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| **QUALITY POLICY** | Efficient and timely preparation and dissemination of quality statistical indicators, which reflect economic and social phenomena and processes, and provide users with a reliable source for analysis of the current situation and decision making, are among the main tasks of the Croatian statistical system.The Central Bureau of Statistics, in all working phases - from the collection, processing, production to the dissemination of statistics, is takes care about the quality of statistical processes, the final results or products and the level of services provided to its users.That the quality is becoming an increasingly important factor is confirmed by the European Statistical System Vision 2020, which, by implementing a holistic approach to statistics, aims at achieving a higher quality of statistical products and services. The use of new data sources makes the quality a comprehensive element in the statistical production process and a driver of new forms of cooperation that encourage users of statistical products and services to involve in the statistical processes, which consequently contributes to the smooth businesses progress.Following the example of the European Statistical System, the Croatian Bureau of Statistics has developed a model of the Total Quality Management based on the Code of Practice of European Statistics. It is the model that is fully adjusted to the statistical purposes, because working on the quality of statistical processes, final products and services is not the same as the standard quality monitoring of products and services of profit-oriented business entities on the market. In statistical terms, the quality is focused on obtaining statistical products and services with the characteristics that will enable and simplify successful planning and conducting of economic policy. Therefore all statistical activities are focused on achieving this goal by tracking the following six basic quality features:**COHERENCE****COMPARABILITY****ACCESSIBILITY AND CLARITY****ACCURACY****RELEVANCE****TIMELINESS AND PUNCTUALITY**

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| Coherence | Refers to the data compliance with similar data from other sources. The problems with data compliance may appear when data come from completely different sources or statistical surveys, in which process the applied concepts, classifications and methodological standards are not harmonised, i.e. coherent. |
| Accessibility and clarity: | Imply simple and user-oriented access to the statistical data. The Accessibility of statistical results or products and services relates to specific physical circumstances in which the data are available to the user: location at which the data are accessible by users, terms of use, downloading types and methods for use, publication date, availability of microdata and macrodata, possibility of use in different formats and media (i. e. paper, computer files, CD-ROM, internet).The clarity refers to the statistical information environment in which users obtain the information: whether textual information is associated with the data, methodological notes, documentation; whether the data are equipped with charts and other graphical presentations; whether the information on the quality of data is available; whether additional information for users is available, if necessary (all the above specified is contained in the term “metadata”). |
| Comparability: | Relates to the need that the obtained data and information are comparable in time, between geographical areas and between different domains. |
| Relevance: | Is the degree to which statistics meet current and future users’ needs. In other words, whether the statistics produced reflect real and objective users’ needs, whether their expectations are met by conducted surveys and whether appropriate measures are applied (definitions, classifications, etc.). |
| Accuracy: | Indicates a potential difference between estimated and actual data on population. Statistical data do not equal the actual values due to variability and bias. |
| Timeliness and punctuality: | Timeliness of data publication refers to the length of time between periods when a statistical phenomenon was observed and the date of data publishing, while the punctuality refers to the period between the scheduled publishing date (for example, in the Calendar of Statistical Data Issues) and the actual date of the data publishing. |

