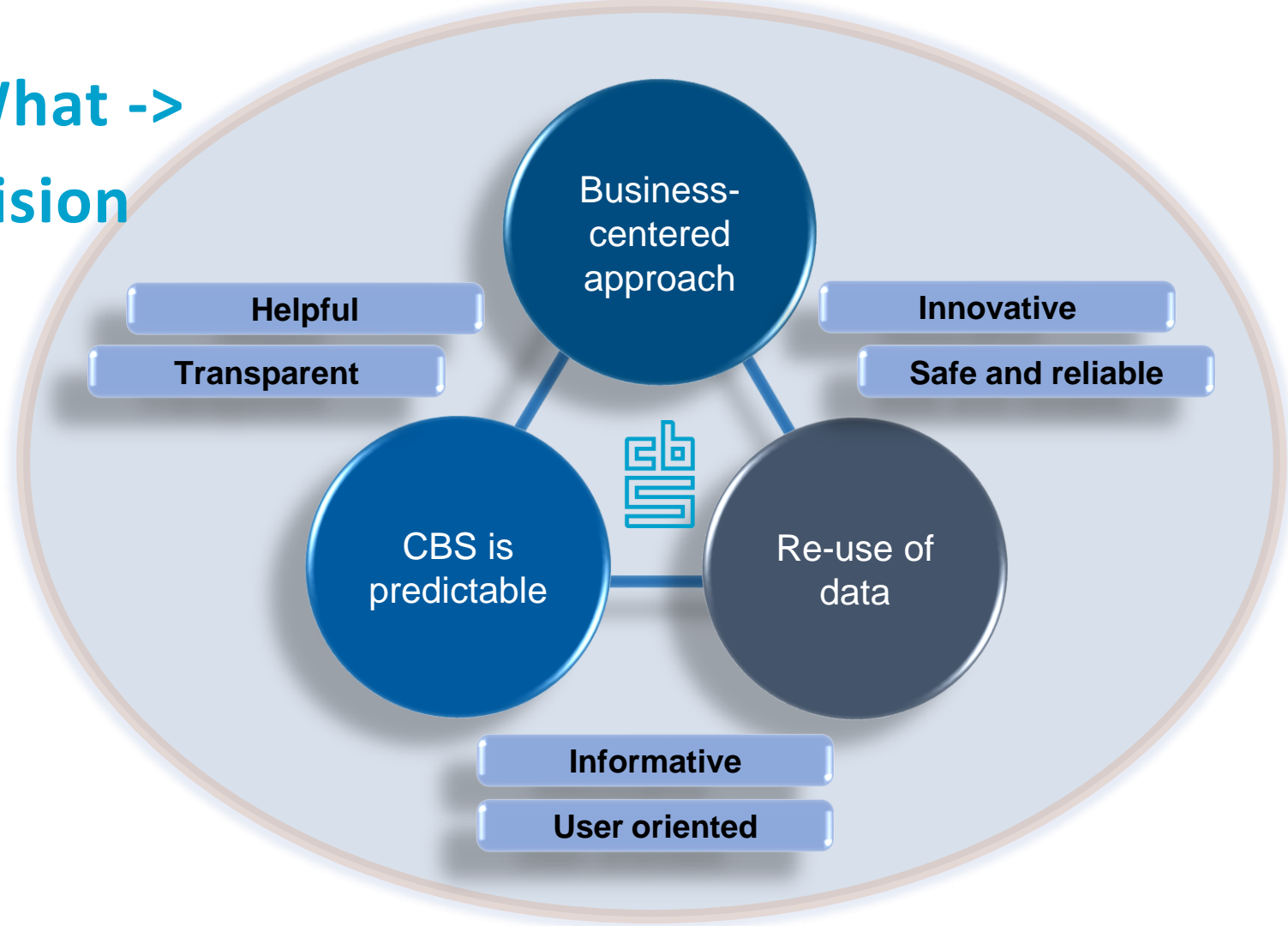# Working towards a business-centered vision on data collection

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Why?

