



**United
Nations**

DESA
Statistics Division

Sesión 1.4: La hoja de ruta para la implementación del NQAF y otras herramientas y directrices

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Taller sobre la Implementación de un Marco Nacional de Aseguramiento de la Calidad para las Estadísticas Oficiales en países de la región de América Latina y el Caribe

Bogotá, Colombia, 22-24 de noviembre de 2023



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Manual: versión web

- Disponible en: <https://unstats.un.org/UNSDWebsite/data-quality/user-manual>

The screenshot shows the web interface for the 'Manual for Official Statistics'. At the top, there is a navigation bar with the United Nations logo and the text 'Department of Economic and Social Affairs Statistics'. Below this is a secondary navigation bar with links for 'Home', 'Resources', 'Meetings and events', and 'About'. The main content area features a breadcrumb trail: 'UNSD > Quality Assurance > Manual > About'. The title 'Manual' is prominently displayed, with a 'Download PDF' button and language options (En, Fr, Es, Ru) to its right. Below the title, the text reads: 'United Nations National Quality Assurance Frameworks Manual for Official Statistics' and 'Including recommendations, the framework and implementation guidance'. A 'Chapters' section at the bottom lists three chapters: 1. 'Content and use of the Manual' (3 Sub-Chapters), 2. 'Recommendations on quality assurance for official statistics' (3 Sub-Chapters), and 3. 'United Nations National Quality Assurance Framework: principles and requirements' (5 Sub-Chapters). A left sidebar contains a search bar and a list of navigation links including 'About', 'Preface', 'Acknowledgements', 'Abbreviations and acronyms', and the five chapters.

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Aprendizaje electrónico

<https://learning.officialstatistics.org/course/index.php?categoryid=4>

- Curso que se puede tomar a ritmo propio y consta de seis módulos
- Desarrollado por la División de Estadística de las Naciones Unidas (UNSD)
- Tiene como objetivo proporcionar una visión general del **Manual del marco nacional de aseguramiento de la calidad para estadísticas oficiales de las Naciones Unidas** (Manual). El Manual contiene recomendaciones sobre aseguramiento de la calidad, el Marco Nacional de Aseguramiento de la Calidad para Estadísticas Oficiales (UN NQAF) y orientación para el desarrollo e implementación de un NQAF.
- Dirigido a estadísticos que trabajan en el aseguramiento de la calidad y mejoras de la calidad en sus países y a cualquier persona interesada en el aseguramiento de la calidad de las estadísticas oficiales.
- Después de completar con éxito, se proporciona un certificado


Aprendizaje electrónico

Other courses

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Course categories: Other courses ▾

This category contains courses on statistical topics not covered in other categories, as well as courses of a general nature, such as general prerequisites for more specialized courses.

Search courses Go 

Towards the 2025 SNA



This e-learning material was designed to help users interested in the SNA update to access various resources related to the update process, some of the main topics included in the update, and country experiences with the new topics. The site provides material and links to some of the general webinars and topical webinars held for the SNA update. This is a joint UNSD, ECLAC, ESCAP, ESCWA, UNECA, and UNECE effort.

National Quality Assurance Framework (NQAF)



This e-learning course is a self-paced course consisting of six modules developed by the United Nations Statistics Division (UNSD), aimed at providing an overview of the United Nations National Quality Assurance Frameworks Manual for Official Statistics (UN-NQAF Manual) - the recommendations on data quality, the principles and requirements of the UN national quality assurance framework and guidelines for its implementation. The course is intended for statisticians working on quality assurance and improvement in their countries or anyone interested in quality assurance of official statistics.

How to Prepare an Impactful Media Release



This microlearning provides guidance, practice and resources on preparing a press release in order to help increase the impact of official statistics in informing decision making and public debate.

Using Social Media for User Engagement



This microlearning is for those who want guidance in using social media to support their engagement with users of official statistics and data.

