



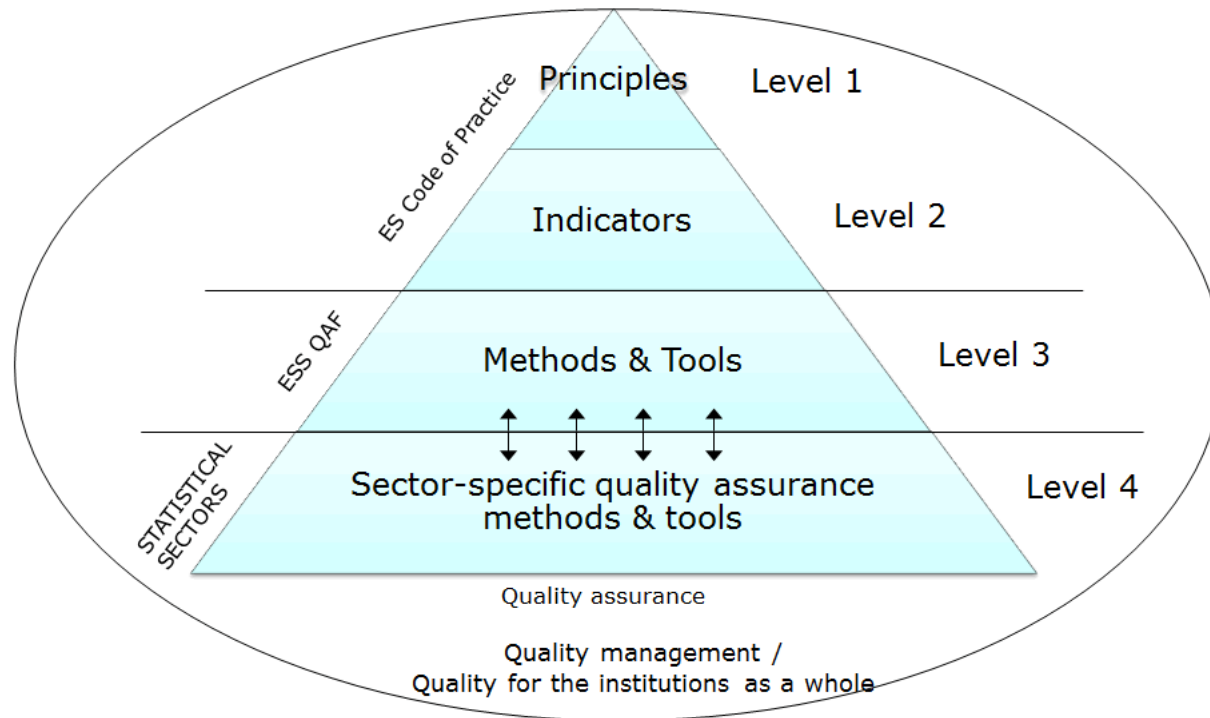
Eurostat's quality assurance & quality management framework – Our way towards excellence

