

Generic National Quality Assurance Framework (NQAF)
Preparation of Secondary Data (Social Statistics Bulletin)
Department of Statistics Malaysia (DOSM)
Manpower and Social Statistics Division (BPTMS)

Generic National Quality Assurance Framework (NQAF)	Element	Preparation of Secondary Data (Social Statistics Bulletin)
3a. Managing The Statistical System		
NQAF 1: Coordinating the national statistical system	1.1	The Department of Statistics Malaysia (DOSM) implements a centralized system of statistics which DOSM (formerly known as the Bureau of Statistics) was established under the provisions of the Statistics Act 1965 (Revised - 1989). Personal Data Protection Act 2010, Section 3(1) Non-application, "This Act shall not apply to the Federal government and State government."
	1.2, 1.3	Statistics Act 1965 (Revised - 1989).
	1.4	To facilitate collaboration among a members of national statistical system for improving the system performance, two elements are being used: <ul style="list-style-type: none"> i. Department of Statistics Malaysia Transformation Plan 2015-2020: The Department Strategic Plan which is a document of DOSM direction as a guideline for achieving the vision of becoming a world-renowned statistics organization by 2020; and ii. The Inter-Agency Planning Group (IAPG) is a multi-sector body that adopts periodic consultations to advise statistical agencies in setting priorities for overall statistics.
	1.5	The Main Consumer Committee chaired by the Economic Planning Unit (EPU) to discuss specific subjects especially changes in the methodology or selection of new components.
	1.6, 1.7, 1.8, 1.9, 1.10	The Inter-Agency Planning Group (IAPG) is a multi-sector body that adopts periodic consultations to advise statistical agencies in setting priorities for overall statistics.

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NQAF 2: Managing relationships with data users and data providers	2.1	<p>Data Provider: National Property Information Centre (NAPIC), Ministry of Education Malaysia (MOE), Ministry of Higher Education (MOHE), Ministry of Health Malaysia (MOH), Ministry of Human Resources (MOHR), Department of Social Welfare, Royal Malaysia Police, National Anti-Drugs Agencies, Fire and Rescue Department of Malaysia, Malaysian Communications and Multimedia Commission, Pos Malaysia, National Library of Malaysia, Road Transport Department Malaysia and Employees Provident Fund (EPF).</p> <p>Data User: Economic Planning Unit (EPU), National Library of Malaysia.</p>
	2.2, 2.3, 2.4, 2.5	<ol style="list-style-type: none"> 1) The Main Consumer Committee chaired by the Economic Planning Unit (EPU) to discuss specific subjects especially changes in the methodology or selection of new components. 2) The Inter-Agency Planning Group (IAPG) is a multi-sector body that adopts periodic consultations to advise statistical agencies in setting priorities for overall statistics. IAPG meetings are held regularly every year to discuss : <ol style="list-style-type: none"> i. Definition and relationship function between statistical generator (DOSM) and major agency / main user; ii. It is anticipated that IAPG meetings will be held at each meeting; iii. Data availability at agency level; iv. Validate data provided by the agency; v. Discuss issues related to data supplied by agencies; and vi. Address and resolve key agency / user needs and concerns. 3) The process of bilateral discussions and engagement sessions are always held from time to time either via e-mail, phone or meetings between statistical agencies and major users.
	2.6.1, 2.6.2	<p>The Main Consumer Committee chaired by the Economic Planning Unit (EPU) to discuss specific subjects especially changes in the methodology or selection of new components.</p>