Aprendizaje electrónico

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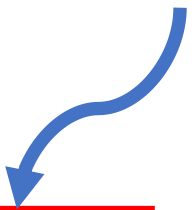


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Course categories

- Big Data
 - What is Big Data? (1)
 - Automatic Identification System (AIS) (2)
 - Scanner data (1)
 - Mobile phone data (1)
 - Privacy preserving techniques (3)
- Energy Statistics (5)
 - System of Environmental Economic Accounting (SEEA) (16)
 - Social and Demographics Statistics (3)
 - Sustainable Development Goals (SDGs) (7)
 - Other courses (6)

El aprendizaje electrónico del Marco Nacional de Aseguramiento de la Calidad (NQAF) se encuentra en "Otros cursos".



Aprendizaje electrónico: contenido

- General: introducción al curso
- Módulo 1: Introducción al Manual UN-NQAF y sus recomendaciones
- Módulo 2: UN-NQAF: Principios y requisitos
- Módulo 3: Herramientas de evaluación y gestión de riesgos
- Módulo 4: Desarrollo e implementación de NQAF
- Módulo 5: Aseguramiento de la calidad: estadísticas de diferentes fuentes de datos
- Módulo 6: Aseguramiento de la calidad de los indicadores de los ODS
- Evaluación final
- Encuesta de retroalimentación
- Conclusión

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Lista de verificación de autoevaluación: versión web

<https://unstats.un.org/UNSDWebsite/data-quality/check-list>



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Checklist

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Introduction

Purpose of conducting a self-assessment

1. Self-assessments are comprehensive, systematic and regular reviews of an organization's activities carried out by the organization itself (see [Manual](#), paras. 4.16 and 4.17). They can be conducted for different purposes and with different scope. For official statistics, a self-assessment may cover the entire national statistical system (NSS), only the national statistical office (NSO), other statistical agencies, a specific statistical domain, a specific data source or specific statistics.

Purpose of this self-assessment checklist and conduct of the self-assessment

2. This present checklist is primarily meant to be used for an assessment of the NSS from the point of view of the coordinating body (typically the national statistical office) at the institutional level and primarily for internal purposes.

3. The purpose of the self-assessment is the identification of areas of strength and weakness (and risks), and subsequently, the identification of possible improvement actions. It should then be followed-up by the development and implementation of an improvement plan. The self-assessment checklist can also help in monitoring progress. The self-assessment is not an audit and its purpose is not the comparison of the final score with others, while acknowledging that scoring can have positive and motivating effects and helps to keep track of the progress made. To achieve the purpose of the self-assessment, it is strongly encouraged to make use of the column that allows to specify strengths and weaknesses, or to record other comments.

Note: The self-assessment can also utilize a "maturity" model as propagated by ISO 9004:2018, distinguishing different levels of achievement. This checklist does not incorporate such maturity model. However, users of this checklist may identify different levels of achievement and improvement actions for themselves, according to their specific circumstances.

4. The self-assessment should be done by a group of staff from the different levels of management and should involve subject matter experts from across the statistical agency with adequate experience and training in order to mitigate the risk of being overly subjective and positive, and dis-attached from the actual situation and to help in creating a common understanding; documentation/metadata and independent verification of the evidence are other measures that can help to address the risk of subjectivity.

5. This self-assessment checklist is meant for conducting regular and rigorous quality assessments with the objective to identify improvement actions. However, it can also be used to provide an initial assessment (as part of a scoping exercise) for learning purposes to introduce staff of the NSO and NSS to quality assurance.

The checklist is based on the UN National Quality Assurance Framework

6. This self-assessment checklist has been developed by the Expert Group on National Quality Assurance Frameworks (EG-NQAF) and uses as reference the United Nations National Quality Assurance Framework (UN NQAF) contained in the new United Nations National Quality Assurance Frameworks Manual for Official Statistics (Manual), Chapter 3 and Annex A. UN NQAF aims at assuring quality at four levels, ranging from the over-arching institutional and cross-institutional level through the statistical production processes to the outputs (see [Manual](#), paras. 3.1 – 3.6). UN NQAF consists of 19 principles and 87 underlying requirements. It is geared towards the NSO as the coordinator of the NSS and some principles are not relevant or less relevant for other statistical agencies.

Looking for instructions about 'How to complete the checklist'? [Click Here](#)

Please provide your feedback on the use of this checklist so that the instructions and checklist can be further improved as needed. If you wish, you can also share the results of the self-assessment performed in your organization with the Expert Group on National Quality Assurance Frameworks. Please use the following contact information to provide your feedback, **raise any questions or to share the results of your assessments**: statistics@un.org with subject line "Data quality" and with copy to reister@un.org.

