Global assessments and peer reviews – follow-up and next steps

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Quality Management Policy in the SSO as a good practice in the implementation of Code of Practice

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History of Assessments in State Statistical Office of the Republic of Macedonia

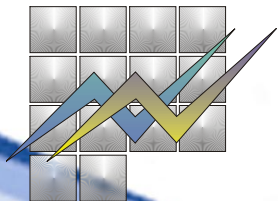- Two global assessments in 2001 and 2004

  Objective:

  - analyse the institutional environment of SSO and Macedonian statistical system as a whole;

  - to ascertain the capacity to provide, in a sustainable way, accurate, timely and relevant information to the users.

- Light peer review in 2010

  Objective:

  - to evaluate the compliance of the SSORM with selected principles taken from the European Statistics CoP

LPR team findings concerning the quality

"Quality is considered to be a high priority of the SSO. Key office documents confirm the commitment of the management regarding quality issues. The Common Assessment Framework (CAF) model has been introduced as a quality approach and the lessons learned have influenced the way the office is run. Quality reports have been elaborated for several surveys while quality in the process of data production is monitored to a certain extent."

SSO Quality Framework

**Systematic approach in quality management introduced in 2006**

- Top down quality management mainframe - EFQM
  - ➤ CAF has been used as a tool for quality improvements since 2007
  - ➤ European Code of practice officially accepted in 2009
  - ➤ Peer Review at SSO in 2010
- Combined with bottom up - established practice for quality reporting after finalizing surveys
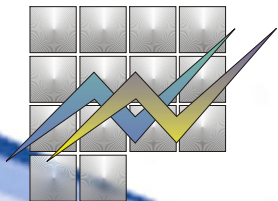
SSO Quality Framework

Initiatives in the quality approach:

- Reference metadata structure (Euro SDMX) adopted in 2010

- 15 principles of CoP has been included as SSO values in the SSO strategy in 2010

- First quality strategy created for the period 2010 – 2012 (in 2013 Quality strategy was replaced with Quality policy)

- SSO statistical business process model adopted in 2010
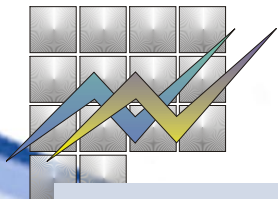
CAF - Self-assessment results 2007, 2010, 2012
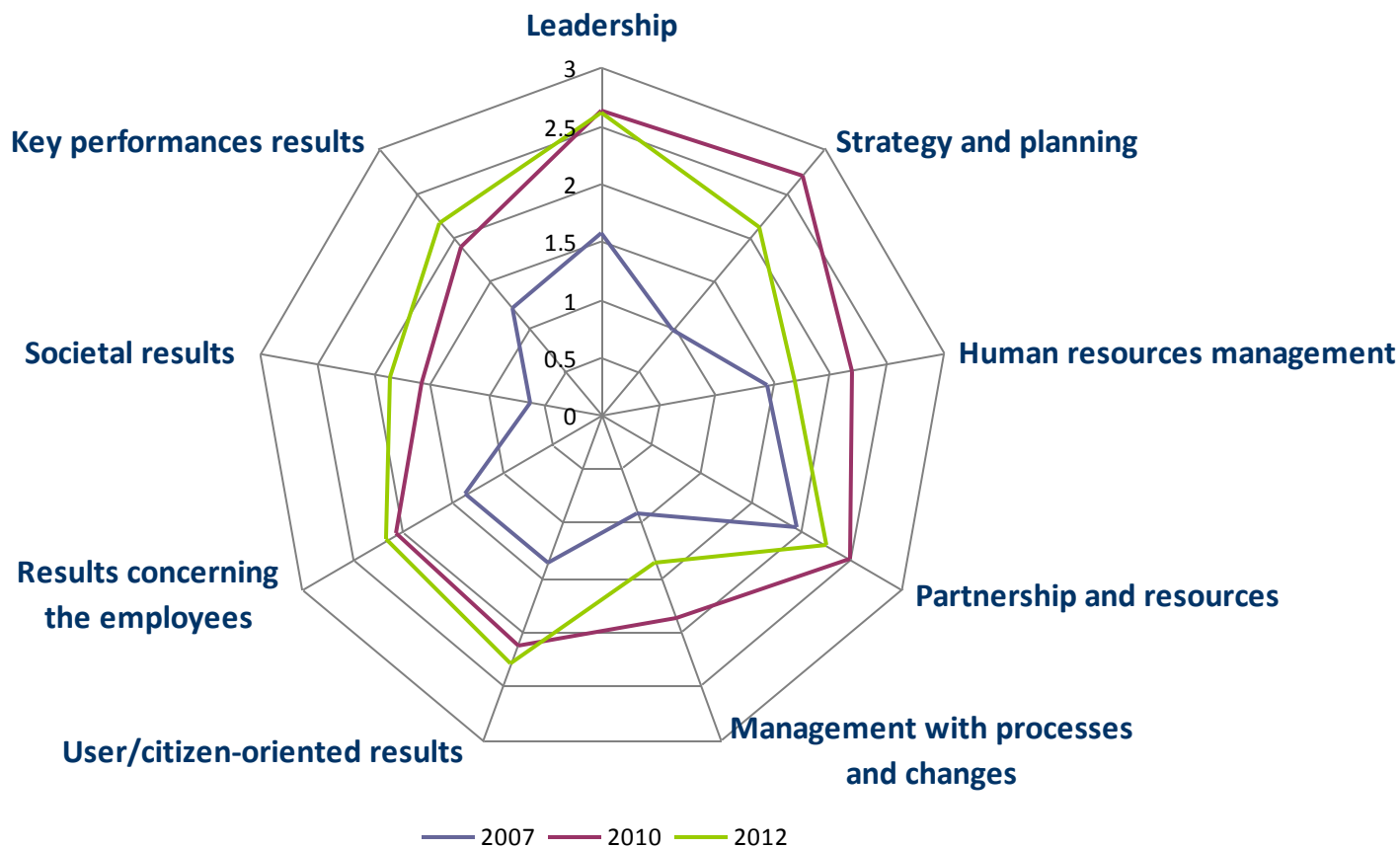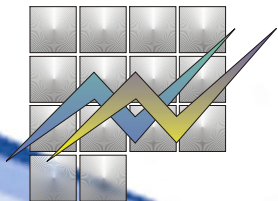
Metadata and quality management

