

**African Conference:
Transformative Agenda for Official Statistics**

**Libreville, Gabon
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**Session 3:
Securing foundation to modernization and integrated statistical
systems**

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Improving Quality Management practices

African Conference on a Transformative agenda for Official Statistics

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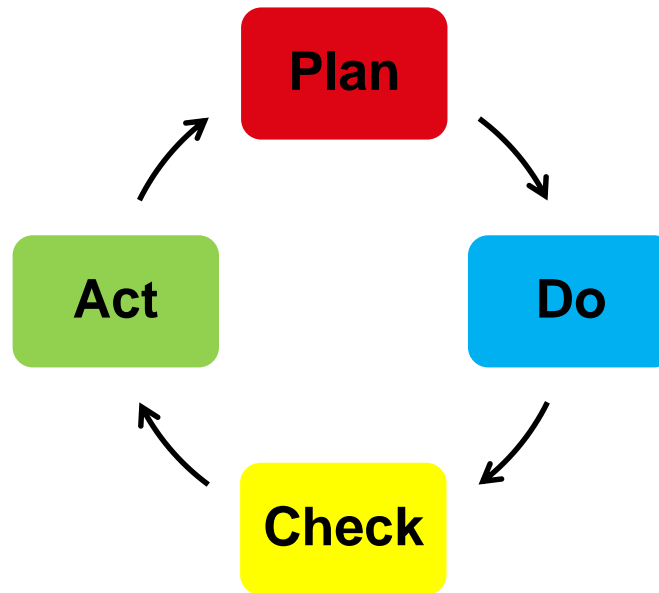


Context

- Good quality information is essential to ensure credibility and legitimacy of statistical systems; quality must therefore be managed proactively
- Quality is multidimensional (at least six dimensions), apply to outputs, processes and institutional aspects and should not be taken in isolation with other management practices
- Quality is an important cross-cutting dimension in the context of modernization and integrated statistical systems and must managed accordingly

Quality Management Strategy

- Quality strategy using quality assurance initiatives and quality control methods in order to prevent errors and improve quality





Keys to success





Quality commitment of the entire NSO

- Make quality a priority and embedded in all your activities
- Senior managers lead by example
- Senior managers support quality enhancement initiatives including the set-up and the empowerment of a quality unit
- All employees are dedicated to assure quality in their work



Quality Unit

- Corporate focal point, resource centre for quality management
- Neutral, independent from statistical programs
- Supported and empowered by Senior Management
- Responsible for maintaining quality management documents
- Develop new quality improvement initiatives
- Promote good quality practices
- Assist programs in compliance with good quality practices



Quality Management Tools

Quality Assurance framework

- Describes the strategy for assuring quality of statistical processes and products, covering these topics:
 - Managing the statistical system
 - Managing the institutional environment
 - Managing statistical processes
 - Managing statistical outputs
 - Quality assessment and reporting
- Is coherent with other management frameworks
- References the Statistics Law and other relevant policies, guidelines, standards



Quality Management Tools

Guidelines, Codes of practices or Current Best Methods

- More detail than Quality Assurance Framework
- Benefit or impact should be measurable
 - Process and product indicators
- Compliance should be monitored
- Compliment to a process model
- Provide guidance for maintaining quality while implementing modernization initiatives



Quality Management Tools

Quality Control Applications

- Collection activities
 - Interviewer monitoring
 - Data capture
- Processing
 - Coding, manual editing, admin data
- Statistical products
 - Monitor errors in released statistical products (data tables, publications, announcements)



Quality Management Tools

Quality Assessment and Reporting

- Quality reviews, audits, evaluations
- Quality indicators
 - For assuring quality of internal processes and intermediate products
 - For external users
- Performance indicators
- Compliance measurement



Communication

- Education and outreach for:
 - NSO staff
 - Other official statistics producers
 - Users
- Adapt training content to audience
- Provide training on quality assurance practices, quality assessment, recognizing quality improvement opportunities
- Make your quality strategy and tools accessible



Innovation

- Adapt strategy to emerging issues and opportunities
- Improve your strategy and tools on an-ongoing basis by adopting the plan-do-check-act approach

