

## **CZSO QUALITY COMMITMENT**

The Czech Statistical Office (CZSO) defines quality as a total of features of an entity, which affect its ability to satisfy both established and expected needs. The Czech Statistical Office assures its Commitment to Quality by systemically applying the following Total Quality Management (TQM) principles::

- user focus;
- quality outputs;
- effective processes and optimised administrative burden on respondents;
- leadership and involvement of human resources;
- process approach;
- system approach to management;
- continual improvement;
- factual approach to decision making; and
- mutually beneficial supplier relationships..

Concerning activities of the State Statistical Service, the CZSO quality concept includes a number of target characteristics of the institutional environment and core and supporting processes of the statistics production specified within respective principles of the European Statistics Code of Practice (CoP). The CZSO expresses commitment to and through continuous improvement actively implements and enforces the following principles:

### **INSTITUTIONAL ENVIRONMENT**

#### **1. Professional Independence**

*Overall target state:* The Czech Statistical Office is professionally independent on other political or administrative institutions as well as entities of the private sector, that assures credibility of statistical outputs..

#### **2. Mandate for Data Collection**

*Overall target state:* The Czech Statistical Office has a clear legal mandate to collect data for statistical outputs production purposes. Potential respondents may be bound, exclusively in a legal manner, to grant access or to provide data for the purposes of statistical outputs production upon request.

#### **3. Adequacy of Resources**

*Overall target state:* Available resources are satisfactory to fulfil requirements of the national and European statistics and other international commitments in the field of statistics.

#### **4. Commitment to Quality**

*Overall target state:* Principles of the total quality management are applied in a systematic and regular manner by means of specific instruments and tools in order to continuously improve quality of processes and outputs.

#### **5. Statistical Confidentiality**

*Overall target state:* Activities of collection, production and dissemination of statistical outputs ensure both protection and confidentiality of personal and individual data provided by respondents, as well as exclusive use of these data for statistical purposes only.

#### **6. Impartiality and Objectivity**

*Overall target state:* Professional independence, expertise, objectivity, and transparency are assured within the processes of the development, production, and dissemination of statistical outputs. Users of statistical outputs are treated equally.

## **STATISTICAL PROCESSES**

### **7. Sound Methodology**

*Overall target state:* Quality statistical outputs are based on sound methodology supported by appropriate instruments, procedures, and professional quality of human resources.

### **8. Appropriate Statistical Procedures**

*Globální cílový stav:* Quality statistical outputs are based on appropriate procedures applied from the determination of reporting duty and data collection up to the production and validation of respective outputs.

### **9. Non-Excessive Burden on Respondents**

*Overall target state:* Both requirements for statistics and user needs are monitored on regular basis. Optimization and gradual reduction of administrative burden to the sufficient level is an integral part of the statistical outputs production process.

### **10. Cost Effectiveness**

*Overall target state:* Available financial, human, and other resources are used in effective, economic and purposeful manner while the quality of processes and outputs of the State Statistical Service is simultaneously maintained and improved.

## **STATISTICAL OUTPUTS**

### **11. Relevance**

*Overall target state:* Statistical outputs are provided and continuously developed in order to satisfy the current and potential needs of users with a view to scarcity of available resources.

### **12. Accuracy and Reliability**

*Overall target state:* Statistical outputs portray reality at optimum accuracy and reliability level.

### **13. Timeliness and Punctuality**

*Overall target state:* Statistical outputs are released in a timely (i.e. in the shortest time possible after they have been produced) and punctual (i.e. while keeping preannounced deadlines) manner.

### **14. Coherence and Comparability**

*Overall target state:* Statistical outputs are internally, temporally and spatially consistent and comparable. Overall coherence is achieved namely between preliminary and final outputs, between annual and short-term outputs, and between various types of statistical outputs of the same domain.

### **15. Accessibility and Clarity**

*Overall target state:* Statistical outputs are presented in a clear and understandable form, and are released in a suitable and convenient manner, available and accessible on an impartial basis with supporting metadata and guidance.

The aforementioned principles are in accord with the declared Mission, Vision, and Strategy, with key mid-term priorities and related annual Priority Tasks and Work Programmes of the Office. They form an integral part of the CZSO total quality management. Compliance with these principles is being ensured by a set of processes, procedures, and instruments, including appropriate organisational structures, system of instructions, and methods of allocation of human and financial resources of the Office.