**UNECE Workshop on Implementing Efficiencies and
Quality of Output – Geneva, 27-29/09/2017**

Zsuzsanna Kovács

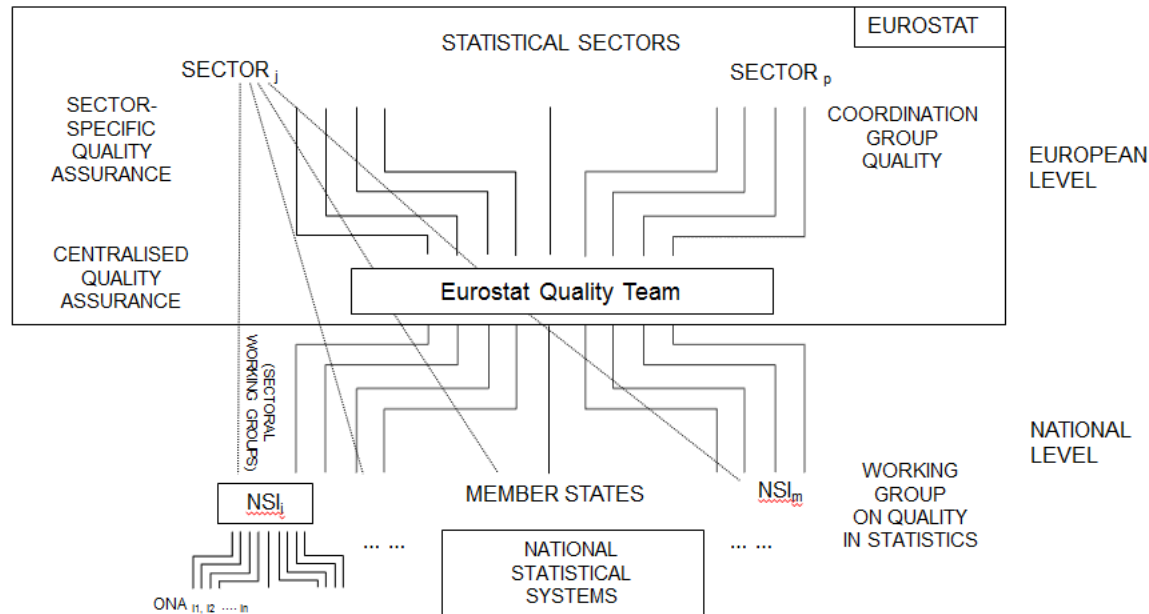
Eurostat, Team Leader – D4. Quality Team

The common quality framework of the ESS



The Quality function of the ESS

Governance



The Quality function of the ESS

Role of Eurostat's Quality Team in the Quality function

- To steer quality within the ESS via the Quality WG – horizontal coordination
- To steer quality within Eurostat – vertical coordination:
 - Coordination Group Quality
 - Unit visits, continuous dialogue with production teams
 - Presentations, training courses
 - Advice on questions, issues related to quality and quality reporting
 - Quality reporting initiatives, activities
 - Quality reviews' exercise
 - Error management procedure, etc

The Quality function of the ESS

Vision

"To confirm the ESS as the statistical conscience of the knowledge-driven society and to keep and strengthen quality as our key asset and competitive advantage"

Mission

To that end, we

1. Modernise continuously the common quality framework (CQF) and the quality management system (QMS) of the ESS, we set quality standards, we advise on quality issues, and we manage quality for the institutions as a whole – level 1-3 ;
2. Implement & monitor the CQF and the QMS of the ESS – level 4;
3. Coordinate quality and assure stakeholders' relations;
4. Promote the CQF and the QMS of the ESS;

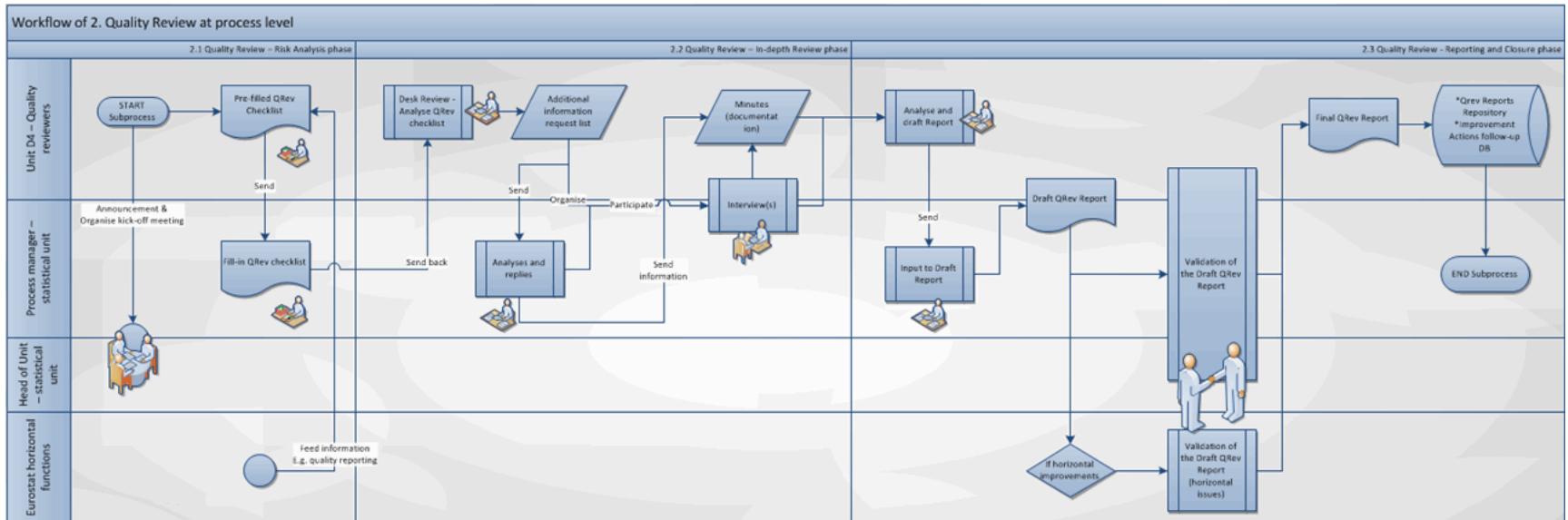
The Work Programme of Eurostat's Quality Team