One of CAF self-assessment findings about records (source of verification) were that:

➢ Documentation exists, but are not visible enough

➢ Actions based on common practice are not documented

> *SSO commitment was to develop a documentation culture starting with the systematic approach when dealing with metadata*

Basic rule: re-use metadata for efficiency reasons and system integration as well

First metadata-related work based on

➢ Catalogue of tasks

➢ Catalogue of activities

> *Results: Database for electronic management of the annual statistical program*
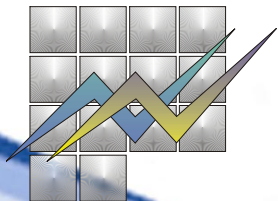
Adoption of Euro-SDMX Metadata Structure

- Identifying and collecting existing reference metadata
- Activities for providing missing metadata
- Supporting metadata collection with adequate IT system
- Creating centralized ESMS database
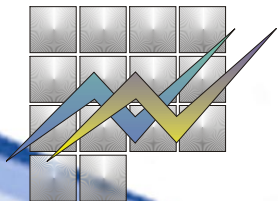- Exploitation of ESMS Database for quality reporting

SSO Statistical Business Process Model

- Adopted in 2010
- Framework for integrating statistical metadata and quality assurance issues
- SBPM implementation
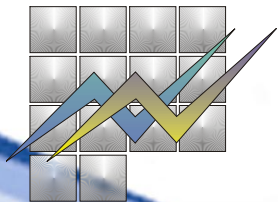
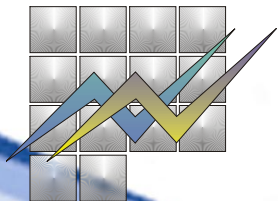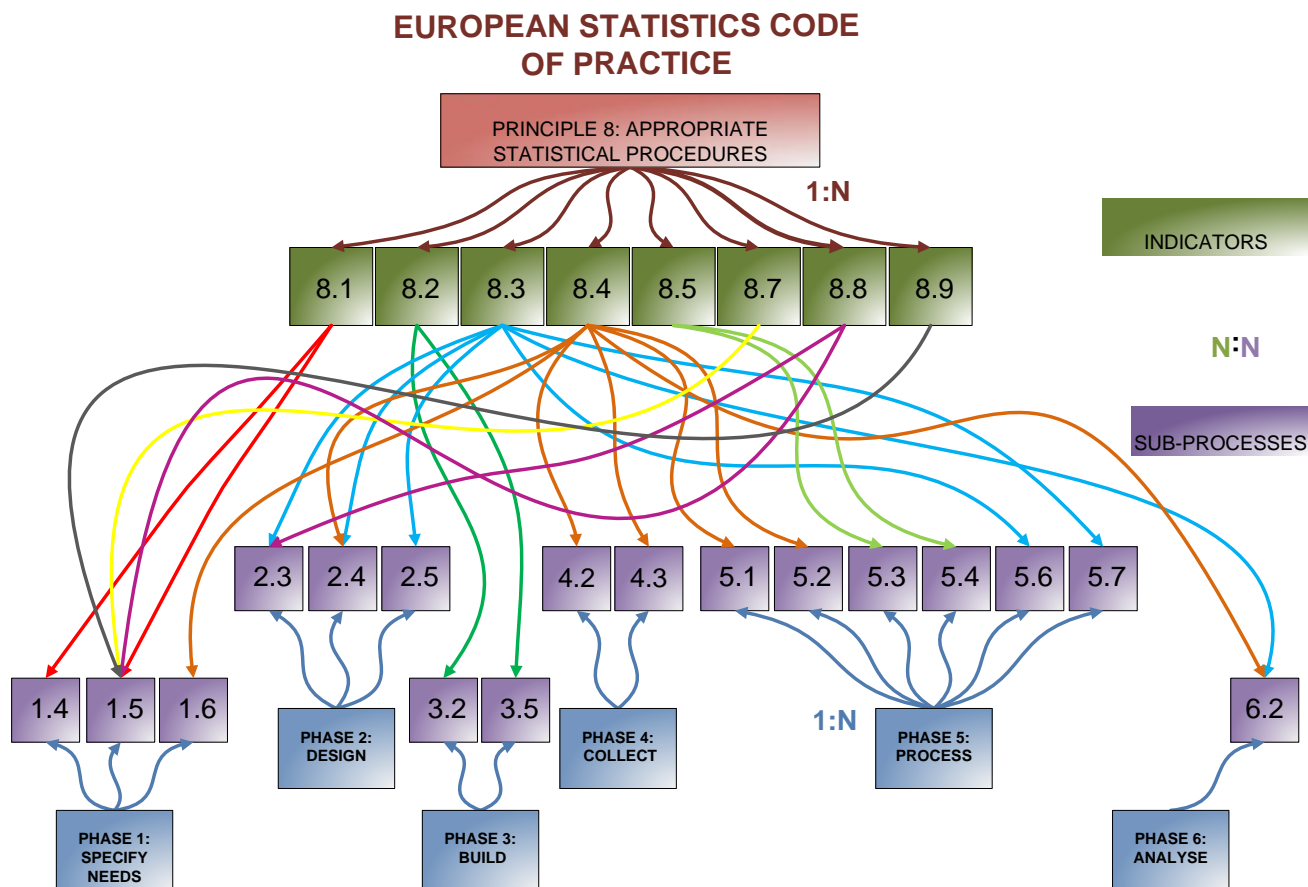# SSO Quality Framework – putting the SBPM at the hart of the system
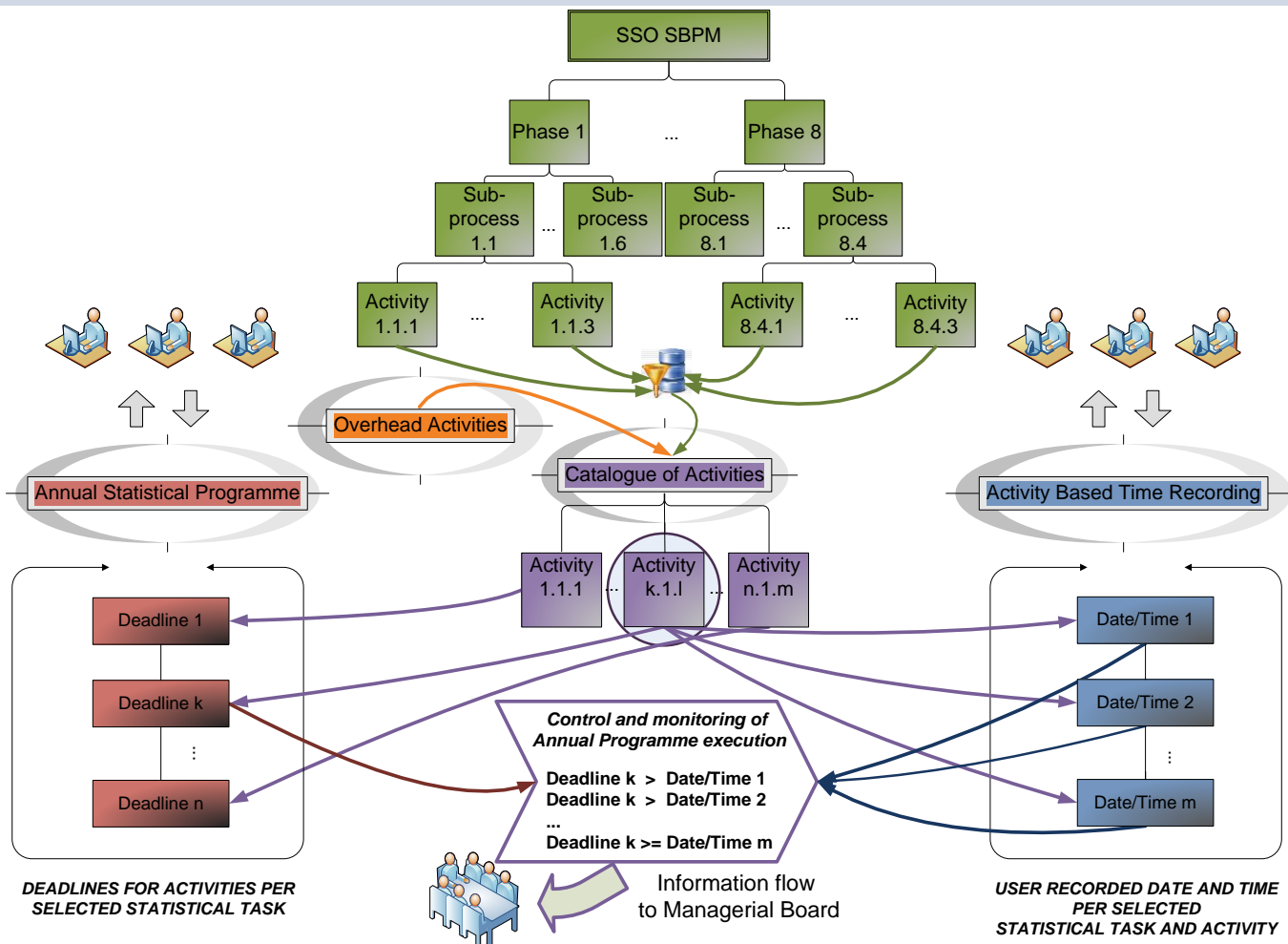
SSO Quality Framework – SBPM mapping with CoP