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	2.6.3	Strategic Communication and International Division (BPKSA), Website DOSM, Malaysia Informative Data Centre (MysIDC), Statistics Data Warehouse (StatsDW), National Enterprise-Wide Statistical System (NEWSS), e-Statistics.
	2.7.1	Customer Charter, Administrative Order, Data Sharing and Service Level Agreement.
	2.7.2	<p>The Inter-Agency Planning Group (IAPG) is a multi-sector body that adopts periodic consultations to advise statistical agencies in setting priorities for overall statistics. IAPG meetings are held regularly every year to discuss:</p> <ul style="list-style-type: none"> i. Definition and relationship function between statistical generator (DOSM) and major agency / main user; ii. It is anticipated that IAPG meetings will be held at each meeting; vii. Data availability at agency level; viii. Validate data provided by the agency; ix. Discuss issues related to data supplied by agencies; and iii. Address and resolve key agency / user needs and concerns.
	2.7.4, 2.7.5	The Main Consumer Committee chaired by the Economic Planning Unit (EPU) to discuss specific subjects especially changes in the methodology or selection of new components. The Strategic Communication and International Division (BPKSA) coordinates data requests, the Data Coordination Division (BKD) which provides DOSM databases, and subject matter division at DOSM to supply the necessary statistics in the issuance of relevant secondary data.
	2.8.1	<ol style="list-style-type: none"> 1) The Budget document specifies the publication of Social Statistics Bulletin using the Budget under the operating expenditure received from the Ministry of Finance Malaysia. 2) Department Transformation Plan and Implementation Plan and Implementation Plan of 2016-2020 as input to planning work plan and budget.

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	2.91, 2.9.2	The Strategic Communication and International Division (BPKSA) is responsible for managing media affairs in accordance with the Government Media Relations Procedure.
	2.9.3	The Strategic Communication and International Division (BPKSA) is responsible for managing matters relating to the media in accordance with the Government Media Relations Procedure, and holding press conferences on certain subjects.
	2.10.1	Specific policies and practices for managing relationships with other key users are based on the practices and procedures set by relevant government agencies.
	2.11.1, 2.11.2, 2.11.3	The Main Consumer Committee chaired by the Economic Planning Unit (EPU) to discuss specific subjects especially changes in the methodology or selection of new components.
	2.11.4	Feedback forms are distributed to key users and agencies as a mechanism to monitor user needs and incorporate these requirements into the design process. The Main Consumer Committee chaired by the Economic Planning Unit (EPU) to discuss specific subjects especially changes in the methodology or selection of new components.
	2.11.5	<ol style="list-style-type: none"> 1) Annual Work Objectives Document (SKT) is monitored to measure the annual Key Performance Indicator (KPI). 2) Department Transformation Plan and Action Plan and Implementation of PTJ 2016-2020 as reference for work planning.
	2.12.1	<ol style="list-style-type: none"> 1) The Inter-Agency Planning Group (IAPG) is a multi-sector body that adopts periodic consultations to advise statistical agencies in setting priorities for overall statistics. IAPG meetings are held regularly every year to discuss: <ol style="list-style-type: none"> i. Definition and relationship function between statistical generator (DOSM) and major agency / main user; ii. It is anticipated that IAPG meetings will be held at each meeting; iii. Data availability at agency level;

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	<p>2.13.1</p> <p>2.13.2</p> <p>2.14.1</p> <p>2.15</p>	<p>iv. Validate data provided by the agency;</p> <p>v. Discuss issues related to data supplied by agencies; and</p> <p>vi. Address and resolve key agency / user needs and concerns.</p> <p>2) The process of bilateral discussions and engagement sessions is always held from time to time either through e-mail, telephone or meetings between statistical agencies and major users.</p> <p>The Strategic Communication and International Division (BPKSA) coordinates data requests through online applications (eStatistik, e-mail) or by mail, and is channeled to the relevant Item (BBP). Feedback must be submitted to BPKSA within the stipulated time.</p> <p>Information about the statistical process methodology is included in Technical Notes.</p> <p>Confidentiality of information is subject to the Statistics Act 1965 (Revised-1989).</p> <p>The Main Consumer Committee chaired by the Economic Planning Unit (EPU) to discuss specific subjects especially changes in the methodology or selection of new components.</p>
NQAF 3: Managing statistical standards	<p>3.1</p> <p>3.2</p> <p>3.3</p>	<p>1) Departmental Strategic Plan: Strategic Thrust 1: Strategy 3: Improve the use of secondary data sources.</p> <p>2) The concepts and methodologies used are in accordance with the UN Handbook on Social Indicators.</p> <p>Attends seminars / presentations / courses organized by various parties such as UNSD and overseas statistical agencies.</p> <p>The Division of Methodology and Research is responsible for coordinating the statistical standards at the Department level.</p>

