?

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- coordination of the published main macro indicators, carrying out the comparative analysis and revealing of inconsistencies;
- observance of rules on formation, use and maintenance of database archives;
- conduction of the survey on satisfaction of users' needs related with statistical activity and data quality;
- determination and organization of metadata system standards on official statistical report forms, indicators and statistical processes;
- receiving certification of international compliance of statistical processes and data quality and etc.

Benefits of ISO standards' principles for quality management

Due to application of ISO 9001 international standards the State Statistical Committee could achieve standardization of actions related with:

- consideration of needs and expectations of the interested parties,
- more observance of user-oriented principles,
- formation of quality policy,
- risks and opportunities assessment,
- quality objectives and planning to achieve them,
- planning of changes,

Benefits of ISO standards' principles for quality management

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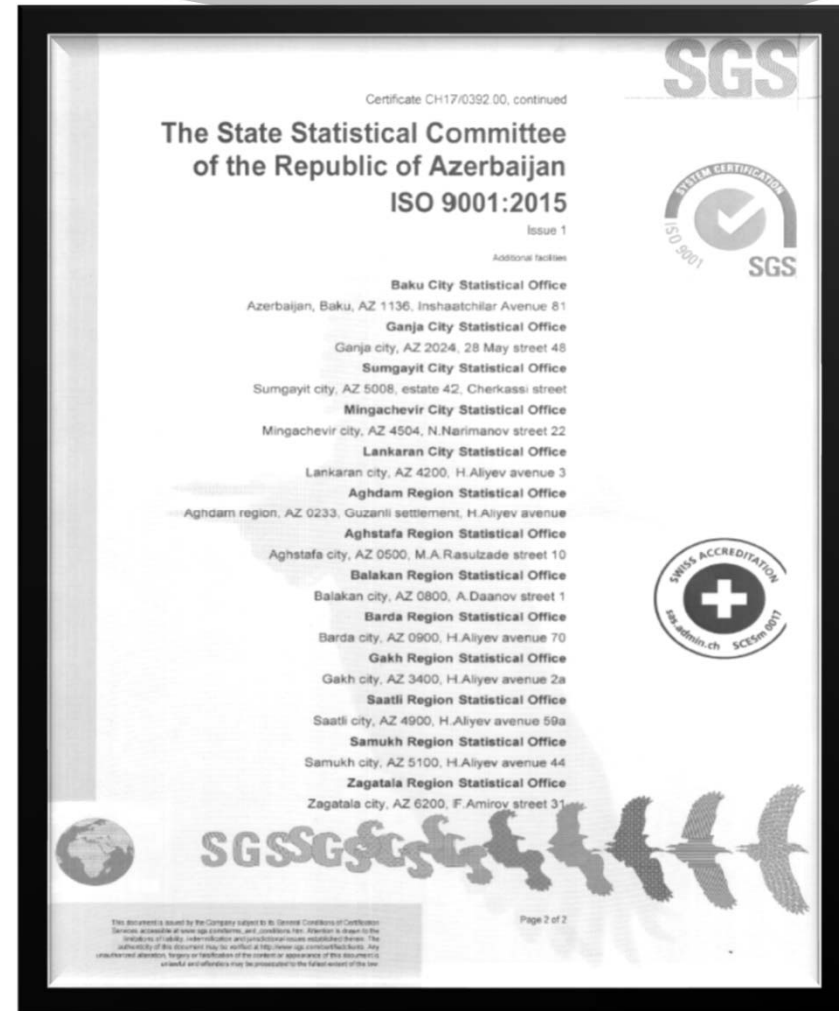
- improvement of human and financial resources,
- ensuring access to organizational knowledge for all,
- documentation of information and
- received certification of compliance with ISO 9001 international standard in the field of “**Official statistics production and dissemination**” awarded by Bureau Veritas company of France for the first time (in 2013),
- and by SGS company of Switzerland for the second time (in 2017).

Our achievement in QMS 2013



***“Bureau Veritas” company
issued a certificate of
international compliance
with ISO 9001:2008
standards“***

Our achievement in QMS 2017





**Thanks for your
attention!**

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