



Kosovo Agency of Statistics

Performance measurement as a tool in QM in KAS



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What is PAF?




- Performance assessment framework - is as an important element (tool) of Quality Management in KAS
- Using PAF, KAS measures performance. PAF is mainly dedicated to manage outcome, and one of its main purposes is to have under control activities (processes/products) in any time.
- PAF tells us about :
 - Productivity ^ efficiency
 - EU approximation
 - Punctuality
 - Timeliness



The PAF identifies

8 key performance indicators :



1. Number of products – target for 2017 is 20 % increase(38/46)
2. Number of variables in total – target for 2017 is 20% increase
3. Number of key indicators in total (EU list main indicators for candidate countries) - target for 2017 is 20% increase(38/46)
4. Man-day input/product- target for 2017 is 25% decrease (204/153)
5. Production time /product-target for 2017 is 25 % decrease (6211/4460)
6. Punctuality-target for 2017  90% To achieve on time rate of publications (58% 2012, 60% 2013)
7. Time series published whenever is possible
8. Sampling error estimation – target for 2017 error estimation decreased by 20 %



FOUR (4) “ASPECTS” for annual assessment



1. the development of the KAS planning framework
 2. EU approximation
 3. User satisfaction
 4. KAS recognition
- Some of these aspects can be reflected by the 8 key indicators (such as, indicator 3 giving the number of statistical indicators required by the EU that KAS produces) and/or can be addressed through surveys.



Overview of PAF indicators

PAF key indicators

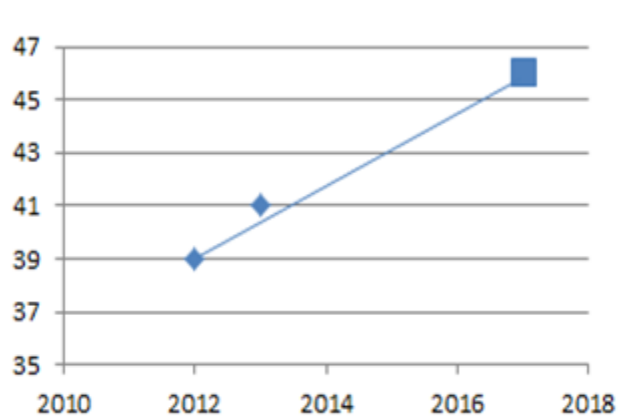
Nr	Output indicator	Source	Method of collection	Resp. officer	Time frame
1	Nr of products published	Process report	SIPK registration	Dept head	Monthly
2	Nr of variables	Product description	Unit & dept. reporting	Dept head	Annually
3	Nr of key indicators	Product description	Unit & dept. reporting	Dept head	Annually

Nr	Outcome indicator	Source	Method of collection	Resp. officer	Time frame
4	Man-day input/product	Process report	SIPK registration	Unit head	Daily
5	Calendar time from end reference period to publication/product	Process report	SIPK registration	Unit head	Monthly
6	On time publication rate	Process report	SIPK registration	Unit head	Monthly
7	Time series published for key indicators	Product description	Unit & dept. reporting	Unit head	Annually
8	Sampling error estimation	Product description	Unit & dept. reporting	Unit head	Annually