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	3.4	Meetings and discussions at the Subject Matter Division level are held from time to time to ensure that statistical standards are applied and improved as needed.
	3.5	Publications of the JK Publications and meetings at the Subject Matter Division level to discuss compliance with statistical standards and changes / improvements are also discussed together.
	3.6	Information on statistical and standard process methodologies is included in Technical Notes.
	3.7	The Main Consumer Committee chaired by the Economic Planning Unit (EPU) to discuss specific subjects especially changes in the methodology or selection of new components.
	3.8, 3.9	Information on the statistical process methodology with the standard compliance statement is described in the Preface and Technical Note of the publication.
	3.10, 3.11	Information on detailed concordances for international and national standard parallels is described in the publication in the metadata and Technical Notes of the publication.
	3.20	The Main Consumer Committee chaired by the EPU to discuss specific subjects especially changes in the methodology or selection of new components. Information regarding the standard used is also included in the technical note.
	3.21	Meetings at the Subject Matter Division level are held on a need basis from time to time to review and review the statistical standard elements to improve the publication.
3b. Managing The Institutional Environment		
NQAF 4 Assuring professional independence	4.1, 4.2	Statistics Act 1965 (Revised - 1989).
	4.3	Statistics Act 1965 (Revised - 1989), Public Service Circulars and Service Circular, and the standards outlined in the UN Handbook on Social Indicators.
	4.4, 4.5	Statistics Act 1965 (Revised - 1989), the Public Service Commission and the Public Service Department may appoint for the Government / Public Service.

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	4.6, 4.7	The Head of Statecraft is the Head of the Statistics Department of Malaysia which approves every publication to be published by DOSM. The decision was made through a meeting of the Main Consumer Committee.
	4.8	Publishing is published subject to Advance Release Calendar (ARC) date.
	4.9, 4.10	The distribution of political / policy statements will be answered by the agency providing the relevant secondary data.
NAQF 5: Assuring impartiality and objectivity	5.1	Statistics Act 1965 (Revised-1989), RMKe-11 and Strategic Plan Department of Statistics, Malaysia.
	5.2, 5.3, 5.4	RMKe-11, Strategic Department of the Department of Statistics Malaysia, Client's Charter and Statistic Ethics, Code of Ethics.
	5.5, 5.6	The Main Consumer Committee chaired by the Economic Planning Unit (EPU) to discuss specific subjects especially changes in the methodology or selection of new components. The concepts and methodologies used are in accordance with the UN Handbook on Social Indicators. Publications of the JK Publications and meetings at the Subject Matter Division level to discuss compliance with statistical standards and changes / improvements are also discussed together.
	5.6	The concepts and methodologies used are in accordance with the UN Handbook on Social Indicators.
	5.7	Data Dissemination Policy coordinated by the Strategic Communication and International Division (BPKSA).
	5.8, 5.9	Publishing is issued subject to embargo time. Data and schedules are only sent to stakeholders after publication is issued.
	5.10, 5.11	Advance Release Calendar (ARC) designed early on each year. Changes to ARC should be submitted two weeks prior to the new issue date.
	5.12	Information on changes in statistical and standard processing methodology is included in the Technical Note. The publication will be immediately re-uploaded to the department's portal if errors are detected. Strategic Communication and International Division (BPKSA) coordinates the distribution.

