



הלשכה המרכזית לסטטיסטיקה
Central Bureau of Statistics
دائرة الإحصاء المركزية

Quality and Excellence in the CBS

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It's All in the Numbers

Overview of the work done

In 2001 the Civil Service Commission in Israel decided to adopt the EFQM Excellence Model.


The vision: “ More units in the public sector should undertake the initiative to:

- Implement the Excellence model,

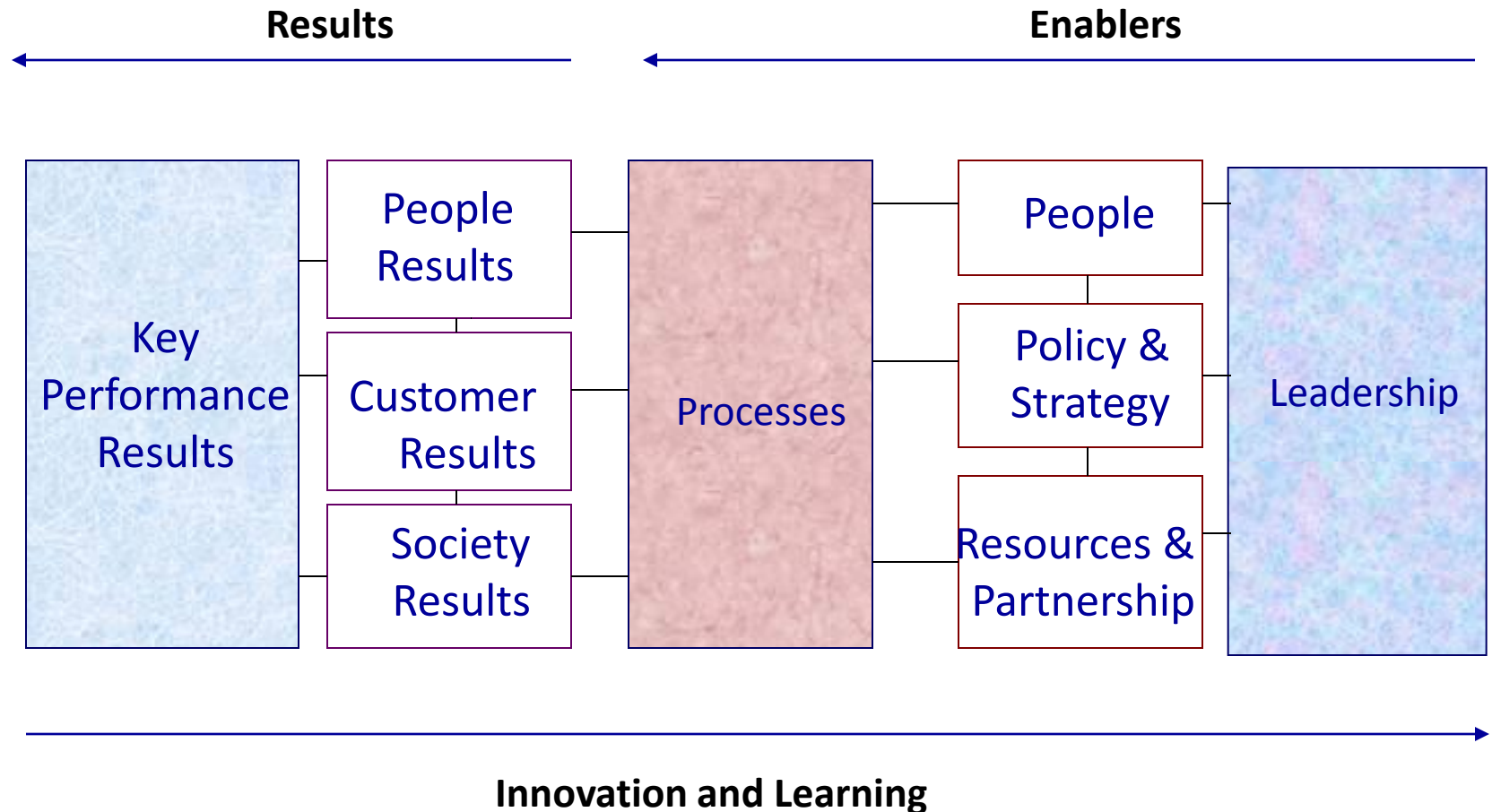
- Evaluate themselves and

- Adopt an organizational culture of constant improvement”

Overview of the work done

- ICBS was one of the first agencies to implement to procedure (more then 10 years ago).
- The EFQM has been implemented gradually in most ICBS departments 
- The ICBS has decided to implement the European Statistics Code of Practice as part of its quality strategy, where the EFQM model and the COP along with the QAF (Quality Assurance Framework) will serve as a comprehensive framework for quality management.

The EFQM Model



External and internal parties involved

- Professional supervision from the Department of Quality and Excellence at the Civil Service Commission.
- The EFQM has been implemented gradually in most ICBS departments. (in 9 out of the 12 departments)

External and internal parties involved

- A Steering committee for Quality and Excellence.
 - The steering committee should include representatives from all of the departments, who serve as Quality Coordinators in addition to their regular positions at the ICBS. The committee members hold senior positions at the ICBS, and they should have the ability to influence and lead processes of change.

Tools used

- Working with the EFQM Model
- Improvement teams
 - Bank of questions
 - Process for planning a new survey
 - Process for producing MUC (Micro data Under Contract)
 - Organizing and centralizing Bureau procedures and rules
 - Resource efficiency and green office

Next steps already planned

- Entering the process in an organized way and not on a voluntary basis.
- Choosing new coordinators that will be able to lead both process's.
- Updating the Steering committee after the new coordinators are chosen.

Vision for the future

- Staff manual
- Satisfaction surveys for staff
- Workshops for users
- Improve security by education, not only technology

**Excellence means
when a man or
woman asks of
himself more than
others do.**

Jose Ortega Y Gasset ,Spanish Essayist

Questions?

Thank you!