[Start Assessment](#)



Checklist

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Introduction

Purpose of conducting a self-assessment

1. Self-assessments are comprehensive, systematic and regular reviews of an organization's activities and performance. They can be conducted by the national statistical office (NSO), other statistical agencies, a specific statistical domain, a specific data source or a specific statistical product.

Purpose of this self-assessment checklist and conduct of the self-assessment

2. This present checklist is primarily meant to be used for an assessment of the NSS from the point of view of the NSO.

3. The purpose of the self-assessment is the identification of areas of strength and weakness (and risks) and to develop an improvement plan. The self-assessment checklist can also help in monitoring progress. The self-assessment is not an audit and its purpose is not the comparison of the final score with others, while assessing strengths and weaknesses, or to record other comments.

Note: The self-assessment can also utilize a "maturity" model as propagated by ISO 9004: 2018, distinguishing between different circumstances.

4. The self-assessment should be done by a group of staff from the different levels of management and with the support of external experts. A common understanding, documentation/metadata and independent verification of the evidence are other important elements.

5. This self-assessment checklist is meant for conducting regular and rigorous quality assessments with the aim of improving the quality of the NSS.

The checklist is based on the UN National Quality Assurance Framework

6. This self-assessment checklist has been developed by the Expert Group on National Quality Assurance Frameworks (EGNQAF) and Annex A. UN NQAF aims at assuring quality at four levels, ranging from the over-arching institutional level to the level of individual statistical products and some principles are not relevant or less relevant for other statistical agencies.

Self-assessment checklist instructions

(last update: 31. October 2019)

Close

How to complete the checklist.

a. Scoring a requirement / scoring a principle / overall score

For each principle, there are several underlying requirements which are vital indicators that provisions have been made to assure quality. A requirement can be scored as "Full compliance" (numerical score "1"), "Partial compliance" (numerical score "0.5"), "No compliance" (numerical score "0") or as "Not assessed" (if not sufficient information is yet available). The principle is scored as the average of the numerical scores of the underlying requirements (excluding requirements that are not yet assessed) multiplied by 100; hereby the score is expressed as a number between 0 and 100. For example, if a principle has 4 requirements and one requirement is fully met ("Full compliance"), one requirement is partially met ("Partial compliance"), one requirement is not met ("No compliance") and one requirement is not assessed, then the principle is scored as $(1*1 + 1*0.5 + 1*0)/3*100=50\%$.

Scoring across multiple/all principles: The score for a group of principles is the average of their individual scores and is expressed as number between 0 and 100.

b. Evaluating a requirement - how to consider the elements to be assured (assessment guidelines)

3. Ideally, users of the self-assessment checklist should evaluate the requirements based on a detailed analysis of the compliance with the elements to be assured (herein referred to as elements) provided in the Manual, Annex A. This will assure a more comprehensive and potentially more objective self-assessment. However, analyzing all elements is demanding and users may not have sufficient time to finish the full evaluation in such detail. Therefore, it is advisable to focus a first, initial or basic self-assessment on a limited number of elements.

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United Nations National Quality Assurance Frameworks Manual for Official Statistics (Manual), Chapter 3
principles and 87 underlying requirements. It is geared towards the NSO as the coordinator of the NSS

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Please provide your feedback on the use of this checklist so that the instructions and checklist can be further improved as needed. If you wish, you can also share the results of the self-assessment performed in your organization with the Expert Group on National Quality Assurance Frameworks. Please use the following contact information to provide your feedback, raise any questions or to share the results of your assessments: statistics@un.org with subject line "Data quality" and with copy to reister@un.org.

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Assessment of compliance with the United Nations National Quality Assurance Framework (2019)

- **Instructions:** Assess the degree of compliance for each of the requirement and describe strengths/weaknesses, include other comments.
- For each of the requirements you can refer to the detailed list of elements to be assured (please, use the link next to the requirement).
- All requirements are applicable. The only case where "not assessed" can be used, is if there is a not enough information. In this case a special note is displayed in the summary of the assessment saying that the assessment is not fully complete.