The businesses' voice

Outcome Customer Journey:

➢ Automate the reporting process as much as possible

➢ Strengthen image and identity of CBS as data collector

➢ Communicate more transparent about the approach

➢ Be clearer about questionnaire planning

➢ Focus more on cooperation with other institutes

➢ Show more appreciation to participating businesses

The businesses' voice

Preconditions for success:
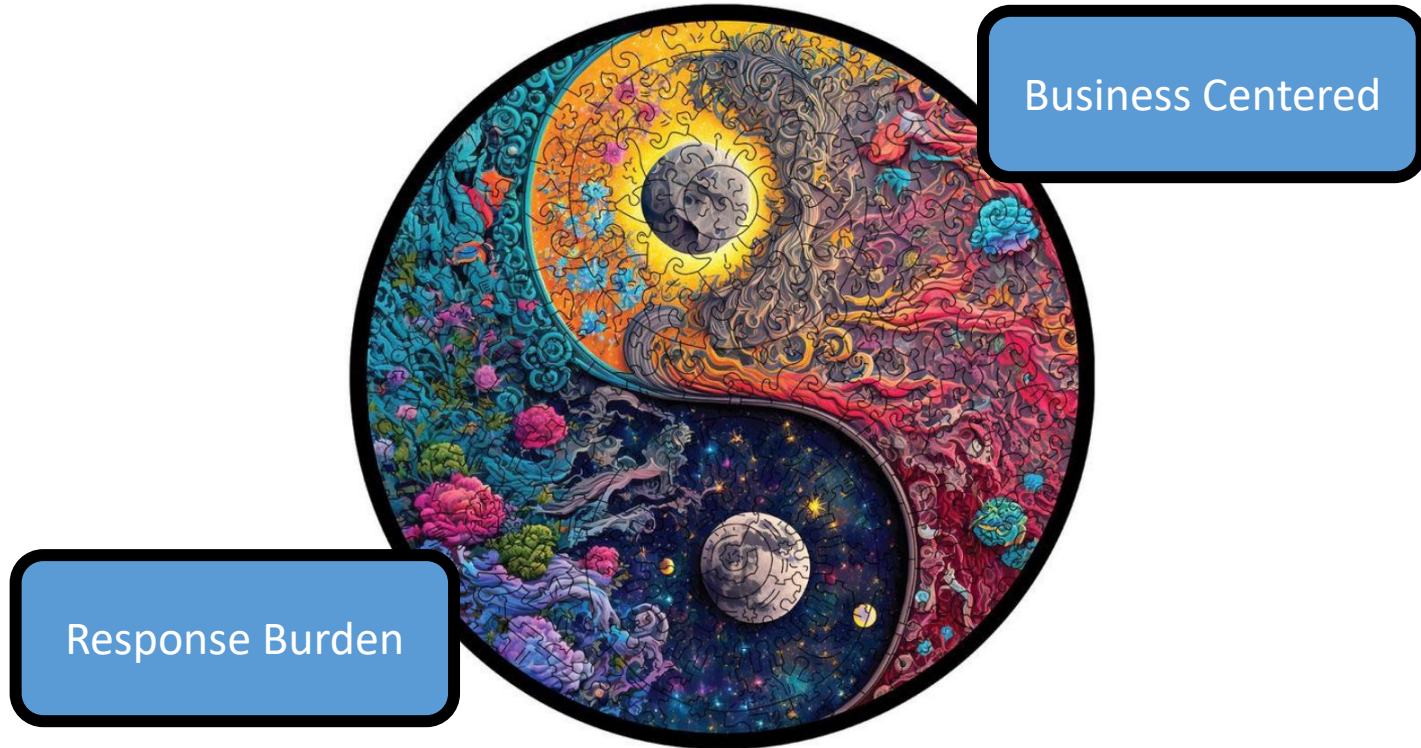
Efficiency

      Safety

            Insight

                 Overview

                      Clarity

                          Appreciation

How -> Combined program

Business Centered

Response Burden

How -> Some highlights and examples

➢ Business Centered improvements
  ➢ Starting with further insight through variables database
  ➢ Exploring options for further optimalizations
  ➢ Implementation of solutions for hotspots
  ➢ Implementation of tailored SBS solution for micro businesses

➢ Development of S2S / automated input
  ➢ Implementation of the Reference Classification System of Financial Information
  ➢ Exploring further automated input options
  ➢ Exploring alignment of our input with systems & processes of businesses

➢ Communication
  ➢ Development of a business portal
  ➢ (Tailored) communication
  ➢ Benchmarks & dashboards
  ➢ User lab

➢ Monitoring results
  ➢ Feedback from businesses
  ➢ Both actual and perceived response burden

Want to know more?

Feedback or hints are more than welcome…

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125 years reliable statistics