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| **CODE OF PRACTICE OF EUROPEAN STATISTICS** | The Code of Practice of European Statistics is based on 15 principles covering the institutional environment, the statistical production processes and statistical results. For each of the principles, the set of indicators of good practice provides a guideline for evaluating the implementation of the Code. The quality criteria of the European Statistics are defined by the European statistical law.*Link on the Code of Practice of European Statistics* |
| **TOTAL QUALITY MANAGEMENT** | In order to establish a comprehensive system of quality, the Croatian Bureau of Statistics applies the model of Total Quality Management, which also contains the Code of Practice of European Statistics. This model offers a possibility of continuous improvement for each business process. It focuses not only on products and services, but also to users and their satisfaction, the active participation of employees, long-term business success and social benefit. The communication is recognized as a key element of all statistical processes that affect the business success.*Link on the CBS TQM handbook* |
| **REPORTING ON QUALITY OF STATISTICAL SURVEYS**https://encrypted-tbn3.gstatic.com/images?q=tbn:ANd9GcRqouZIEdrxeVhp5zYo_WSvwM5udhNH9Lh3-YjOK7QV8bn5FgDluw | The Croatian Bureau of Statistics regularly submits quality reports, using templates prescribed for each statistical area by an appropriate Eurostat’s organizational unit. The Croatian Bureau of Statistics has currently developed a standard template based on the ESMS and ESQRS structures. In order to produce a comprehensive quality report in a way that all quality indicators are taken into account, the Croatian Bureau of Statistics has prepared a Handbook for Calculating Key Quality Indicators.The role of quality reporting will be further pointed out in the upcoming period in order to provide users of statistical data with the access to appropriate metadata that describe the quality of the statistical results with a view to a proper interpretation and use of the statistical data. Furthermore, the Croatian Bureau of Statistics, as a producer of statistics, will make public the information on the implementation of high quality standards at all levels of statistical processes through the quality reporting on statistical surveys. The prepared quality base containing information for reporting according to the ESMS or ESQRS structures and for generating quality reports on the website of the Croatian Bureau of Statistics will certainly help in the process of fulfilling this task.*Link on quality reporting template**Link on Handbook for calculating key quality indicators* |
| **USER SATISFACTION SURVEY** | The quality of statistical processes and final results, i.e. statistical products or services, can best be assessed through the user satisfaction survey on statistical system. Taking into consideration the constant changes on the market, each business entity needs to develop a user satisfaction system based on its own specific characteristics. To this end, standards providing quality statistical results necessary for the successful conduct of economic policy have been prepared. they are aimed at determining the quality of the statistical processes, final results, i. e. products, and rendering services.The first user satisfaction survey was carried out in 2013. The results of this survey are extremely important for the future planning of activities and are considered a key source of information about the users’ attitudes, preferences, needs, expectations as well as difficulties they are facing.*Link on survey results* |
| **IMPLEMENTATION OF GENERIC STATISTICAL BUSINESS PROCESS MODEL - GSBPM IN CBS** | Having in mind all statistical quality aspects, the Croatian Bureau of Statistics decided to implement an adjusted GSBPM, because it exhaustively describes and defines a set of business processes needed to produce the official statistics. It provides a standard framework and harmonised terminology in order to help statistical organisations to modernise their statistical production processes as well as to share methods and components. The GSBPM is also used for integrating data and standardisation of metadata, as a template for process documentation, for harmonising statistical infrastructures and to provide a framework for a process quality assessment and further improvements.Based on the GSBPM structure, the Croatian Bureau of Statistics carried out the analysis on how this model can be implemented into the practice of the Croatian statistical system and, on the basis of that analysis, prepared a slightly adjusted model. The adjusted model was then used as a basis for the creation of the standard template for the preparation of the statistical survey documentation.The template is used for describing and documenting of every statistical survey in a standardised and harmonised way. It also supplements standard quality reports in the process of determining the level of quality. The GSBPM has been, as a model, created independently of the data source and adjusted to the needs of the Croatian statistical system. Therefore, it can be used for the description and evaluation of the quality of the processes based upon surveys, censuses, administrative records and other non-statistical or combined data sources. *Link on GSBPM processes template* |
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| ABBREVIATIONS | ESMS Euro SDMX Metadata Structure |
|  | ESQRS ESS Standard for Quality Reports Structure |
|  | GSBPM Generic Statistical Business Process Model |

*ESMS is based on the Euro SDMX Metadata Structure (ESMS). It aims at documenting methodologies, quality and the statistical production processes in general.*

*The ESS Standard for Quality Reports Structure (ESQRS) contains the description and representation of statistical metadata concepts to be used for providing detailed information for assessing data quality.*