



## Messages from DoS' users

- Principles in the Code of Practice are important!
- Therefore: A quality policy would be an asset
- A public commitment statement would be important for users' trust
- Users wish to be actively involved
- Precise definitions of concepts cannot be found at DoS – “we go to the Central Bank” - i.e. we have a big job ahead of us with metadata
- Quality Declarations – incl. quality indicators – are clearly needed
- Timeliness is an issue
- A common approach to preliminary figures would help

## Organisational issues (internal to DoS)

- Management support
- A common understanding of the roles and responsibilities of the Quality Division, the Quality Team and the survey divisions is emerging
- The Quality Division should also follow up and report to the management regarding the adherence to guidelines
- Annual Statistical Program for all DoS?
- Quality assurance/management training
- Coordination of the National Statistical System



## What is quality work?

- Quality is in everything we do
- UN Fundamental Principles of Official Statistics
- European Statistics Code of Practice
- EU Quality Assurance Framework

## The History

- Quality not recognized as specific area
- Everyone invents his own wheel
- Methodology + the Human Factor
- The Heritage
- Methods Unit 1995-
- International inspiration or theft?

## Strategy 2015

- High priority to quality in statistical products
  - All dimensions of statistical quality
- Towards a more systematic approach
- Not TQM, more statistical focus

## How strengthen the quality aspect in everyday work?

- *encourage and recognize* good behaviour
- Not only in Quality Projects
- Establish small quality organisation
  - Guidelines
  - Oversee
  - Advise

## How to ensure ownership ?

- imposed from the top ☹
- visual and constant top management attention ☺
- Feed-back from users
- Steering Committee with representation
- work-shops on quality issues

## Secure resources for quality work?

- The daily struggle for resources
- Immediate production problems always win
- Recognise that quality is part of the job
- Framework & tools

## How to engage users in quality work?

- Not *one* user (maybe 5,000)
  - The users trust us too much
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- ⇒ No easy solution
  - ⇒ User committees
  - ⇒ User conferences
  - ⇒ Bilateral exchange with key users

## European Peer Reviews coming up

- 2014-2015
- Self Assessment
- International expert team

## What are we doing now

- Consider every single indicator and measure in QAF
  - How are we doing
  - What should be done
  - By whom
  - When

## Mission to Amman 24-27 February 2014: 3.2 Code of Practice

### Planning

Self Assessment	Responsible	1st draft (to departments) completed		1st draft feedback from departments		2nd draft to Steering Group completed		Steering Group meeting	3rd draft to Management Board		Discussion in Management Board	4th draft for final approval completed	
		Deadline	Completed	Deadline	Completed	Deadline	Completed	Date	Deadline	Completed	Date	Deadline	Completed
Principle 4: Commitment to Quality	LTH	27.02.2014		06.03.2014		19.03.2014 kl.12		21.03.2014	27.03.2014 kl.10		01.04.2014	28.04.2014 kl.10	
Indicator 4.1:	LTH	20.02.2014	22.01.2014										
Quality policy is defined and made available to the public. An organizational structure and tools are in place to deal with quality management.	MGN; KWI												
Indicator 4.2:		20.02.2014	(20.02.2014)										
Procedures are in place to plan and monitor the quality of the statistical production process.	MGN; PSL; LTH												
Indicator 4.3:		20.02.2014	(20.02.2014)										
Product quality is regularly monitored, assessed with regard to possible trade-offs, and reported according to the quality criteria for European Statistics.	MGN; PSL; LTH												
Indicator 4.4:		20.02.2014	(20.02.2014)										

#### Indicator 7.7:

**Co-operation with the scientific community is organized to improve methodology, the effectiveness of the methods implemented and to promote better tools, when feasible.**

#### 14. There is contact with the scientific community to discuss methodological, IT and innovation developments.

(QAF Method: 7.7.1 at institutional level)

Not implemented ☐ Yes, partly implemented ☐ Yes, fully implemented X

**Please specify** (e.g. description of information exchange, committees, forms of collaboration, possibilities for common scientific articles, periodicity, lack of contact with scientific community, handicaps to access scientific material) :

Statistics Denmark has a regular Research Committee consisting of high level representatives of the scientific community <http://www.dst.dk/da/OmDS/Organisation/Brugerudvalg/Forskning.aspx>. This committee meets twice a year and advises Statistics Denmark and its Board on these issues. Furthermore, we have regular meetings with two statistical institutes of the leading universities in Denmark. When difficult methodological challenges are encountered e.g. in advanced analysis, Statistics Denmark will discuss these with the scientific community and in some cases attach a consultant from one of the universities.

Statistics Denmark also organises in cooperation with universities an annual symposium on applied statistics <http://www.statistiksymposium.dk/> and sends many attendants to this and to SAS users conferences.



