



# Initiatives taken by the Agency for statistics of B&H regarding quality assurance framework



Eurostat/EFTA/UNECE  
Strategic Management Seminar  
on Quality Frameworks

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# Quality management policy in the Agency

## **QUALITY MANAGEMENT OBJECTIVES IN THE AGENCY**

- ✓ Consistent applying the principles of the European statistics CoP;
- ✓ The implementation of a systematic approach for quality management;
- ✓ Informing users about the quality of products and services and
- ✓ Continuously improvement of the quality of processes and products.

## **MAIN QUALITY MANAGEMENT TASKS IN THE AGENCY**

- ✓ Bilding of mechanisms for quality monitoring, control and management;
- ✓ Production of standardized reports on quality of statistical surveys;
- ✓ Applying of the best practices in the field of statistical surveys, and of the statistical processes and product quality;
- ✓ Training of staff of the Agency for Statistics of B&H on application of methods and standardized quality reports for statistical products, and
- ✓ Implementation of a system for quality documentation.



# Quality management programme in the Agency

Quality Management Programme in the Agency is an integral part of the mechanisms for quality management, and activities that will be taken on the implementation of quality management tasks are:

- ✓ Building of mechanisms for quality management;
- ✓ Improvement of personnel management;
- ✓ Respect of the interests, assurance of a continuous dialogue between all parties in statistical activity – user, respondents... ;
- ✓ Implementation of best practices in the field of statistical surveys and in the quality management of statistical processes and products;
- ✓ Implementation of system for user surveys;
- ✓ Conducting internal quality audits of statistical processes and products and
- ✓ Applying a policy on risk management



# Quality initiatives in the Agency

- ❑ AGA Final report for the National Statistical System of B&H;

[http://www.bhas.ba/dokumenti/AGA\\_2012\\_001\\_01-EN.pdf](http://www.bhas.ba/dokumenti/AGA_2012_001_01-EN.pdf)

AGA recommendations:

- ✓ *improve and develop a more systematic legislative and consistent framework for all institutions regarding quality requirements and procedures;*
- ✓ *develop more harmonised solutions for the assessment and documentation of cross institutional quality control procedures;*
- ✓ *The institutions should implement a plan for improved quality management by introducing at least some elements of the framework under development at EU level (self-assessment, quality audits, and quality indicators).*



# Quality initiatives in the Agency - continued

## □ Implementation of the European Statistics CoP

Agency for Statistics of B&H in cooperation with the entities institutions developed and agreed common document regarding CoP implementation „Implementation of the European Statistics Code of Practice in the Statistics of Bosnia and Herzegovina – Self-Assessment and Future Activities“.

[http://www.bhas.ba/statistickistandardi/COP\\_BHAS\\_2012\\_ENG.pdf](http://www.bhas.ba/statistickistandardi/COP_BHAS_2012_ENG.pdf)

## □ Quality Report for Statistical Surveys

[http://www.bhas.ba/statistickistandardi/QRMetodology\\_ENG.pdf](http://www.bhas.ba/statistickistandardi/QRMetodology_ENG.pdf)

[http://www.bhas.ba/tematskibilteni/QR\\_LFS\\_2011\\_ENG.pdf](http://www.bhas.ba/tematskibilteni/QR_LFS_2011_ENG.pdf)

[http://www.bhas.ba/tematskibilteni/QR\\_CPI\\_2010\\_ENG.pdf](http://www.bhas.ba/tematskibilteni/QR_CPI_2010_ENG.pdf)

