



Overview on improvement recommendations – quality of processes and output

**Seminar for South-East Europe, Eastern Europe,
Caucasus, Central Asia and Mediterranean Countries
'Global assessments and peer reviews – follow up and
next steps'**

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Quality of production processes and output

- Data sources and collection
- Quality management
- Dissemination and communication
- Efficiency

Data sources and collection

- Developing a strategy on how to improve cooperation with businesses
- Preparing electronic data collection from businesses via internet
- Using computer assisted interview techniques
- Developing strategies for an extended use of administrative data

Quality management

- Developing a concept for establishment of a TQM system
- Developing and implementing action plan
- Creating unit responsible for quality management
- Better controlling and improving accuracy and timeliness
- Standardising and documenting production processes; implementing business process model
- Raising resources for improved use of methods

Dissemination and Communication

- Elaborating and implementing a comprehensive dissemination strategy
- Re-designing of websites in liaison with users, introducing user friendly tools
- Establishing national portal of official statistics
- Conducting regularly user satisfaction surveys
- Introducing standard approach for metadata
- Promoting closer and better structured contacts with all groups of users, in particular the media

Efficiency

- Improving efficiency closely connected with many other topics discussed in sessions 3 and 4
- Measuring and monitoring efficiency