

TWINNING CONTRACT

JO/13/ENP/ST/23

Strengthening the capabilities of the Department of Statistics in Jordan



MISSION REPORT

on

Activity 3.11: Quality Audit – III

Mission carried out by

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List of Abbreviations

CoP	European Statistics Code of Practice
DDI	Data Documentation Initiative
DoS	Department of Statistics of Jordan
ESS	European Statistical System
MS	Member State
RTA	Resident Twinning Advisor
QAF	Quality Assurance Framework
QD	Quality Declaration
SD	Statistics Denmark
SIMS	Single Integrated Metadata Structure
ToR	Terms of Reference

1. General comments

This was the eleventh activity in component 3 and the actions planned for this activity were carried out as scheduled in the ToR, cf. annex 1 and the programme, cf. annex 2. The purposes of the mission were:

- To discuss and evaluate that part of the DoS Quality Audit system not dealing with surveys, i.e.:
 - User evaluation
 - Strategy accomplishment
 - CoP evaluation
 - External and internal website evaluation
- To discuss how the DoS Quality Audit system can be improved further
- To discuss how the components of the DoS Quality Audit system can be integrated into one common DoS Quality Audit system
- Presentation of the Danish and in general the European Union experience in quality auditing at the organization level

The consultants would like to express their sincere thanks to all officials and individuals met for the kind support and valuable information, which we received during the stay in Jordan and which highly facilitated our work. The views and observations stated in this report are those of the consultants and do not necessarily correspond to the views of EU, DoS or SD.

2. Conclusions and recommendations

2.1 Peer Review and Quality Assurance Framework

Statistics Denmark's experiences with the ESS peer review exercise on the implementation of the Code of Practice (CoP) and the possibilities for carrying out a similar review exercise in DoS were discussed. In this domain the experts have the following recommendations:

- DoS should make CoP and QAF well known throughout the organization; for each staff member the knowledge should correspond to the needs of his/her responsibilities. It is important that this knowledge should be widespread, so that all staff will know how to contribute to better quality within their own domain of work.
- Code of Practice (CoP) in Arabic should be provided and made accessible to all staff.
 - A translated version has been supplied by Eurostat.
 - This version should be quality assured by DoS, and the result should be sent back to Eurostat for wider use.
- Translation of Quality Assurance Framework (QAF) version 1.1. in Arabic should be made in order to make this text accessible to staff.
 - It has been agreed that this task can be carried out, financed by the Twinning.
- DoS should apply to Eurostat for a Peer Review
 - Ms Claudia Juncker of Eurostat has expressed willingness of Eurostat to accommodate such an activity.
- DoS should carry out a Peer Review in 2016
 - This activity is strongly sponsored by the Director General, which is key to success.

- The activity should involve almost all staff, and all staff should be made aware of the activity and its importance.
- The activity should be led by a Peer Review Steering Group chaired by a high level head in the organization.
- The activity should be coordinated by the Quality Manager.

2.2 Organisation

- The Quality Division should have better access to the top management
 - This is necessary in order to take quality into account in decisions.
 - The experts have taken note of the Director General's decision to change the organization to enhance quality, and this action would benefit the organisation's readiness to improve.

2.3 Culture and training

While the fundamental principles of CoP and QAF are well known in the quality team and in the quality division, the overall knowledge of quality concepts in DoS needs to be strengthened. In order to promote a culture in which quality issues are taken into account as an integrated part of the everyday work of DoS staff, the experts recommend that a number of activities are carried out with the overall aim to enhance awareness on quality in DoS:

- Prepare and carry out introduction courses for all new permanent employees, in which information is given about the general concepts of quality (such as timeliness, relevance, accessibility etc.) and statistics (such as overall concepts of sampling).
- Carry out a training course on CoP and QAF for middle management (Directors and Division heads). In order to be effective, this training should be sponsored by the Director General and should be carried out as soon as possible.

2.4 Quality assurance of the web site

Evaluation of DoS' website is necessary in order to assess basic quality principles of accessibility and clarity of statistics. An example of a user test video of Statistics Denmark's Statbank performed by usertesting.com was presented and a free user video test of the existing DoS website performed by usertesting.com was provided.

