

**TWINNING CONTRACT**

**Support to the Statistics**

**Kosovo**



**MISSION REPORT**

**on**

**A Quality System for Statistics:**

**Activity 1.2.1.4: Continued support to Quality work at KAS & Training on CoP**

**Component no 1**

Mission carried out by Lars Thygesen and Hilikka Vihavainen

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## Table of contents

<b>List of Abbreviations .....</b>	<b>3</b>
<b>1. General comments.....</b>	<b>4</b>
<b>2. Assessment and results .....</b>	<b>4</b>
<b>3. Conclusions and recommendations .....</b>	<b>4</b>
3.1. Recommendations for the responsible units of KAS .....	4
3.2. Recommendations for the work of the quality committee (QC) .....	4
3.3. Improvement of the answers of the draft SAQ .....	5
3.4. Working rules of the quality committee (QC) .....	5
<b>Annex 1. Terms of Reference .....</b>	<b>7</b>
<b>Annex 2. People met.....</b>	<b>11</b>

## List of Abbreviations

CE	Chief Executive
ESCoP	European Statistics Code of Practice
ESQRS	EU's producer oriented standard for quality reports
ESSQAF	Quality Assurance Framework (Eurostat)
ESMS	EU's user oriented standard for quality reports
KAS	Kosovo Agency for Statistics
QC	Quality Committee
SAQ	Self-assessment Questionnaire
ToR	Terms of Reference

## 1. General comments

This mission report was prepared within the Twinning Project „Support to Statistics”. It was the ninth mission to be devoted to the Component 1 of the project. The main task was to advise KAS on the further work on preparations for the Light Peer Review, which will be likely carried out in 2018.

The consultants would like to express their thanks to all officials and individuals met for the kind support and valuable information received during the stay in Kosovo, which highly facilitated the work of the consultants and made the whole stay pleasant and memorable.

**The views and observations stated in this report are those of the consultants and do not necessarily correspond to the views of EU, KAS or Statistics Denmark / Statistics Finland.**

## 2. Assessment and results

Before the mission, KAS had carried out a remarkable job by filling in the whole Peer Review Self Assessment Questionnaire (SAQ) used in the EU member states. The main task during the mission was to carry out a three-day workshop with all managers of KAS. In the workshop, the SAQ was examined and discussed intensively, and the consultants raised a number of questions in relation to many of the SAQ answers. Following the workshop, KAS will continue the work on SAQ in order to improve the conformity of KAS to the Code of Practice (CoP), and to improve the quality of the answers. The SAQ and possible other questionnaires with filling instructions will be provided by Eurostat closer to the Light Peer Review. There was a lively discussion among the KAS heads during the workshop, which the consultants found very useful for future work.

In the workshop, there was also a brief discussion about what else had been achieved by KAS since the last mission in November 2015.

During the workshop, the consultants delivered a PPT presentation on the purpose and format of light peer reviews, and another presentation on recommendations for future work.

## 3. Conclusions and recommendations

### 3.1. Recommendations for the responsible units of KAS

- KAS should seriously consider to have a new twinning project. As the preparation of the fiche and other procedures take a long time, minimum a year, it is important start preparation immediately.
- The work of the quality committee should be strengthened. The QC should have internal working rules (like the secretary, periodicity of the meetings, provision of agenda and decision minutes, distribution of the minutes etc.). A proposal for these rules was discussed and is shown in section 3.4 below.

### 3.2. Recommendations for the work of the quality committee (QC)

- The QC should immediately continue to organise and co-ordinate the updating of filling of the SAQ. Responsibility for different principles should be clearly delegated

to members (and maybe others), who should then report back to the QC, who should discuss and finalise amendments.

- Closer to the Light Peer Review (LPR) it is important that there is a focal point (nominated one person) in KAS for all communication relating to Peer Review with Eurostat, with other national producers of official statistics and with the nominated LPR team

### **3.3. Improvement of the answers of the draft SAQ**

The consultants sent a SAQ with their comments to KAS. Some general recommendations are:

- Add links to your website and relevant documents (law, policy papers, guidelines, quality reports etc.) in the answers wherever possible
- Even when you don't have relevant documents on procedures and working flows, describe them in the brief and concise way in the answers.
- If procedures differ in different statistical areas, give a couple of valid examples
- Moreover, check all the comments by experts
- Possible improvement actions: Before the LPR you can do e.g. following actions:
  - Check the regulations (nomination and termination of the assignment of the chief executive (CE), the length of the term of the CE, decision making powers of the CE) in your law and start amendment procedure if possible
  - Prepare and publish some key policy guidelines (e.g. dissemination strategy and policy, confidentiality policy)
  - Prepare confidentiality commitment form and organise its signature by all staff. Take it as part of the process when new staff enter into KAS
  - Continue quality training: it is a never ending process!
  - Decide periodicity of user satisfaction survey (every two or three years?)
    - Take care that the results of the survey are taken into account by the management
  - Increase as much as possible openness and transparency of the activities
  - Publish and update your metadata

### **3.4. Working rules of the quality committee (QC)**

The experts drafted and proposed the following possible working rules:

- The purpose of the QC is to lead the quality work of KAS, including quality policy, development and monitoring of guidelines for specific work processes, initiating training in quality, preparation of peer reviews, follow up on action plans
- Members of the QC are Ramiz (chair), ... The chairman will report to the Director General
- Secretary of QC is Servete Muriqi
- Meetings will be held at least once per quarter, normally the last week of the quarter; if special needs arise (i.e. a member requests it for a special issue), the chair will call for such a meeting within 2 weeks
- Meetings are called with agenda and documentation by the chair at least 10 workdays before the meeting with a draft agenda. Members are requested to propose amendments and offer documents for items.
- The agenda with documents must be sent at least 5 workdays before the meeting
- The secretary prepares draft decision minutes (including action points, responsibility and deadlines for those) and present them to the chair no more than 10 working days after the meeting; the chair edits them and the secretary sends them to members no

more than 15 work days after meeting; members have 5 days to respond, where after the chair approves final minutes

- The minutes are then distributed to all heads in KAS who should inform the other staff

## Annex 1. Terms of Reference



### EU Twinning Project KS12 IB ST 01 Support to Statistics

#### Terms of Reference:

#### Component 1: Assistance to self-assessment

#### Activity

#### 1.2.1.4: Continued support to Quality work at KAS

#### Scheduling:

**Tor –ready date:** 10 January 2016  
**Start / end of activity:** 25-28 January 2016  
**Reporting time:** 30 January 2016

#### Mandatory result of the component:

<b>Mandatory Result 1.2.1.4</b>	Organization of quality work in Statistics Self-assessment	<ul style="list-style-type: none"> <li>Mission reports providing operational advice on quality assurance in the field of statistical production published on project homepage</li> </ul>	<ul style="list-style-type: none"> <li>Twinning quarterly reports</li> <li>Mission Reports</li> <li>Guidelines</li> </ul>	<ul style="list-style-type: none"> <li>Commitment and availability of all levels of KAS staff and management</li> <li>Effective communication and participation of all stakeholders</li> <li>Staff works on project related tasks in between missions</li> <li>Sufficient resources (both human and material resources)</li> </ul>
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#### Subject / purpose of activity: 1.2.1.4

The activity will continue the process on how best to organize the quality work of KAS. Actions within KAS since last mission will be discussed. The experts will further – based on input from KAS – conduct a seminar consulting KAS to fill as much as possible of the self-assessment questionnaire.

**Expected output of activity 1.2.1.4:**

Recommendations for the way ahead for KAS on quality work and further compliance with the European Statistics Code of Practice after the Twinning has finished.

Self-assessment training

**KAS resources:**

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**Member state resources:**

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**Background**

8 missions in the Twinning project have shown progress in the area of quality work:

- a quality committee has been established
- a quality manager has been appointed
- a User Meeting has been conducted
- a User Satisfaction Survey has been completed and analyzed
- a Quality Council Regulation has been finalized (but not yet approved)



- a Quality Statement has been finalized (but not yet approved)
- a Competence Gap survey has been completed and analyzed
- a training on CoP has been conducted

The previous mission on quality in November 2015 concluded:

- KAS should seriously consider to have a new twinning project.
- Based on the training needs of various departments KAS should prioritise which training is needed most urgently and present the needs also to the donors.
- Some of the training needs could be implemented within the IPA programme and also in the next twinning project.
- The work of the quality committee should be strengthened.
- The QC should have internal working rules (like the secretary, periodicity of the meetings, provision of agenda and decision minutes, distribution of the minutes etc).
- The QC should organise and co-ordinate the filling in of the SAQ to assess all the principles of the ESCoP in order to identify the possible areas of improvement as soon as possible. The result of this work will form the basis of the next mission in January.
- Follow closely metadata work; assure concrete results.
- Further strengthen the work of quality committee (plan-implement-monitor-assess).

This mission is devoted to assistance to the self-assessment that is going to be the start of further work of improving quality and assuring closer compliance with the European Statistics Code of Practice. It will definitely serve future preparation for a possible peer review in future.

It's necessary that KAS management prepare as much as possible of the SAQ before the mission takes place. Deadline for this is 7 January 2016.

**Activities to be undertaken in preparation for the mission:**

- All reports from component 1 of the Twinning Project (Quality) are available at [dst.dk/kosovo](http://dst.dk/kosovo)

**The expected activities are:**

- Discussing activities since last mission
- Workshop on self-assessment

**Expected output:**

- Mission report – according to template
- Workshop on self-assessment

**Annex 1, Agenda, - January 2016**

<b>Day</b>	<b>Time</b>	<b>Event</b>
<b>1</b>	10:00-16:00	<b>Hotel Emerald:</b> KAS: Discussions on quality improvements since last mission in November 2015 Plans for the workshop Self-assessment workshop
<b>2</b>	09:00-16:00	<b>Hotel Emerald:</b> Self-assessment workshop
<b>3</b>	09:00-16:00	<b>Hotel Emerald:</b> Self-assessment workshop Conclusions and recommendations Debriefing with BC Project Leader, Component Leader and RTA
<b>4</b>	09:00-13:00	<b>KAS:</b> Reporting

## Annex 2. People met

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