 Degree of compliance ⓘ ■ Full Compliance ■ Partial Compliance ■ No Compliance ■ Not Assessed

Your Progress

 0% 0/87

[Save Draft](#) | [Retrieve Draft](#) | [Instructions](#) | [Export](#)

Level A Managing the statistical system

Principle	Requirement	Elements	Compliance	Specify strengths, weaknesses, other comments
1. Coordinating the national statistical system	1.1 A statistical law establishes the responsibilities of the members of the national statistical system including its coordination. Its members are identified in a legal or formal provision.	Pending View	<input type="text"/>	<input type="text" value="Type here"/>
	1.2 There are a body and mechanisms for the coordination of the national statistical system for activities at the local, national, regional and international level.	Pending View	<input type="text"/>	<input type="text" value="Type here"/>
	1.3 There is a mechanism for considering statistics produced outside the national statistical system, and if appropriate, for these statistics to become official.	Pending View	<input type="text"/>	<input type="text" value="Type here"/>
	1.4 There is a national plan or program for the development and production of official statistics.	Pending View	<input type="text"/>	<input type="text" value="Type here"/>
2. Managing relationships with data users, data providers and other stakeholders	2.1 Stakeholders are identified and consulted regarding their interests, needs and obligations.	Pending View	<input type="text"/>	<input type="text" value="Type here"/>

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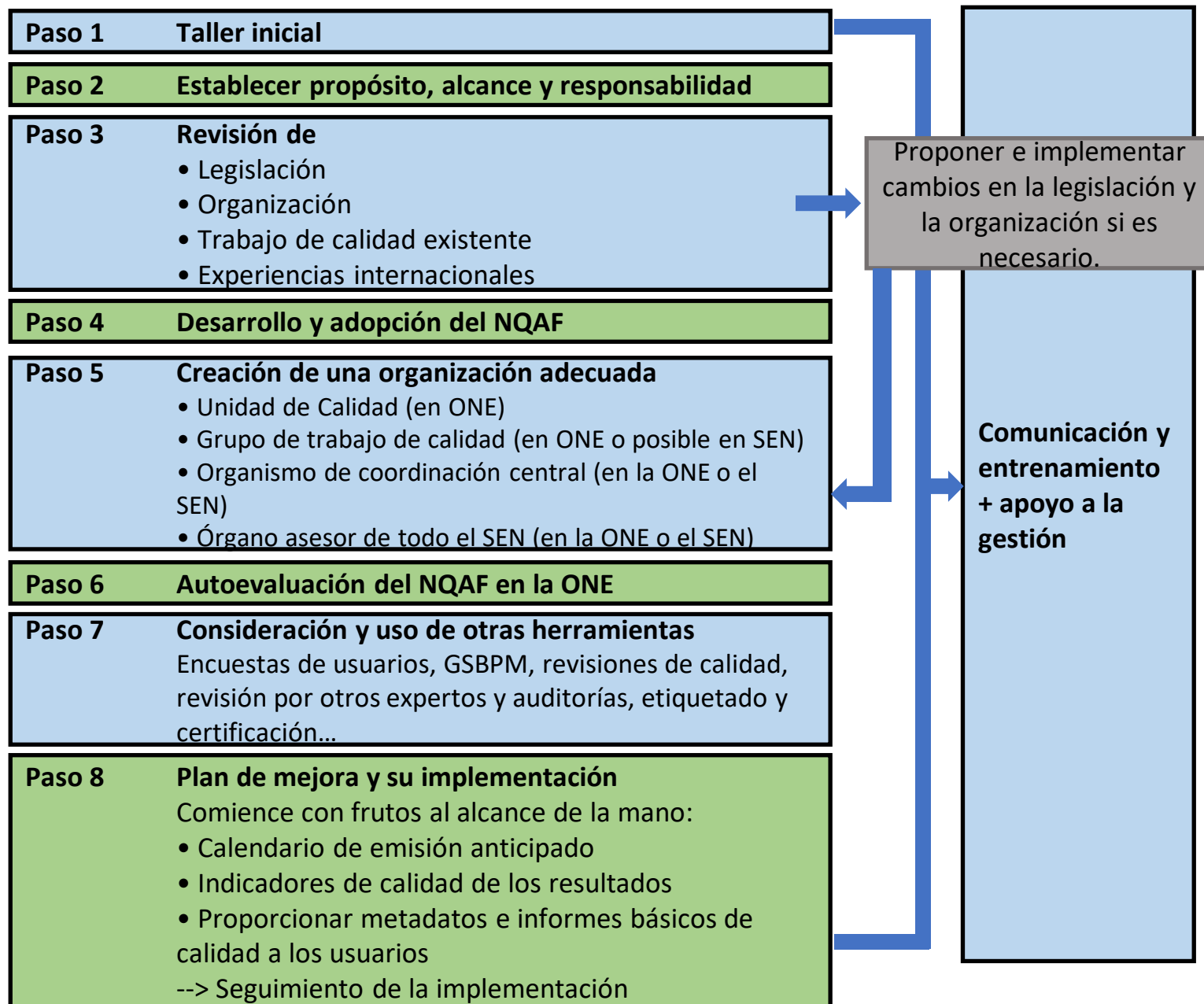
La hoja de ruta para la implementación del NQAF

