

TWINNING CONTRACT

Support to the Statistics

Kosovo



MISSION REPORT

on

A Quality System for Statistics:

Activity 1.2.1.3: Continued support to Quality work at KAS

Component no 1

Mission carried out by Lars Thygesen and Hilikka Vihavainen

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List of Abbreviations

ESCoP	European Statistics Code of Practice
ESSQAF	Quality Assurance Framework (Eurostat)
GSBPM	General Statistical Business Process Model
KAS	Kosovo Agency for Statistics
QC	Quality Committee
SAQ	Self-assessment Questionnaire
SIDA	Swedish International Development Cooperation Agency
ToR	Terms of Reference

1. General comments

This mission report was prepared within the Twinning Project „Support to Statistics”. It was the eighth mission to be devoted to the Component 1 of the project. The main task was to monitor the achievements so far and give further recommendations on how to further strengthen the quality work of KAS, and to give a training course for staff on the Code of Practice (ESCoP), the Quality Assurance Framework (ESSQAF) and Peer Reviews.

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

The consultants had three meetings with the quality committee. In the first meeting the activities since the last mission (March 2015) were monitored. The following tasks were analysed:

- Analysis of the results of the user satisfaction survey:
 - A short notice has been published. A new survey will be conducted when there is a user forum on economic statistics.
- Training needs of the staff:
 - They were collected until 17 April 2015
 - Until now: no bigger use of the information
- Widen and repeat the use of check lists in the survey process?
 - They have been taken into use in some surveys, but not in all of them
- Mandate of the quality steering group has been prepared
 - But not implemented, awaiting approval of the PM's legal service
- Follow closely metadata work; assure concrete results
 - This is progressing quite well in the SIDA project
- All in all: Strengthen the work of quality committee (plan-implement-monitor-assess)

The following meetings with the quality committee were devoted to (1) recommendations regarding the work of the Quality Committee (QC), and (2) the discussion on the coordination of the National Statistical System (NSS). Three presentations were given and discussed.

Day four was devoted to a training course regarding the ESCoP, ESSQAF and Peer Reviews.

The last meeting with the quality committee was devoted to the results of the mission and further recommendations. The recommendations are presented in the following section.

3. Findings during the mission

- The training course on ESCoP had 15 participants and was well received.

- KAS needs to fill in the self-assessment questionnaire (SAQ) on the implementation of the ESCoP.
- There is need to have further advice of the consultants in filling in the questionnaire. It was agreed that KAS will answer the questions as much as possible until 7 January 2016 and provide the answers to international consultants.
- It was decided that a workshop of 15 staff members together with twinning consultants will take place on 25-27 January 2016. The workshop will concentrate on the filling of the SAQ.
- The lack of a confidentiality policy was discussed with the representative of the SIDA project and it was agreed that its preparation will be within the SIDA project since there is already some activities related to information security.
- The dissemination policy will be prepared together with twinning experts later during the project period.

4. Conclusions and recommendations

4.1 Recommendations for the responsible units of KAS

- 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.

4.2 Recommendations for the work of the quality committee (QC)

- 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).

5 Next mission

The next mission, which will also be the last in this component, will be 25-27 January 2016. This mission will be 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.

6. Future work

Actions needed for preparing the next mission

Action	Deadline	Responsible person/unit
Organise and coordinate the filling in of the SAQ	7 January 2016	Ramiz /QC
Fill in the SAQ	7 January 2016	All responsible staff
Prepare working rules for the QC	A.s.a.p.	Ramiz /QC
Planning of the next mission	End 2015	Per

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

1.2.1.3: Continued support to Quality work at KAS

Scheduling:

Tor –ready date: 19 October 2015
Start / end of activity: 2-6 November 2015
Reporting time: 13 November 2015

Mandatory result of the component:

Mandatory Result 1.2.1.3	Organization of quality work in Statistics	<ul style="list-style-type: none"> Mission reports providing operational advice on quality assurance in the field of statistical production published on project homepage 	<ul style="list-style-type: none"> Twinning quarterly reports Mission Reports Guidelines 	<ul style="list-style-type: none"> 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)
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Subject / purpose of activity: 1.2.1.3

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. The experts will further discuss with KAS how to best implement the improved knowledge in the statistical divisions and how to organize the work in the Quality Working Group.

Further the experts will conduct a half day training seminar on Code of Practice (CoP).

Expected output of activity 1.2.1.3:

Mission report stating current status of quality work within KAS.

Recommendations for the way ahead for KAS Quality Working Group after the Twinning has finished CoP training

Final conclusions on Component 1 – A quality system for statistics

KAS resources:

Quality Working Group:

Mr. Ramiz Ulaj, Director of Department and Head of Quality Committee, ramiz.ulaj@rks-gov.net
KAS (Component Leader)

Ibrahim Rustemi, Director of Administration Department; ibrahim.rustemi@rks-gov.net

Bekim Canolli, Head of Methodology Division and Quality Manager; bekim.canolli@rks-gov.net

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[Xhevrije Fetahu](mailto:Xhevrije.Fetahu@rks-gov.net), Head of National Accounts division, Xhevrije.Fetahu@rks-gov.net

Training on Code of Practice:

1. Ramiz Ulaj, Director of Department and Head of Quality Committee
2. Bekim Canolli, Head of Methodology Division and Quality Manager
3. Arta Salihu Morina, Department for Planning, Coordination and Communication
4. Violeta Gashi, Department of Agriculture Statistics
5. Flutura Shosholli, Department of Agriculture Statistics
6. Emina Deliu, Department of Social Statistics
7. Sanije Ismaili, Department of Social Statistics
8. Sanije Uka, Department of Social Statistics
9. Naime Rexhepi, Department of Social Statistics
10. Besarta Thaci, Department of Social Statistics
11. Avni Kastrati, Department of Social Statistics
12. Ismail Sahiti, Department of Economic Statistics and National Accounts
13. Ibrahim Rustemi, Director of Department for Planning, Coordination and Communication
14. Haki Kurti, Department of Agriculture Statistics
15. Ibish Asllani, Department of Economic Statistics and National Accounts
16. Sabri Zabergja, Population census

Member state resources:

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Background

7 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

Now the group should make sure that the statistical divisions implement the common understanding of statistical quality. Further it should be discussed how to organize the future work with quality in KAS and how to organize the work in the Quality Working Group

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 1.2.1: A Quality System for Statistics. Organization of quality work in Statistics (Thygesen)
- Mission Report 1.2.1.1: Organization of quality work in statistics: User forum (Thygesen, Vihavainen, Wulff)
- Mission Report **1.2.1.2: Continued support to Quality work at KAS (Thygesen, Vihavainen)**

The expected activities are:

- Reviewing activities since last mission
- Reviewing of current status of quality work
- Discuss and agree on future work on Quality at KAS
- Discuss and agree on work in the Quality Working Group
- Conduct training course on CoP

Expected output:

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

Annex 2: Time-table of the mission (revised)

Day	Time	Event
1	10:00-16:00	KAS: Overview of what has been accomplished since the previous mission in April 2015 Discussions on quality improvements Planning the week
2	10:00-15:30	Meeting with Sida project Continued discussions on how to implement quality at KAS <ul style="list-style-type: none"> Responsibilities of the Quality Committee Responsibilities of the statistical departments: Directors, Head of Divisions. Staff Planning and organizing the training on CoP
3	10:00-12:00 12:30-16:00	Co-ordination of the NSS Experts preparing training on CoP
4	09:00-12:00 13:00-16:00	Half day training seminar Evaluation of training and preparation of the workshop
5	09:00-13:00	Agreement on recommendations Debriefing with BC Project Leader, Component Leader and RTA Reporting

Annex 3. People met

1. Ilir Berisha, Project Leader at KAS, Director of Department of Economic Statistics and National Accounts, ilir.t.berisha@rks-gov.net
2. Ramiz Ulaj, Director of Department and Head of Quality Committee, ramiz.ulaj@rks-gov.net KAS (Component Leader)
3. Ibrahim Rrustemi, Director of Administration Department; ibrahim.rrustemi@rks-gov.net
4. Bekim Canolli, Head of Methodology Division and Quality Manager; bekim.canolli@rks-gov.net
5. [Servete Muriqi](mailto:servete.muriqui@rks-gov.net), Senior Officer in Methodology, servete.muriqui@rks-gov.net
6. [Besim Mehmeti](mailto:besim.mehmeti@rks-gov.net), National Accounts division, besim.mehmeti@rks-gov.net

Annex 4. Sample minutes of QC



Kosovo Agency of Statistics

Minutes of the meeting of the Quality Committee (Example)

Date xx.xx.xxxx

Present: The names of the participants

Absent: The names of the non-participants

1. Rules of procedure

The agenda sent 3 days earlier was accepted as the rules of procedure for the meeting.

2. Minutes of the previous meeting

The minutes were approved.

3. The status of filling up the SAQ

The members of the Quality Committee reported the situation. It was agreed that the all the draft answers have to be ready before the next meeting.

4. Next meeting

The date of the next meeting was decided to be on xx.

Minutes were kept by: The name of the person.

Distribution of the minutes: All the heads of KAS

Annex 5. Accumulated results of the component

The results achieved during the twinning project within the component 1 are:

1. KAS has defined its quality policy. The statement is publicly available on the website of KAS.
2. The organization for dealing with quality management has been created. A high level Quality Committee has been established in KAS although its official mandate is not yet approved. The project has given various practical advice on how the Committee should work.
3. The quality manager has been nominated in KAS, although the vacancy is not full-time.
4. Competence gaps of the staff were collected and analyzed.
5. The training needs of staff were collected from statistical departments.
6. Various training sessions on quality have taken place:
 - a. General training on quality on statistics and how the European statistical quality standards are applied (12 staff members participated).
 - b. Two staff members of KAS participated in the EU quality conference in June 2014.
 - c. Specific advice/training have been given to the members of the quality committee. The topics were the following: user dialogue, metadata work, user satisfaction surveys, coordination of the national statistical system etc.
 - d. Training on implementation of the European Statistics Code of Practice was arranged (15 staff members participated in this training).
7. A User forum was arranged in October 2014. There were 13 external users and KAS presented its plans to open a statistical databank (which was finally opened in June 2015)
8. User satisfaction survey was conducted in conjunction with the user forum. The short notice on the results was published on the web-site of KAS.
9. Quality check-list for surveys has been approved as a recommendation and is currently used in some of the surveys.
10. Several recommendations on engagements of users in various occasions were presented by the international experts.
11. The guidelines on dissemination and confidentiality issues are still under preparation.

To avoid overlapping work the metadata part of the component was cancelled since it is a part of the project funded by SIDA. However, the project has been followed also within the component.