

Workshop on Implementing Efficiencies and Quality of Output

Information Notice No. 1

1. The United Nations Economic Commission for Europe will host the workshop in the Palais des Nations, Geneva (Room V) on 27-29 September 2017. The workshop will start at 9.30 on 27 September, and will end by 13.00 on Friday 29 September.

I. PURPOSE AND TARGET AUDIENCE OF THE WORKSHOP

2. The workshop on Implementing Efficiencies and Quality of Output is organised by the Group on Capabilities and Communication. This group is one of the four groups under the High-Level Group for the Modernisation of Official Statistics (HLG-MOS) that was created by the Bureau of the Conference of European Statisticians (CES) in 2010.

3. The purpose of the workshop is to share knowledge and best practices in implementing efficiencies and improving the quality of outputs of statistical organisations by using practical approaches such as: Change Management, Lean Management, Risk Management and Quality Management.

4. The target audience of the workshop is mid to senior level staff members responsible for change, risk and quality management (Lean, Lean Six Sigma, Lean operational management) in their respective organisations.

II. AGENDA OF THE WORKSHOP

5. The programme of the workshop will consist of the following substantive topics:

Topic 1: Change management

- Modernising goals and processes which require development of new capabilities (i.e. process analysis, process definition, process output and process optimisation, etc.).
- Measuring organisational readiness for change (organisational culture, maturity etc.).
- Moving to GAMS0 (Generic Activity Model for Statistical Organisations) model as part of change process.
- Alignment of organisational processes (directing, organising) to implement change.

Topic 2: Lean Management

- Lean as a management philosophy to maximise customer value by eliminating waste and creating flow.

- Lean Operational Management as a management and team philosophy to continuously improve processes, resulting in manageable and stable processes, whereby the process performance is monitored, discussed and acted upon on a frequent basis.
- Lean Six Sigma as a structured method to improve processes, like reducing the lead-time, reducing processing-time and improving quality.

Topic 3: Risk Management, including risk management in an “Agile” context

- Developing a quality culture through statistical and organisational process analysis aimed to identify as well as remove the risk of errors where possible.
- Encouraging innovation during the development of high quality statistics, using an interactive piece-by-piece process (Agile) and to take slightly more risk in order to reap the rewards.
- Use of organisational risk-appetite statements as an enabler to take more considered risk in the production and early dissemination of statistics, for example flash estimates.
- Strengthening the bond between quality and risk management functions.

Topic 4: Quality Management

- Management frameworks and approaches in client- and quality-oriented organisations.
- Integration of risk and quality management in statistical processes.
- Strengths and weaknesses in product and/or process quality management among the NSOs’ different practices.
- Quality of communication as the key for improvement of external and/or internal user satisfaction.
- Improvement of the efficiency of statistical processes with the help of effective knowledge management.

III. ORGANISATIONAL ASPECTS

A. Participation and Accreditation

6. Representatives of all Member States of the United Nations and of interested intergovernmental organisations are welcome to participate in the workshop. Participants representing non-governmental organisations in a consultative status with the United Nations Economic and Social Council may also attend. **All participants must be accredited by the competent authorities of their country or international organisation.**

7. All participants attending the workshop are requested to have a valid passport and, if required, a visa. Applications for visas should be made as soon as possible to the Swiss Embassy in the country in which the participant resides, with a reference to the UNECE workshop on Implementing Efficiencies and Quality of Output. A letter to facilitate obtaining a visa can be requested from the UNECE secretariat.

8. Statistical offices and international organisations should inform the UNECE secretariat before the **end of May 2017** if their organisation intends to participate in the workshop and/or submit an abstract on the topics mentioned above.

9. Participants should register by the **end of July** by completing on-line registration form available at: <https://www2.unece.org/uncdb/app/ext/meeting-registration?id=cUzhR5>

B. Travel and Accommodation

10. Participants and/or their offices are requested to make their own travel arrangements and hotel reservations. Information about the venue of the workshop and suggested accommodation will be provided in the Information Notice No.2.

11. The organisers regret not being able to assist participants in their travel arrangements (air tickets, trains, local transportation, etc.). The UNECE secretariat can not provide any financial support or take any responsibility for financial arrangements with respect to travel or accommodation.

C. Documentation, Methods of Work and Official Languages

12. The working language of the Work Session is English. All documents should, therefore, be submitted in English only. The following deadlines and requirements apply:

- A short abstract of the paper should be submitted **by the end of May 2017**.
- Organisations will be notified by **15 June** if their contribution has been accepted for presentation by the Organising Committee.
- Papers should be sent to the UNECE secretariat (tetyana.kolomiyets@unece.org) **by the end of July 2017**. Papers should be submitted in MS Word or PDF formats, and should not exceed 10 pages.

13. On the basis of the contributions received, the Organising Committee of the workshop will inform presenters of the time allocated for their presentation. Presentations for the workshop should be submitted by 18 September 2017.

14. All contributions as well as the provisional agenda and timetable will be made available on the workshop's website at: <http://www.unece.org/index.php?id=45445#/>

15. Participants are encouraged to download the papers from the website and bring their own copies to the workshop. Documents posted on the website before the workshop will not be distributed in the conference room.

IV. FURTHER INFORMATION

16. For further information, please contact:

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