<https://unstats.un.org/unsd/methodology/dataquality/references/BG-3m-Roadmap-for-NQAF-implementation.pdf>

- Tiene como objetivo apoyar a los estadísticos y administradores que tienen la tarea de implementar un marco nacional de aseguramiento de la calidad o que están considerando hacerlo en sus propias organizaciones estadísticas o en otras
- Enfatiza los principales pasos y herramientas en el desarrollo e implementación de un NQAF basado en los capítulos 4, 5 y 6 del Manual.

¡Las circunstancias nacionales son diferentes y la flexibilidad es necesaria!

Una hoja de ruta para el desarrollo y la implementación del NQAF



Paso 1: Taller inicial

Realizar un taller inicial, generalmente por parte de la ONE o la agencia responsable de la coordinación del SEN; El taller generalmente lo lleva a cabo un equipo de calidad inicial según lo determine o establezca la gerencia.

- **Presentar el NQAF al personal directivo superior y medio** de la ONE y otras agencias estadísticas (según corresponda) y al personal directamente responsable de apoyar el trabajo sobre calidad
- **Cubre los conceptos básicos:** concepto de calidad, gestión de la calidad, gestión de la calidad en estadísticas y marcos de gestión de la calidad para las estadísticas oficiales, NQAF de las Naciones Unidas, el [Manual](#) y las herramientas.

Nota: **Un compromiso de alto nivel y recursos de personal básicos** en términos de compromiso de tiempo son requisitos previos absolutos para la introducción de un NQAF.

Paso 7. Uso de otras herramientas (aparte de la autoevaluación)

Las herramientas se pueden utilizar en diferentes niveles, como

- para estadísticas individuales, en dominios estadísticos individuales, en unidades estadísticas individuales, la ONE completa o la SEN completa con todos sus productos estadísticos.
 - Normalmente, la dirección del nivel respectivo decide el uso de las diferentes herramientas, a menos que se decida en un nivel superior o externamente.
1. Utilice las **herramientas esenciales** para la evaluación de la calidad, como **indicadores de calidad** , **informes de calidad** y **encuestas de usuarios** , que constituyen el nivel básico de evaluación de la calidad.
 2. Utilice **herramientas de evaluación más avanzadas** como
 - Auditoría interna o revisión de calidad (realizada por alguien independiente dentro de su organización)
 - Revisión externa por otros expertos (realizada por un experto o un equipo de expertos que son independientes y externos a su organización)
 - Auditoría externa (realizada por alguien independiente y ajeno a su organización, pero no un experto)

Paso 7. Uso de otras herramientas (aparte de la autoevaluación)

3. Introducir el [Modelo Genérico de Procesos de Negocio Estadístico](#) (GSBPM).

- La mejora de la calidad de los productos estadísticos requiere la mejora de los procesos estadísticos.
- El GSBPM describe y define el conjunto de procesos de negocio necesarios para producir estadísticas oficiales y, por lo tanto, proporciona un marco para la documentación, evaluación y mejora de la calidad de los procesos.
(ADVERTENCIA: esto puede consumir muchos recursos)

→ Ver Manual, Capítulo 4 Herramientas de evaluación y gestión de riesgos.