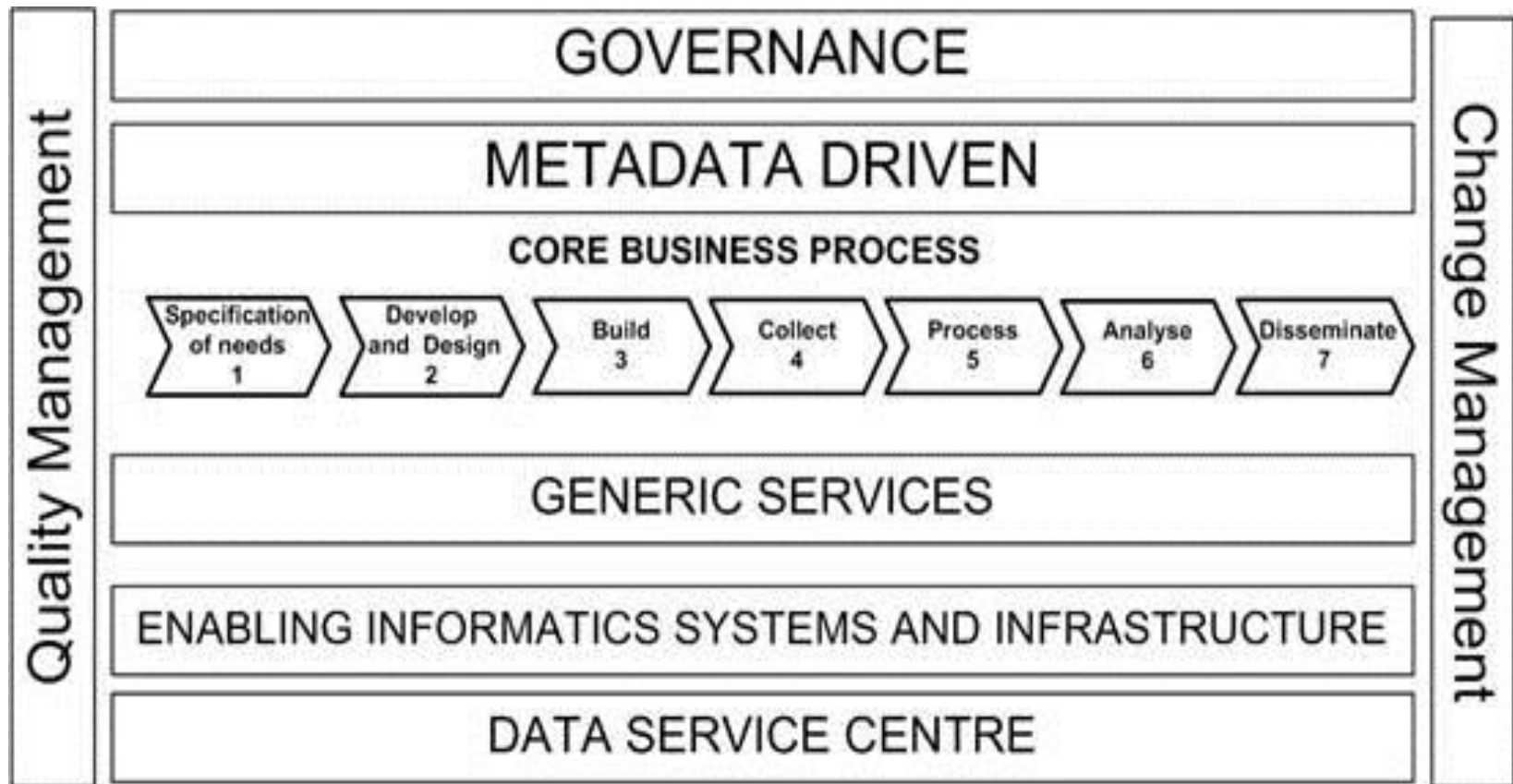


Quality management in the context of modernization

- Two-way relationship between quality management tools and modernization initiatives
 - Ensure quality management is present in modernization initiatives
 - Ensure quality management tools reflect post-modernization business processes and structure



Quality management in the context of modernization





Quality management in the context of modernization

- Role of the Quality Unit
 - Support senior management in recognizing modernization opportunities
 - Participate in working groups developing new frameworks, initiatives and tools, i.e. corporate business architecture initiative, admin data framework, quality indicator framework, generalized systems,
 - Participate in development of policy documents concerning corporate metadata holdings, program performance management, quality assessment



Conclusion

- Quality must be managed proactively
- Quality management strategy must adapt to emerging issues and opportunities
- In any given context, having a quality unit supported by senior officials is a key success factor in promoting and supporting the use of sound quality management practices across the NSO and the entire NSS

THANK YOU – MERCI



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Self-directed Learning Through Reading

- UNSD generic NQAF template, guidelines and glossary
- QAFs: European statistical system, Burundi (to be released), Canada (under review)...
- Codes of Practice: Eurostat, UK, African Charter for official statistics, IMF DQAF...
- Quality guidelines: Netherlands, Burundi (to be released), Canada (under review)...
- Quality assessment processes: Eurostat handbook on Data quality assessment methods and tools, Colombia, Ecuador, UK, South Africa...



Self-directed Learning Through Reading

- ISO certification 9001: Kenya..
- Quality controls
- Statistical process controls
- Controlled experiments
- Deming cycle: Plan-Do-Check-Act
- Lean, Six Sigma

More literature on quality management tools developed by countries can also be found on the UNSD website:
<http://unstats.un.org/unsd/dnss/QualityNQAF/nqaf.aspx>