TWINNING CONTRACT

Support to the Statistics

Kosovo

MISSION REPORT

on

A Quality System for Statistics
Phase I: Further development of road map for implementation of quality management system continued

Component no 1

Mission carried out by Lars Thygesen

26-29 August 2014

IPA 2012

Author's name, address, e-mail (keep the relevant information)

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List of Abbreviations

CoP	European Statistics Code of Practice
KAS	Kosovo Agency for Statistics
QAF	Quality Assurance Framework (Eurostat)
SIDA	Swedish International Development Agency
ToR	Terms of Reference

1. General comments

This mission report was prepared within the Twinning Project „Support to Statistics". It was the fifth mission to be devoted to the Component 1 of the project. The mission was aimed at monitoring what had been achieved after the preceding mission and defining further activities within the component.

The concrete objectives of the mission were:
The activity will continue the process of discussions and recommendations on how best to organize the quality work of KAS. Actions within KAS since last mission will be discussed. With examples from the MS: Organization, Roles, Quality Policy, User involvment, User Satisfaction Surveys will be discussed and decided within KAS.

The consultant would like to express his 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 and made the whole stay pleasant and memorable.

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

2. Assessment and results

The following activities were carried out with members of the quality steering group during the mission:
1. Organization of the quality work. The quality steering group is now well established and working
2. Discussing and finalizing drafts for Mandate for the Steering Committee for Quality
3. Discussing and finalizing drafts for Quality Commitment
4. Discussing Competence Gap Survey
5. Discussing User Satisfaction Survey
6. Organizing User Meeting. Who will do what and when.
7. Discussion: Managing Access to Micro Data

Recommendations regarding these activities are shown in the following chapter.

The mission also included a discussion with the Director General and with the EU Delegation. It was agreed that an addendum to the contract will be prepared by the RTA regarding the sharing of work with SIDA and change of the MS Project Leader.

The timing of the next mission was discussed. It is foreseen at 20-24 October 2014. Experts will be Lars Thygesen and Hilkka Vihavainen. During this mission a User Forum will take place.

3. Conclusions and recommendations

3.1 Quality commitment/policy

A draft quality policy and statement amended from KAS was discussed and amended. Everyone agreed that this is now rteady to be presented to the DG. It should be adopted and published a.s.a.p., planned by 1 October 2014, and subsequently implemented.

3.2 Mandate of the Quality Committee

A draft mandate of the Quality Committee was discussed, amended and agreed by the Quality Steering Group.
It should now be finalised in the Quality Steering Group (if any more changes are needed).Then it should be presented to the DG, adopted and published internally before next mission in October. Implementation should start immediately.
Responsible: Ramiz

3.3 Survey on competence gaps of KAS

A fine draft was presented by KAS, discussed and slightly amended. It has already been implemented in one division, who found it to be easy and illuminating.

Time schedule:
- 1 month to approve or adjust tool through discussions in Directorates, who will report back to Ramiz by 27 September.
- Confirmation of tool by DG and Quality Steering Group 27 September
- 1 month for Directorates to interview staff and fill in the form, and deliver results to Ramiz by 27 October.
- Then discuss and decide action in the Board

Responsible: Ibrahim

3.4 User satisfaction survey

Two examples from Slovenia and Denmark were provided by the expert. They are different in scope and length.
With this inspiration KAS will develop questionnaire well before user forum and send it to participants. At the forum, users should be requested to fill in questionnaires if an answer is not already received.
It is recommended to use very simple technology (Excel or similar), so there would be no need for IT development.
Responsible: Ibrahim

3.5 User Forum programme

Draft program and work plan for the preparation of the user forum in October were discussed and agreed. The draft program can be seen as Annex 3. Ramiz has overall responsibility.