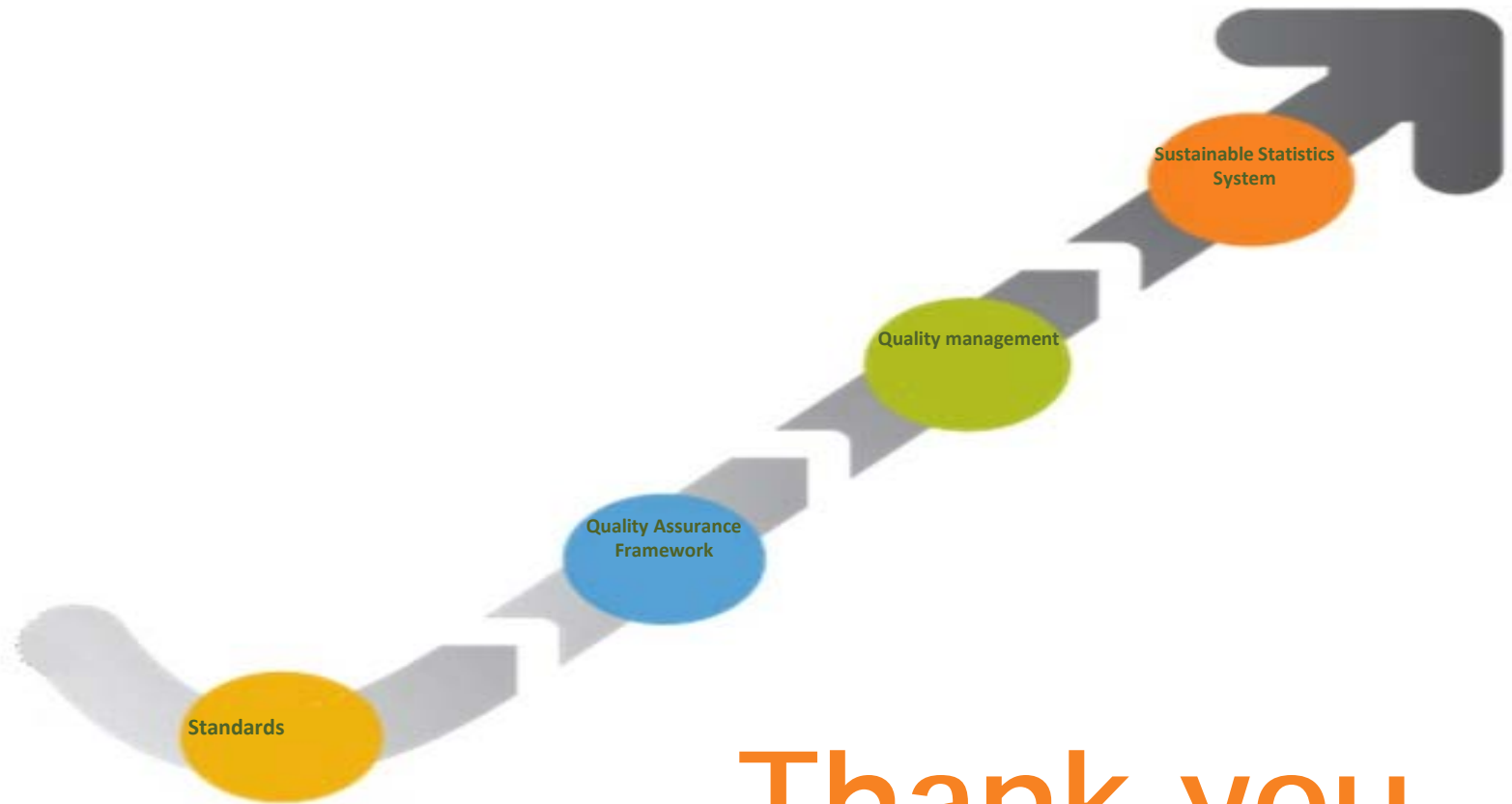


## Quality initiatives in the Agency - continued

- ❑ Quality standards in the statistical production process in Agency for Statistics of B&H
- ❑ Introducing quality management system in BHAS
- ❑ Manual for Internal audit of the quality of statistical processes and products in the Agency



“The journey of a thousand miles begins with one step” Lao-Tzu



Thank you

