




EXPERIENCE IN DEVELOPMENT OF QUALITY MANAGEMENT STRATEGY

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2011 – FIRST STEPS

- **Quality assessment methodology and questionnaire have been created. Pilot assessment has been conducted.**
 - **Monitoring of the current burden upon respondents has taken place.**
 - **Monitoring of the personnel satisfaction has been conducted.**
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WORKSHOP OF HIGH AND MIDDLE LEVEL



PROBLEM:

A UNIQUE TOOL RECEIVED, BUT
THE TEAM DOESN'T UNDERSTAND
THE GOALS AND OBJECTIVES

SOLUTION:

A CLEAR POLICY IS NEEDED



NEXT STEPS - September 2012

- **POLICY of Belstat in the SPHERE OF QUALITY has been developed**
 - **Special organisational unit has been created (3 persons)**
 - **Regular workshop «Quality management – security of building of trust in statistics» has been held**
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«DO MORE AND BETTER»

**Growth of
demand**

**Budget
insufficiency**

**Reduction in
force**

**Reduction of the
burden on
respondent**





- **SYSTEM OF QUALITY MANAGEMENT**
– **good indicator of future development steps**



**❖ GOOD LUCK IN THE
ACHIEVEMENT OF HIGH QUALITY
and INTRODUCTION OF
INNOVATIONS IN STATISTICS !**

**❖ THANK YOU FOR YOUR
ATTENTION!**