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	5.13, 5.14	The distribution of political / policy statements will be answered by the agency providing the relevant secondary data.
	5.15	The publication will be immediately re-uploaded to the department's portal if errors are detected. Strategic Communication and International Division (BPKSA) coordinates the distribution.
NQAF 6: Assuring transparency	6.1	Metadata and publishing can be downloaded for free from the Department's portal. Publications contain Preface and Technical Notes. Strategic Communication and International Division (BPKSA) coordinates the distribution.
	6.2	Embargo Statement that sets data inaccessible / dispersed before the embargo.
	6.3	The Statistics Act 1965 (Revised - 1989), and the Micro Data Dissemination Policy prescribes standard procedures for data distribution to the public.
	6.4	Announcement / initial notice of the latest distribution is announced before the distribution date on the Department's portal. All products / publications can be downloaded for free from the Department's portal through on-line applications (eStatistik).
	6.5	<p>The Main Consumer Committee chaired by the Economic Planning Unit (EPU) to discuss specific subjects especially changes in the methodology or selection of new components.</p> <p>The Inter-Agency Planning Group (IAPG) is a multi-sector body that adopts periodic consultations to advise statistical agencies in setting priorities for overall statistics.</p> <p>The distribution of changes is also announced in publications, technical notes and updating metadata every year.</p>
NQAF 7: Assuring statistical confidentiality and security	7.1, 7.2	Statistics Act 1965 (Revised-1989), Official Secrets Act 1972, Government Procedures.
	7.3, 7.4, 7.5, 7.6, 7.7, 7.8, 7.9, 7.10, 7.11, 7.12	Statistics Act 1965 (Revised-1989), Official Secrets Act 1972, Government Procedures and Micro Data Dissemination coordinated by Strategic Communication and International Division (BPKSA).
	7.13	ICT Security Policies and Procedures to monitor appropriate physical and information security procedures.

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	7.14	Basic Micro-Dissociation Database coordinated by Strategic Communication and International Division (BPKSA).
NQAF 8: Assuring the quality commitment	<p>8.1</p> <p>8.2</p> <p>8.3</p> <p>8.4</p> <p>8.5</p> <p>8.6</p> <p>8.7, 8.8</p> <p>8.9, 8.10</p> <p>8.11</p> <p>8.12, 8.13, 8.15</p>	<p>Quality Assurance Policy and Client Charter are publicly notified on the Department's portal.</p> <p>Malaysia Department Transformation Plan (PTJ) 2015-2020: The Department's Strategic Plan which is a document of DOSM's direction that ensures continuous improvement and implementation practices. The methodology used is regularly reviewed from time to time to ensure that it is always relevant especially if there is a new manual / handbook issued by the UNSD, Conference Board or other parties.</p> <p>Steering Committee, Infrastructure Management and Quality Improvement (JPPIPK), Task Force, Management & Quality Improvement are responsible for the management of statistical quality of the Department.</p> <p>Government Circular Letter is recognized as an external factor that focuses on quality.</p> <p>The Statistical Activities Framework (GSBPM) is followed for guidance on managing and monitoring the quality of each stage of the development process, production and dissemination of statistics.</p> <p>The Quality Assurance Policy is publicly notified on the Department's portal.</p> <p>Standard Operating Procedure (SOP) and work processes set in Table File documents.</p> <p>The Malaysian Statistical Training Institute (ILSM) provides courses and conducts training requirement analysis to agency staff.</p> <p>Attends seminars / presentations / courses organized by various parties such as UNSD and overseas statistical agencies.</p> <p>Standard Operating Procedure (SOP) and concepts and methodologies according to the UN Handbook on Social Indicators.</p>

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	8.14	<p>The Inter-Agency Planning Group (IAPG) is a multi-sector body that adopts periodic consultations to advise statistical agencies in setting priorities for overall statistics.</p> <p>The Main Consumer Committee chaired by the Economic Planning Unit (EPU) to discuss specific subjects especially changes in the methodology or selection of new components.</p>
	8.16	Standard Operating Procedure (SOP) and concepts and methodologies according to the UN Handbook on Social Indicators.
	8.17, 8.18, 8.19, 8.20	Standard Operating Procedure (SOP) and concepts and methodologies according to the UN Handbook on Social Indicators. User feedback will be answered promptly and the publication will be reviewed if there is an error informed by the user.
NQAF 9: Assuring adequacy of resources	9.1	<p>Planning of printing and budget allocation is coordinated by BKP. Human and financial resources are set through the Budget System and Consulting Work Program at the Department level. The printing costs of publishing, book printing and member salaries are the elements that are taken into account each time the Division budget is made.</p>
	9.2	The ICT Steering Committee coordinates the ICT needs of the Division in accordance with the application in the Division.
	9.3, 9.4	Review of financial resources and human capital requirements made each year budget is laid out taking into account the needs of the posts in the Guaranteed Savings Policy Division.
	9.5	Job Matrix practice and work laps are practiced to ensure multi-tasking human capital.
	9.6	Meeting of the Publications Committee to approve any production standardization and statistical dispersion results.
	9.7, 9.8, 9.9	The data source for this publication is secondary data obtained from the Subject Matter Division(DOSM) and related agencies.
	9.11	The data source for this publication is secondary data obtained from the Subject Matter Division(DOSM) and related agencies.

