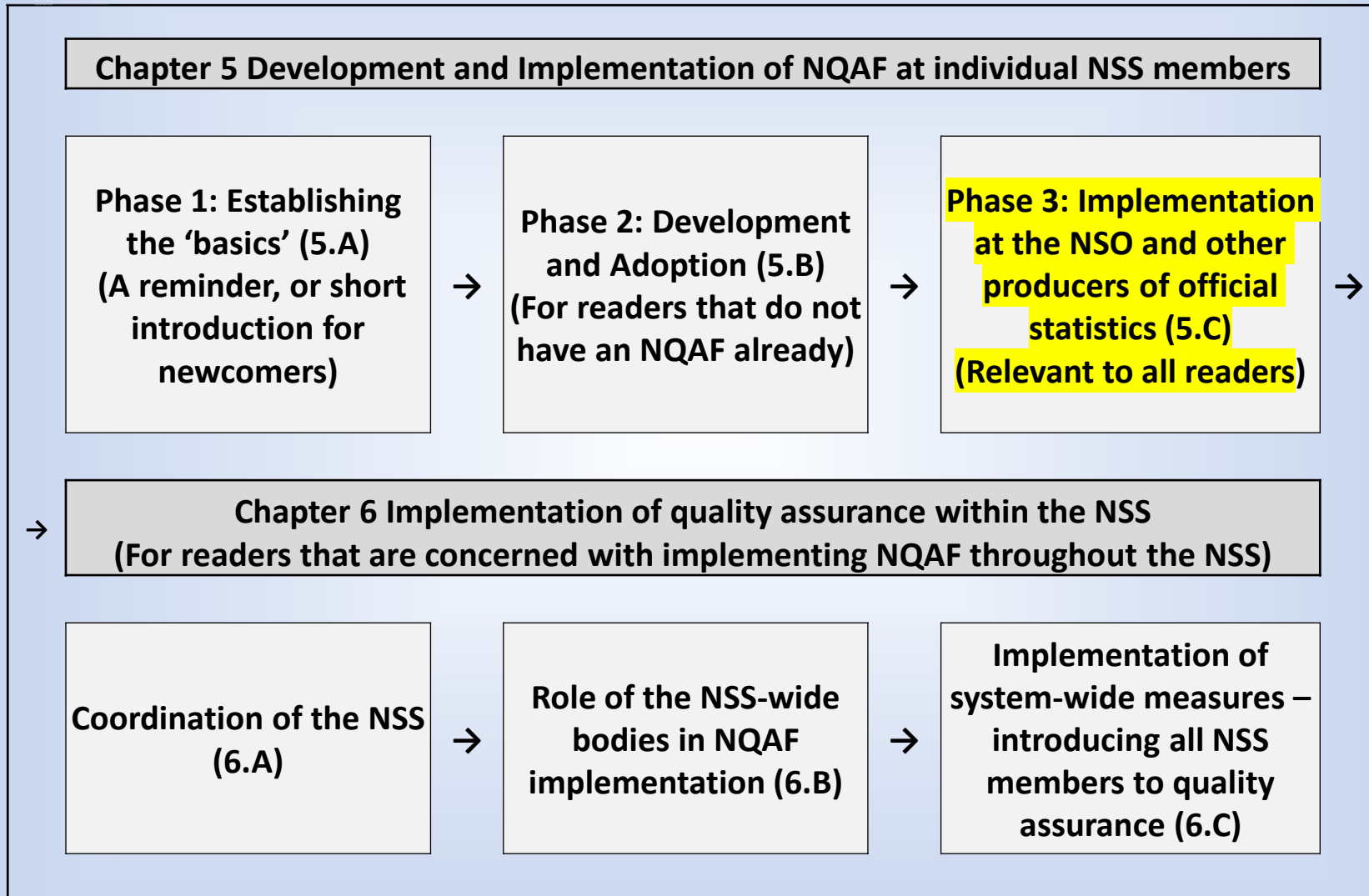




Implementation of a national quality assurance framework at the NSO (and others, as applicable)





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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 GAMS0)**
- 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**



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Institutional arrangements for the implementation of an NQAF

Quality management must be institutionalized. The following best practices can be identified, which apply to the NSO but also possibly to other major producers of official statistics:

- Quality unit at the NSO in order to sufficient capacity. 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
- Central coordination body, NSS-wide governance body and NSS-wide advisory body to guide and support the implementation of the NQAF at the NSO.



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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.

The assessment can be carried out in groups and be facilitated by external experts. Such self-assessment establishes a baseline for NQAF implementation and ensures awareness, ownership and management support for further quality work.



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External and internal communication

- NSO may explicitly communicate its commitment to high quality and continuous improvement to its stakeholders in the form of a declaration on quality
- The declaration on quality should be officially launched, be visible on the NSO website and be actively introduced and promoted internally and externally to all stakeholders.
- Promotional activities may include quality seminars, quality campaigns or an annual quality week and external quality reports



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Development of an implementation strategy and implementation actions.

- The NSO may develop a mid- and long-term strategy and 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.



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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 analyse 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.



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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;



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

- Actions with quick/visible pay-offs:
 - Establish advance release calendar;
 - provide output quality indicators (e.g., on accuracy and timeliness);
 - provide metadata and quality reports for users in a systematic and easily accessible way.
- Challenge of ongoing commitment
 - Need of clear mandate and legal obligations;
 - Using quality assurance as strategic tool for the development of statistics;
 - Link quality assurance with forward looking risk management;
 - Other?

THANK YOU