Paso 7. Uso de otras herramientas (aparte de la autoevaluación)

Nota sobre el uso de herramientas:

1. Secuencia de aplicación :

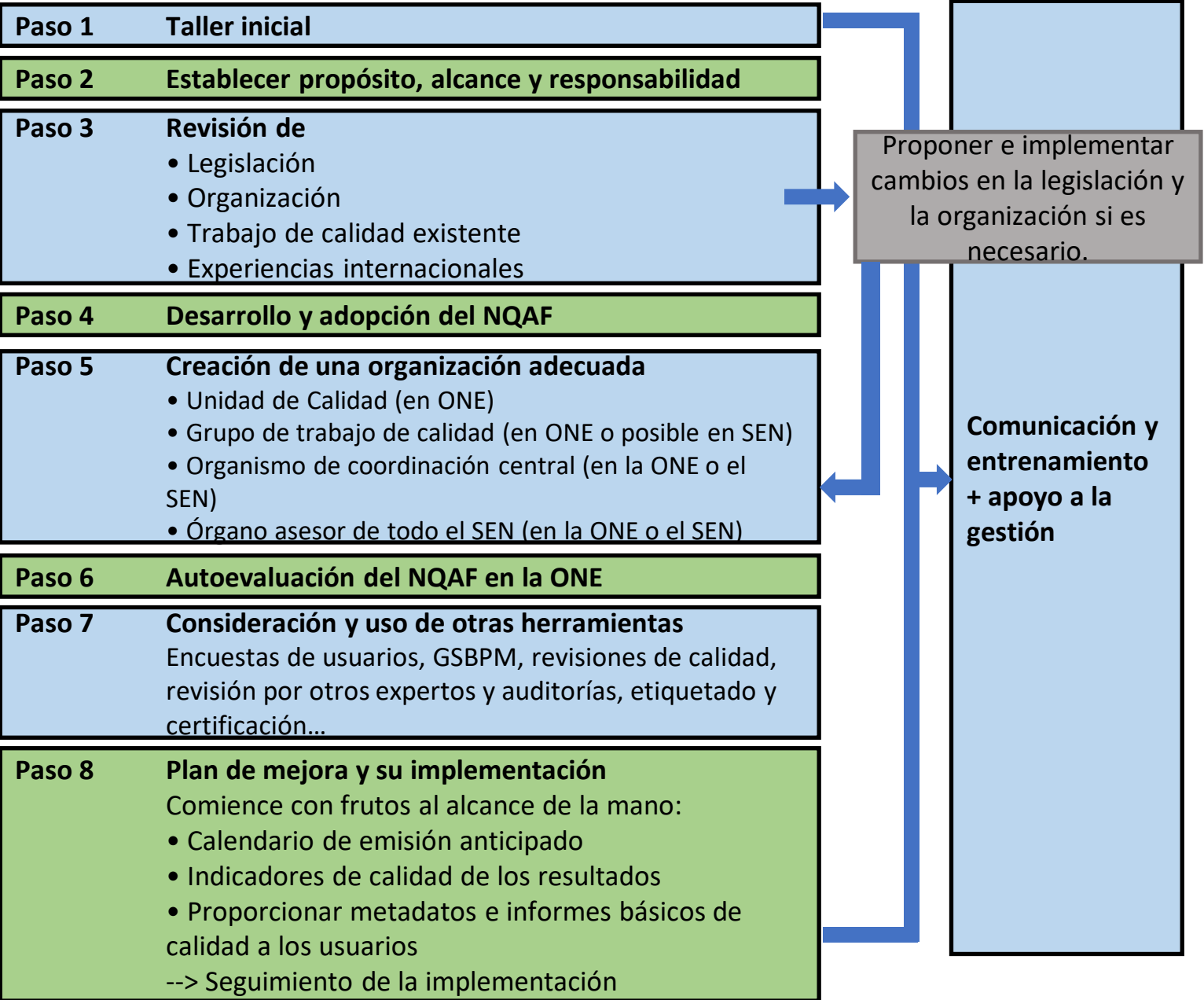
- Algunas de las posibles medidas son secuenciales, otras pueden llevarse a cabo en paralelo.
- Las revisiones internas de estadísticas seleccionadas realizadas por un equipo con participantes que no son responsables de trabajar con estas estadísticas pueden ser un primer paso natural.
- Las encuestas de usuarios, GSBPM, el uso de indicadores de calidad e informes de calidad para los usuarios se pueden implementar o utilizar en paralelo.