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	9.12	Planning of printing and budget allocation is coordinated by BKP. Human and financial resources are set through the Budget System and Consulting Work Program at the Department level. Government Savings Policy is an important element taken into account in budget planning.
3c. Managing Statistical Processes		
NQAF 10: Assuring methodological soundness	10.1, 10.2, 10.3, 10.4, 10.8	<ol style="list-style-type: none"> 1) The concepts and methodologies used are in accordance with the UN Handbook on Social Indicator. 2) Meetings at the Item Details Division: The methodology used is regularly reviewed from time to time to ensure that it is always relevant especially if there is a new manual / handbook issued by the UNSD, Conference Board or other parties.
	10.5, 10.6	<ol style="list-style-type: none"> 1) Conditions of appointment of officers and staff as specified in the service scheme. 2) Members involved are sent to attend relevant courses from time to time at home and abroad such as Social Statistics course / workshops and short-term courses.
	10.7	Knowledge sharing with other NSO participants while attending workshops organized by United Nation Statistics Division (UNSD), Economic and Social Commission for Asia and the Pacific (ESCAP), Statistical Institute for Asia and the Pacific (SIAP).
	10.8	<ol style="list-style-type: none"> 1) The Inter-Agency Planning Group (IAPG) is a multi-sector body that adopts periodic consultations to advise statistical agencies in setting priorities for overall statistics. 2) The Main Consumer Committee chaired by the Economic Planning Unit (EPU) to discuss specific subjects especially changes in the methodology or selection of new components.
	10.9, 10.10	The Inter-Agency Planning Group (IAPG) is a multi-sector body that adopts periodic consultations to advise statistical agencies in setting priorities for overall statistics.

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	10.11 – 10.28	<ol style="list-style-type: none"> 1) The Inter-Agency Planning Group (IAPG) is a multi-sector body that adopts periodic consultations to advise statistical agencies in setting priorities for overall statistics. 2) The Main Consumer Committee chaired by the Economic Planning Unit (EPU) to discuss specific subjects especially changes in the methodology or selection of new components. 3) Knowledge sharing with other NSO participants while attending workshops organized by United Nation Statistics Division (UNSD), Economic and Social Commission for Asia and the Pacific (ESCAP), Statistical Institute for Asia and the Pacific (SIAP). 4) Data sources for this publication are secondary data obtained from the Subject Matter Division (DOSM) and related agencies. 5) Departmental Publication Committee Meeting to approve any decision of standardization of production and statistics dissemination.
NQAF 11: Assuring cost-effectiveness	<p>11.1, 11.2</p> <p>11.13</p> <p>11.14</p> <p>11.12</p> <p>11.13, 11.14</p> <p>11.15, 11.16</p>	<p>Treasury Circular, Government Financial Procedure and Government Savings Policy as a planning guide. The budget covers the printing costs of publishing, book printing and payroll members that have been designed each year.</p> <p>Internal Audit, Treasury Circular, Financial Procedure on Government Savings Policy. Department Management Meeting to discuss and approve expenditure planning proposals.</p> <p>Data sources for this publication are secondary data obtained from the subject Matter Division (DOSM) and related agencies.</p> <p>Paper / Justification was delivered for the approval of the Chief Statistician.</p> <p>The Inter-Agency Planning Group (IAPG) is a multi-sectoral body that adopts periodic consultations to advise statistical agencies in setting overall statutory priorities.</p> <p>Data is collected via email and post from DOSM Subject Matter Division and related agencies. Data is also collected through the Malaysia Social Statistics System (MySocialStats) system. Publications and media distribution are created</p>

