



**Eurostat / EFTA / UNECE Strategic Management Seminar on Quality Frameworks  
July 10-11, 2014  
DRAFT Agenda**

**Wed, 9 July**

*Arrival at Hotel Queen of Montenegro, in Becici-Budva*

19.00

*Welcome cocktail*

**Thu, 10 July**

**First session – Chair: Andrea Scheller, EFTA**

09.00 – 09.20

*Opening*  
Welcome, motivation of seminar

Gordana Radojevic,  
ME, Andrea  
Scheller, EFTA

09.20 – 09.40

*Presentations*  
o International developments in quality management

Gabriel Gamez,  
UNECE

09.40 – 10.00

o Recent developments in the ESS on quality related initiatives

Claudia Junker,  
Eurostat

10:00 – 11:00

o Quality management practice in the participating countries  
part I  
TR – Usage of the GSBPM for quality management  
BiH – Developing a common CoP implementation document in a statistical system with a central and entity agencies  
AM – Benefits and challenges of drafting quality declarations  
RS – Experience with satisfaction surveys (users, staff)  
BY – Experience with internal audits and self-assessments  
UA – Experience with the preparation of quality oriented self-assessments of statistical observations

6 x 10 min

11.00 – 11.30

*Coffee Break*

11:30 – 12:30

o Quality management practice in the participating countries  
part II  
MD – The role of management commitment and reorganisation  
AL – The role of coordination in quality work implementation  
XK – Performance measurement as a tool for QM in KAS  
GE – Assuring quality in the different data collection and processing stages  
ME – Benefits and challenges from a Rule book on quality management

5 x 10 min

12.30 – 14:00

*Lunch*

**Second session – Fit for purpose frameworks  
Chair: Gordana Radojevic, MONSTAT**

14.00 – 14:30

Experiences with a quality management system conforming to ISO 9001:2008 requirements

Laura Lukšaitė-  
Balakauskiene, LT

14:30 – 15:00	Experiences with a quality management system based on the European Statistics Code of Practice and EFQM	Blagica Novkovska FYROM
15:00 – 17:00 (incl. coffee break)	<p><i>Group discussions:</i></p> <ul style="list-style-type: none"> <li>○ advantages and disadvantages of various frameworks for national statistical organisations in terms of documentation, overall quality commitment, adopting a quality culture, recognition by other stakeholders, resources needed for ISO, TQM, EFQM, CoP (moderator: BiH)</li> <li>○ the role of quality frameworks in managing change in terms of how to root a quality culture in an NSI, how a quality framework can encourage/discourage changes, how to use the results of assessments, how to tackle improvement actions on a horizontal level, how to persuade both middle management and staff to embark on quality work, etc.(moderator: RS)</li> </ul>	Participants
17:00 – 17.30	Reporting back and discussion: Results of discussion groups	
<b>20.00</b>	<i>Official Dinner offered by MONSTAT</i>	

<b><i>Fri, 11 July</i></b>	<b>Third session – Implementation and maintenance</b> <b>Chair: Claudia Junker, Eurostat</b>	
09:00 – 09.30	Implementing a quality management system based on European Statistics CoP and GSBPM	Reynir Kristjánsson, IS
09:30 – 10:00	Implementation of quality management models and strategies in Croatian CBS	Mario Gavrić, HR
10:00 – 12:00 (incl. coffee break)	<p><i>Group discussions:</i></p> <ul style="list-style-type: none"> <li>○ practical implications of introducing a quality management system in terms of planning, resources needed (HR, budget, infrastructure), training, standardisation, promotion (moderator: XK)</li> <li>○ what is needed to sustainably facilitate quality management in terms of planning, resources needed (HR, budget, infrastructure), training, management tools, support, standards (moderator: AL)</li> </ul>	Participants
12:00– 12.30	Reporting back and discussion: Results of discussion groups	
12.30 – 13.30	<i>Lunch</i>	
	<b>Fourth session – Assurance</b> <b>Chair: Gabriel Gamez, UNECE</b>	
13:30 – 14:45	Eurostat input on ESS Quality Assurance Framework	Claudia Junker, Eurostat
	Panel discussion: Questions and answers on assuring quality	FYROM, GE, HR, IS, LT, ME,
14:45 – 15.00	Key messages and follow-up actions	Claudia Junker, Eurostat
<b>15.00</b>	<i>Coffee break followed by Social event and Evening dinner</i>	

***Sat, 12 July***

*Departure*