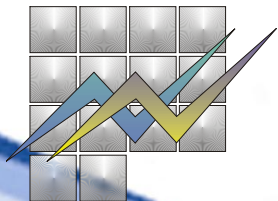- Mapping with CoP is important for quality management

- Bi-directional mapping between SBPM and CoP

  - On the level: PHASE – PRINCIPLE
  - On the level: INDICATOR – SUB-PROCESS
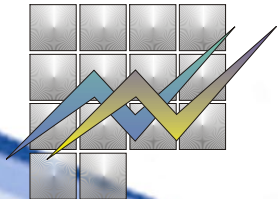
SSO Quality Framework – SBPM mapping with CoP

EUROPEAN STATISTICS CODE OF PRACTICE

PRINCIPLE 8: APPROPRIATE STATISTICAL PROCEDURES

1:N

INDICATORS

N:N

SUB-PROCESSES

8.1 | 8.2 | 8.3 | 8.4 | 8.5 | 8.7 | 8.8 | 8.9

2.3 | 2.4 | 2.5 | 4.2 | 4.3 | 5.1 | 5.2 | 5.3 | 5.4 | 5.6 | 5.7

1.4 | 1.5 | 1.6 | 3.2 | 3.5 | 6.2

PHASE 1: SPECIFY NEEDS

PHASE 2: DESIGN

PHASE 3: BUILD

PHASE 4: COLLECT

1:N

PHASE 5: PROCESS

PHASE 6: ANALYSE

SSO STATISTICAL BUSINESS PROCESS MODEL

Future plans

- Self-assessment according to the Eurostat Quality Assurance Framework v1.1

- Implementation of the CoP principles in accordance with the new LPR methodology

- Promotion of CoP among other producers of official statistics

THANK YOU FOR YOUR ATTENTION