2. Si aún no se utiliza, el GSBPM debería introducirse en la ONE junto con el NQAF

3. Auditorías

- Generalmente los lleva a cabo un tercero y pueden dar lugar a una certificación, como un certificado ISO, para la organización correspondiente.
- Las normas ISO son generales y se aplican a cualquier organización. Por lo tanto, no necesariamente asegura los aspectos de calidad específicos de las estadísticas oficiales. El proceso de certificación requerido requiere bastante tiempo y es costoso.
- Sin embargo, una palabra clave es documentación, que es tan importante para las organizaciones estadísticas como para cualquier otra.

Una hoja de ruta para el desarrollo y la implementación del NQAF



Ver también los Capítulos 5 y 6 del Manual.

Paso 8. Plan de mejora: descripción general del proceso

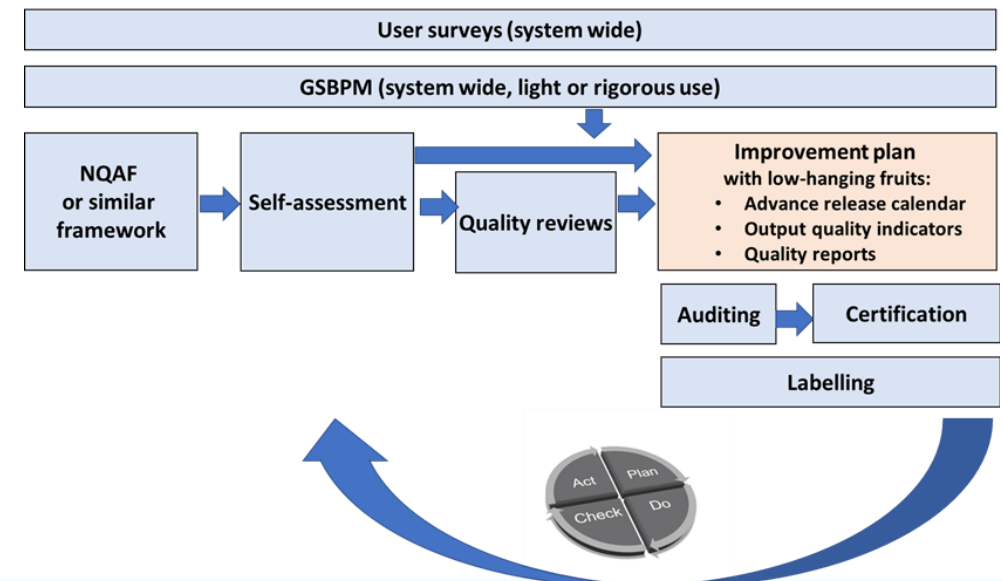
1. Desarrollar un plan de mejora basado en autoevaluaciones, posibles revisiones y auditorías.

2. Aproveche las frutas al alcance de la mano : Las experiencias demuestran que hay algunas frutas al alcance de la mano con resultados rápidos y visibles. Estos muestran un compromiso continuo y pueden implementarse con relativa facilidad no sólo en la ONE sino también en otros productores de estadísticas oficiales. Estos son:

1. Establecer un calendario de lanzamiento anticipado
2. Establecer y publicar algunos indicadores de calidad de los resultados.
3. Proporcionar metadatos e informes de calidad para los usuarios.

Paso 8. Plan de mejora: descripción general del proceso

3. Seguimiento : Los planes de mejora deben ser seguidos y monitoreados periódicamente, y revisados periódicamente, de acuerdo con el ciclo PDCA ([Planificar-Hacer-Verificar-Actuar](#)). La Figura muestra cómo el aseguramiento de la calidad debe seguir el ciclo PDCA, mediante el seguimiento de los planes de mejora y posiblemente repitiendo la autoevaluación y las revisiones.





Gracias.