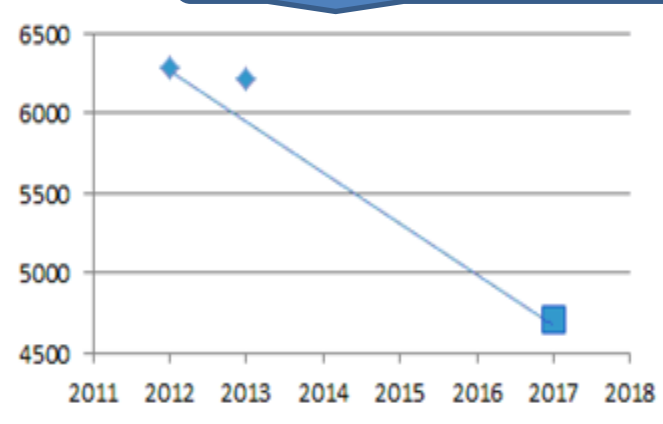


PAF indicators

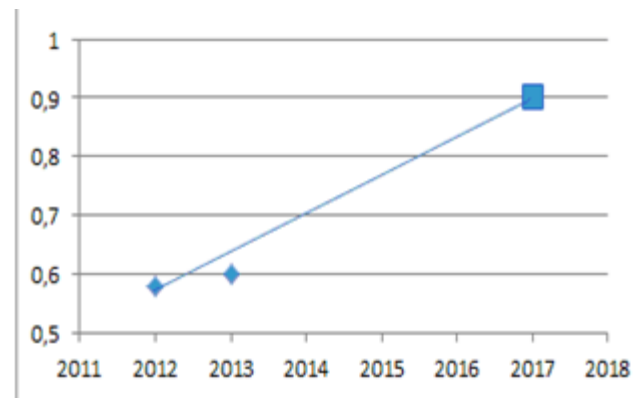
Indicator 1. Number of products



Indicator 5. production time



Indicator 6. On time publication rate





What is SIPK?



- i. SIPK - is an integral part of KAS's Performance Assessment Framework (PAF),
- ii. The Time Entry System (SIPK) started to record man-day input from all KAS staff in late February 2013 based on the APOS 2013 operational plan.
- iii. The SIPK became fully operational in May 2014, generating a complete report for one-full-year (2013) records and will generate benchmarking reports for the years covered by strategy period 2013-2017.
- iv. Indicator 4 (man-day input) is expected to be key to the monitoring of efficiency gains in the statistical system resulting from 1) a joint planning and monitoring function and 2) KAS reorganisation



APOS process descriptions

Department	Working/production process	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	HR input	Unit/Ind	Budget
A&S. Dept.	Municipal Waste Survey (40 public and private companies)													145	ENV, nn	1 500
1	Needs identification						10							10	ENV, nn	
2	Design and plan (sample, collection)							10	5	15				30	ENV, nn	500
3	Build and test (tools and workflow)														ENV, nn	
4	Collection										X				External HR (comp)	500
5	Data entry (cleaning and classifying microdata)											30	25	55	ENV, nn	
6	Data processing (tabulation, interpretation)											15	25	40	ENV, nn	
7	Dissemination and communication												10	10	ENV/ IT, nn	500
		0	0	0	0	0	10	10	5	15	0	45	60			
	Regional man-day input													0	Reg all	
	IT/methodology man-day input											5		5	(transport IT/Methods plan)	
	External TA (timing only)									X					Sida/SCB	



PAF, KAS performance

PAF KAS report, continuous

KAS

January-December 2013

KAS summary indicator 1: Products and publications compared 2012 and 2013

INDICATOR 1: PRODUCTS/PUBLICATION	Products	Products	Publication	Publication	notes:
	2012	2013	s 2012	s 2013	
SODEM	13	14	11	15	
EKOS	14	14	49	54	
BUMS	8	9	13	14	
TIMD	4	4	6	7	
Total	39	41	79	90	<i>Production expands by 5-10%</i>



PAF, KAS performance, cont..

KAS summary indicators 5 and 6 On-time publication and production time (timeliness) since 1 January 2013						
INDICATOR 6: ON-TIME PUBLICATION	products	publicati ons	on-time	on-time proportio n	on-time prop 2012	notes:
SODEM	14	15	1	7%	55%	deterioration
EKOS	14	54	40	74%	57%	improvement
BUMS	9	14	10	71%	92%	slight deterioration
TIMD	4	7	3	43%	38%	slight improvement
Total	41	90	54	60%	58%	improvement
INDICATOR 5: PRODUCTION TIME	2012 prod. time	2013 prod. time	change	notes:		
SODEM	1,450	1,483	2%			
EKOS	3,553	3,346	-6%	improvement		
BUMS	1,082	1,102	2%			
TIMD	193	280	45%	deterioration		
Total	6,278	6,211	-1%			
PERFORMANCE SUMMARY	2012	2013	change	notes:		
Indicator 1a: Nr of products	39	41	5%			
Indicator 1b: Nr of publications*	79	90	14%			
Indicator 4: KAS total production mar	n/a	6,960	n/a	first available comparison March 2015		
Indicator 5: KAS production time***	6,278	6,211	-1%	status quo overall		
Indicator 6: KAS on-time publication r	58%	60%	2%	improvement		



END



- Thank you for your attention!