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## Working towards a business-centered vision on data collection

Anita Vaasen-Otten and Leanne Houben (Statistics Netherlands, Netherlands)

[amvj.vaasen-otten@cbs.nl](mailto:amvj.vaasen-otten@cbs.nl)

### *Abstract*

In 2022, Statistics Netherlands developed a new business-centered vision on data collection. Based on this vision, Statistics Netherlands conducted a customer journey analysis in 2023, in cooperation with businesses and sector organisations.

By creating the vision, we set our goals. Through the customer journey results, we explored a direction on how to reach these goals. Now, we have started working towards achieving these goals. We are doing this in steps, by creating a roadmap, defining projects, and implementing them.

Key items of this approach are:

- Development of S2S / automated inputs, e.g. the implementation of the Reference Classification System of Financial Information;
- Further improvement of the relationship between businesses and Statistics Netherlands;
- Standardisation in design and communication as a basis for improvements, e.g. the development of a business portal;
- Response burden reduction, e.g. by further aligning our questionnaires with the systems and processes of businesses;
- Monitoring and measurement of response burden.

We would like to outline the most recent developments on these key items, and discuss the issues and consequences with other NSIs.