The following "Who does what" list was agreed and should be further amended by KAS after the mission:
- Coordination and management (Ramiz)
- Find room (hypothesis: the big meeting room of KAS will be used)
- Big and readable names signs for participants (Nora)
- Material (report on current situation, production, publications, about twinning
- User satisfaction survey (Ibrahim)
- Identify guests (list of participants)
- Invite guests, when?
- Presentations
- Present: DG, Directors of KAS
- Finalise in Quality Steering Group
- Present to DG, adopt

- Publish internally before next mission in October
- Implement

3.6 Quality checklist

The draft from last mission was discussed and further amended. It should now be considered final. See Annex 4.

Next step should be approvement from the DG. Then it should be implemented in all surveys according to a plan.

3.7 Terms of reference on the next Activity

The TOR should be drafted and sent well in advance of the mission. It should include the user forum.

Annex 1. Terms of Reference

EU Twinning Project
KS12 IB ST 01
Support to Statistics

Terms of Reference:

Component 1:   A Quality System for Statistics
Activity 1.2.1:   Organization of quality work in Statistics

Scheduling:
Tor –ready date: 12 August 2014
Start / end of activity: 26-28 August 2014
Reporting time: 12 September 2014
Mandatory result of the component:

Mandatory Result 1.2.1	Organization of quality work in Statistics	• Mission reports providing operational advice on quality assurance in the field of statistical production published on project homepage •	• Twinning quarterly reports • Mission Reports • Guidelines	• Commitment and availability of all levels of KAS staff and management • Effective communication and participation of all stakeholders • Staff works on project related tasks in between missions • Sufficient resources (both human and material resources)

Subject / purpose of activity: 1.2.1 activity
The activity will continue the process of discussions and recommendations on how best to organize the quality work of KAS. Actions within KAS since last mission will be discussed.
With examples from the MS: Organization, Roles, Quality Policy, User involvment, User Satisfaction Surveys will be discussed and decided within KAS.

Expected output of activity 1.2.1:
Mission report stating current status of working quality work within KAS. Detailed roadmap of activities for the rest of the Component 1.2.1. Agreements with KAS on how to organize the user meeting which will be conducted in the next mission taking place in October 2014.

KAS resources:
Mr. Ramiz Ulaj, Director of Department and Head of Quality Committee, ramiz.ulaj@rks-gov.net KAS (Component Leader)
Ibrahim Rrustemi, Director of Administration Department; ibrahim.rrustemi@rks-gov.net
Hasbie Qerqi , Outreach and communication officer; hazbije.qeriqi@rks-gov.net
Arta Salihu, Senior communication office; arta.salihu.morina@rks-gov.net
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Member state resources:
Mr Lars Thygesen, Director, Sales and Marketing, Statistics Denmark, lth@dst.dk

Twinning ressources:
Mr Per Knudsen, RTA, pkn@dst.dk
Ms Nora Zogaj, RTA assistant, nzogaj@yahoo.com

Background

4 missions in the Twinning project has all ready shown progress in the area of quality work, a quality committe has been established and a quality manager has been appointed. In June KAS experts participated in the European Conference on quality in official Statistics that was held in Viena.

In April 2014 the twinning project and the SIDA project together with KAS assessed the needs and possibilities for introducing a metadata system (Grosen). The conclusion from this activity was that KAS is not yet ready to take advantage of an integrated metadata system instead the important focus must be on compiling quality descriptions according to Eurostat requirements.

The joint Twinning SIDA activity recommended that KAS should use SIMS (Single Integrated Metadata Structure) as a common quality-concept structure. The current quality descriptions compiled in the ESMS-documentation format must be transferred into the SIMS-format.

Activities to be undertaken in preparation for the mission:

- Mission Report 1.0.1: Phase I: Development of road map for implementation of quality management system (Vihavainen & Thygesen)
- Mission Report 1.0.2: Phase I: Further development of road map for implementation of quality management system continued (Vihavainen & Thygesen)Mission Report: 1.3.1: Introduction of quality reports according to Eurostat standards (Grosen)

The expected activities are:

- Discussions on how to organize quality work in a NSI
- Development of detailed plan for the work
- Agreement with KAS on timetable.
- Agreements on who will do what concerning the user meeting in October 2014
- Discussion on how to manage access to micro data

Expected output:

- Mission report – according to template
- Detailed plan for further activities to be completed within KAS on Quality

Annex 1. Programme, - August 2014

Day	Place	Time	Event
1	KAS	10:00	Planning the two days
		10:30	KAS: Overview of work done since last mission on Quality
		10:45	Coffee break
		11:00	Organization of the quality work, with examples from MS
		12:00	Lunch break
		13:15	Organization of the quality work, with examples from MS
		14:30	Coffee break
		15:00	Discussions and planning day 2
2	KAS	09:00-15:30	Organization of the quality work, with examples from MS Managing access to micro data User meeting. Planning. Draft agenda. Who will do what and when?
3	KAS/EU office	09:00-16:00	Meeting EU delegation Planning next mission Reporting
4	KAS	09:00-15:00	Agreement on recommendations and time plan Meeting DG of KAS Debriefing with BC Project Leader: Recommendations, time plan and implied work program for BC Reporting

Annex 2. Persons met

1. Burbuqe Kelmendi, Twinning Coordinator, EU Office in Kosovo
2. Isa Krasniqi, Chief Executive at KAS

<u>KAS</u>:

1. Mr. Ramiz Ulaj, Director of Department and Head of Quality Committee, (Component Leader, Chairman of Quality Steering Group)
2. Ibrahim Rrustemi, Director of Administration Department (member of Quality Steering Group);
3. Servete Muriqi, Senior Officer in methodology (member of Quality Steering Group)
4. Xhevrie Fetahu, Head of National Accounts division (member of Quality Steering Group), attended the first day of the mission
5. Emina Deliu, Social Statistics Department
6. Ismail Sahiti, Head of Division of Economic Statistics (member of Quality Steering Group)
7. Avni Zejnullahu, Division of Surveys (member of Quality Steering Group)
8. Bekim Canolli, Manager of Quality Group
9. Drita Sylejmani, Senior Dissemination Officer

<u>RTA Team:</u>
Per Knudsen, RTA
Nora Zogaj, RTA Assistant
Agim Aliu, Interpreter

Annex 3. Draft programme for User Forum

1. Welcome and presentation (Krasniqi) (5 minutes)
2. Objective: What we wish to know (Krasniqi) (5 minutes)
3. Statistical quality (Lars) (15 minutes)
4. Quality policy of KAS – what have we done, Quality declarations (Ramiz) (15 minutes)
5. Statistical database (Burim) (10 minutes)

   Coffee break

6. Plans for the future (10 minutes)
7. Questions to users: (Krasniqi, Hilkka) (30 minutes)
8. What is your use of statistics? Which statistics do you use?
9. What do you miss?
10. Are the quality declarations etc useful?
11. Fill in user satisfaction survey (sent in advance)
12. Conclusions (10 minutes)

    Lunch

Annex 4. Quality Check-list

Number	Process	Yes	No	Attach evidence
Preparation and data collection/registration				
1	Has the sample frame been updated?			
2	Has the sample design been checked?			
3	Has the questionnaire been reviewed (and updated if necessary)?			
4	Have enumerators been trained for this survey?			
5	Has the enumerators' ability to fill the questionnaire been tested?			
6	Has the trainer's ability to train the enumerators been evaluated?			
7	Has the accuracy of filling the questionnaires in the field been monitored and reported to KAS?			
8	Has the data entry software been checked by IT Directorate?			
9	Have auditors and encoding staff (validation and editing) in KAS been trained?			
10	Have data entry staff in KAS been trained for this survey?			
Data processing in Statistical Division				
11	Has micro data entry been audited and mistakes corrected?			
12	Do the survey results produced by the IT system compare to the results obtained during the collection process?			
12a	Have the survey results been compared with any figures from other KAS surveys/statistics or from other institutions (if such figures exist)?			
13	Do the survey results compare previous survey results?			
Publication / dissemination				
14	Have publications, reports etc. been prepared?			
15	Do publications comply with KAS reporting procedures (i.e. the technical writing criteria)?			
16	Did the publication of results meet the pre-defined deadline?			