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	11.19	<p>through NEWSS and CMS. Free publishing can be downloaded by user on ARC date. Stakeholders receive hardcopy of publications delivered by post.</p> <p>The Inter-Agency Planning Group (IAPG) is a multi-sectoral body that adopts periodic consultations to advise statistical agencies in setting overall statutory priorities.</p>
NQAF 12: Assuring soundness of implementation	<p>12.1</p> <p>12.2</p> <p>12.5</p>	<p>Members involved are sent to attend relevant courses from time to time at home and abroad such as social training courses / workshops and short courses.</p> <p>Quality Review of the Subject Matter Division (BPP) is held at the Subject Matter Division at each issue. Press releases and publications conform to the date of the embargo and ARC set.</p> <p>Hold an IAPG Meeting to discuss:</p> <ul style="list-style-type: none"> i. Data availability at agency level; ii. Confirming the data supplied by the agency; and iii. Discuss issues related to data supplied by the agency.
NQAF 13: Managing the respondent burden		N/A
3d. Managing Statistical Outputs		
NQAF 14: Assuring relevance	<p>14.1</p> <p>14.2</p> <p>14.3, 14.6, 14.10, 14.11</p>	<p>The existing format of publishing and compiling secondary data as a guide.</p> <p>Hold an IAPG Meeting to discuss:</p> <ul style="list-style-type: none"> i. Data availability at agency level; ii. Confirming the data supplied by the agency; and <p>Discuss issues related to data supplied by the agency.</p> <p>The Main Consumer Committee chaired by the EPU to discuss specific subjects especially changes in the methodology or selection of new components.</p>

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	14.6	Changes in the methodology or selection of new components will be presented to the EPU as the Primary User Committee.
	14.7	Departmental Strategic Plan: Strategic Thrust 1: Strategy 3: Improve the use of secondary data sources.
	14.8	Statistics Act 1965 (Revised - 1989).
	14.9	Knowledge Management System and Knowledge Sharing Session to increase statistical understanding among Departments.
	14.12	The number of free download hits published is recorded through the Department's portal.
	14.11	The objective of the investigation is stated in the form of writing in the publication (introductory, technical note) and metadata.
	14.17	The Data Distribution Policy provides users with data request guidelines. Users can download free publications on the Department's portal.
	14.18, 14.19	The gaps between the concepts are described in the technical note of the publication. Metadata is also uploaded to the Department's portal for User references.
	14.20, 14.21	<p>Hold an IAPG Meeting to discuss:</p> <ul style="list-style-type: none"> i. Data availability at agency level; ii. Validate data supplied by the agency; iii. Discuss issues related to data supplied by the agency; and iv. Discuss actions to improve relevance and meet new requirements from users.
NQAF 15: Assuring accuracy and reliability	15.1	The MySocialStats system has a specification to evaluate and validate data sources entered / updated by the agency. Supervisor (agency), update (agency), verifier (DOSM), approvals (DOSM).

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	15.2	The MySocialStats system is updated on a scheduled basis.
	15.3, 15.4	Manual contains procedures and guidelines for data quality assessment. The concepts and methodologies are used in accordance with the UN Handbook on Social Indicators.
	15.5	The MySocialStats system is still under study and is not yet available for public use.
	15.6	The Main Consumer Committee chaired by the EPU to discuss specific subjects especially changes in the methodology or selection of new components.
	15.8	The Main Consumer Committee chaired by the EPU to discuss specific subjects especially changes in the methodology or selection of new components. Periodic meetings are held by the Subject Matter Division to ensure the Statistical Activity Framework (GSBPM) is followed for guidance to manage and monitor the quality of each stage of the development process, production and dissemination of statistics.
	15.9	The concepts and methodologies used are in accordance with the UN Handbook on Social Indicator. The Statistical Activities Framework (GSBPM) is followed for guidance on managing and monitoring the quality of each stage of the development process, production and dissemination of statistics.
	15.10, 15.11	Review through MySocialStats system and related agency publications.
	15.15, 15.16	Hold an IAPG Meeting to discuss: <ul style="list-style-type: none"> i. Data availability at agency level; ii. Validate data supplied by the agency; and iii. Discuss issues related to data supplied by the agency.
	15.18	The Subject Matter Division takes immediate steps to remix the error on the publication.