- Constructed to mirror the CQF and to translate the Vision and Mission statements into concrete activities & initiatives
- 4 processes in line with the Mission statement
- 2 self-standing projects (EFQM & QUAL@ESS Vision 2020)
 1. ESS quality standards and rules: ES CoP, QAF, Quality Declaration, Quality reporting standards; Advice; Quality management;
 2. Monitoring of the CoP implementation; Quality reviews; Error management; Impartiality Protocol; Quality reporting activities
 3. Coordination Group Quality; Quality WG; Stakeholders' relations
 4. Quality conferences; Training courses; International cooperation; etc

Eurostat's Quality reviews

- 2nd round of screening / all statistical production processes
- In the light of the standards set by the CQF
- Planned roll-out: 4-5 years
- Main objective: continuous process improvement, independent and objective re-assurance
- Basic tool: shortened and pre-filled questionnaire
- 4 sub-processes:
 1. Risk assessment and planning
 2. Quality reviews at process level
 3. Follow-up and reporting
 4. Annual process improvement, presentations, training courses

Eurostat's Quality reviews – Workflow of sub-process n° 2



Eurostat's Quality reviews – Risk assessment and planning

Yearly planning based on a prioritisation with scoring criteria:

- Year of the last quality assessment
- Process audited in the past 5 years
- Risks present in the Eurostat risk register

Selection criteria:

- The highest priority is chosen within the same Directorate; if equal total scores => random selection with equal workload distribution;
- If process with end year T => to be prioritised in at least T-1;
- To exclude those involved in process management or audits

Results finalised in close collaboration with the Directorates

Eurostat's EFQM experience

- To consider and manage quality for the institution as a whole, in addition to assuring quality for the core activities of statistical development, production and dissemination
- ESS-wide development: QUAL@ESS Vision 2020, Action 3
- In Eurostat: EFQM Excellence Model – Stages of our journey
 - 1-day workshop with senior managers in April 2015
 - Decision of carrying out an external assessment in September 2015
 - Preparing the Submission document and organising the visit
 - 1-day assessment by 2 external assessors in October 2016
 - "Committed to excellence" 2 Star Certificate in November 2016
 - Internal follow-up of the recommendations issued, action plans

Eurostat's EFQM experience

Main benefits identified – in addition to the award of "2 stars"

- Added value of the assessment (corporate spirit, spreading knowledge and enthusiasm, etc) and its preparation, underlying documents (prepared from an 'unusual' perspective)
- Strategic management tool for reflection
- Identification and support of crucial projects
- Encouraging all staff to participate in the definition of a Mission, Vision and Values for Eurostat

Conclusions

- Quality work set up in a robust and coherent system in Eurostat and the ESS
- Importance of continuous development and remaining relevant, up-to-date in a fast evolving context
- Importance of managing quality within the institution's overall management framework – the next steps of our journey towards excellence depending on the (perceived) added value and the (estimated) costs occurred (upcoming cost-benefit analysis)

Questions / comments?

Thank you for your attention