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	15.19	Subject Matter Division takes steps to make analysis and revision to improve the statistical process from time to time.
	15.21	The Main Consumer Committee chaired by the EPU to discuss specific subjects especially changes and assess the suitability of statistical usage to consumers.
NQAF 16: Assuring timeliness and punctuality	16.1	Distribution of press releases and publications on the date of embargo and ARC set.
	16.3	Distribution of press releases and publications on the date of embargo and ARC set.
	16.4	1) Issuance of published is subject to the date of the embargo designated by ARC. 2) ARC was planned in December of the previous year.
	16.5	Meeting of the Publication Committee chaired by YBhg. TKP (SD) discusses the setting and change of the publication date at each year.
	16.6, 16.7, 16.8, 16.10	Coordinator by the Strategic Communication and International Division (BPKSA).
	16.9, 16.11	The Main Consumer Committee chaired by the EPU to discuss specific subjects especially changes and assess the suitability of statistical usage to consumers.
	16.13, 16.14, 16.15	Coordinator by the Strategic Communication and International Division (BPKSA).
	16.16, 16.17	1) Issuance of published is subject to the date of the embargo designated by ARC. 2) ARC was planned in December of the previous year.
NQAF 17: Assuring accessibility and clarity	17.1	Information about the statistical process methodology is included in Technical Notes.
	17.2	Metadata is displayed on the Department's portal for user references.

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	17.3	The Publications Meetings Committee discusses and approves the draft publication presented for the improvement.
	17.4	The Malaysian Statistical Training Institute (ILSM) provides courses and conducts training requirement analysis to agency staff.
	17.5	Coordinator by the Strategic Communication and International Division (BPKSA).
	17.6	Quality Assurance Policy and Client Charter are publicly notified on the Department's portal.
	17.7	Publications can be obtained through eStatistic online applications on the Department's portal.
	17.8	Tables can be generated using the excel application.
	17.9, 17.23	Statistics are disseminated in a way that facilitates repackaging by the media.
	17.10	Agencies talk to users on a regular basis on the spreading format.
	17.11	Catalogs for publishing and other services are provided.
	17.12	Customer service units manage data requests and provide answers to statistical questions.
	17.22	Printed publishing, electronic circulation of data provided on request is appropriate to the user's primary needs.
	17.24	Technical notes are included for clarity and understanding.
	17.26	The Main Consumer Committee chaired by the EPU to discuss specific subjects especially changes in the methodology or selection of new components.
	17.30	Policies for statistical and metadata storage are available in ICT Strategic Planning.
	17.31, 17.32	Distribution of press releases and publications on the date of embargo and ARC set.

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NQAF 18: Assuring coherence and comparability	<p>18.1, 18.2</p> <p>18.3, 18.8, 18.10, 18.14 - 18.17</p> <p>18.4, 18.12</p> <p>18.5, 18.6, 18.11,</p> <p>18.7</p>	<p>Standard Operating Procedure (SOP) and concepts and methodologies according to the UN Handbook on Social Indicators.</p> <p>Information about the statistical process methodology is included in Technical Notes.</p> <p>The MySocialStats system is developed as a general repository of concepts, definitions and classifications that can be obtained.</p> <p>The concepts and methodologies used are in accordance with the UN Handbook on Social Indicators.</p> <p>The Main Consumer Committee chaired by the EPU discusses the differences between international or national standards.</p>
NQAF 19: Managing metadata	<p>19.1-19.4</p> <p>19.5</p> <p>19.6</p>	<p>Metadata and glossary are displayed in the Portal.</p> <p>The Malaysian Statistical Training Institution (ILSM) provides courses and conducts staff development programs on metadata management and related information systems and documentation.</p> <p>Metadata storage is displayed in the Portal.</p>