As DoS is currently preparing the launch of a new website, the experts recommend that a user evaluation of the website is carried out both before and after the launch of the new website (in order to have a benchmark). More specifically the experts recommend to:

- Perform evaluation of the old version of the web site:
 - By external users through usertesting.com (English) in which different kinds of users are given specific tasks to solve using the website. This can only be done for the English version of the website.
 - A test of the Arabic version should also be carried out.
- Perform evaluation of the new version of the website:
 - By external users through usertesting.com (English), in which different kinds of users are given specific tasks to solve using the website. This can only be done for the English version of the website.
 - By internal users
 - By external users – local as well as international users (e.g. international organisations)

- Once the new PC-AXIS database is launched the same procedure should be applied.

3.5 Auditing at survey level

In previous missions, quality audits for surveys have been discussed. This issue was also briefly discussed in this mission and the organisation and work processes for conducting such quality audits at survey level in Statistics Denmark was presented including processes for self-assessment, documentation, review, report and action lists. The experts recommend that:

- DoS should decide on a method and organisation for carrying out quality audits at survey level. The quality audits should include the statistical domains and the Quality Division.

2.5 Reminder of old recommendations

The experts also reviewed recommendations from earlier missions within the quality component and found that many results had already been accomplished. However, the following recommendations were still valid and should receive attention in the near future:

- Link to QD from tables and databases should be established, so that users can easily get the relevant documentation when needed together with the statistics. This should be attended to as soon as the PC-AXIS database is launched on the web site.
- Rules for updating QDs should be established. A number of QDs were already live at the web site but it is important to ensure that they are updated whenever the contents or the quality of the individual statistics are changed.
- The Quality team must initiate this updating work.
- Date of last update of each QD should be shown in the QD, so the date should be added as a new item.
- It is still important for DoS to establish a dissemination policy, which puts all media and ways of dissemination together into one coherent picture and makes sure that they work together and supplement one another in a way that is helping the users.

Annex 1: Terms of Reference

Terms of Reference

EU Twinning Project JO/13/ENP/ST/23

23 - 26 March 2015

Component 3: Quality and metadata

Activity 3.11: Quality Audit – III

0. Mandatory results and benchmarks for the component

- Statistics published by DoS are quality assured and documentation is improved (Apr 2015)
- Assessment report on current situation (Jan 2014)
- The consequences of applying the European Statistics Code of Practice in DoS are discussed (Apr 2014)
- Develop a standard format for a quality declaration (Jul 2014)
- A quality declaration for the national accounts is completed and published on the DoS website (Jan 2015)
- Develop a metadata strategy (Jan 2015)
- Design and test a quality audit (Apr 2015)

1. Purpose of the activity

- To discuss and evaluate that part of the DoS Quality Audit system not dealing with surveys, i.e.
 - User evaluation
 - Strategy accomplishment
 - CoP evaluation
 - External and internal website evaluation
- To discuss how the DoS Quality Audit system can be improved further
- To discuss how the components of the DoS Quality Audit system can be integrated into one common DoS Quality Audit system
- Presentation of the Danish and in general the European Union experience in quality auditing at the organization level

2. Expected output of the activity

- Recommendations prepared on how the DoS Quality Audit system can be improved further
- Recommendations prepared on how the components of the DoS Quality Audit system can be integrated into one common DoS Quality Audit system
- Transfer of the Danish and in general the European Union, experience in quality audit at the organization level

3. Participants

DoS

Mr Mohammad Khalaf, Head of Quality Division (*Component Leader*)

Mr Duraïd Al-Shawawreh, Quality Division

Mr Abdul Nasser K.N Tahat, Quality Division

Quality team:

Mr Bassam Al-Zain, Agricultural Survey Directorate

Mr Basem Shannek, Development & Strategic Planning Unit

Mr Mohammad Damrah, Economic Survey Directorate

MS experts

Ms Naja Andersen, Head of Section, Management Office, Statistics Denmark

Mr Lars Thygesen, Consultant, Statistics Denmark

Annex 2: Programme for the mission

Time	Place	Event	Purpose / detail
Monday, morning	08.30 – 09.30	DoS	Meeting with RTA
			Discuss programme of the week
	09.30 – 12.00		Meeting with BC Component Leader and BC Experts
			Discussions of the week's programme Presentation by DoS on the current quality work and activities since previous missions Presentation by experts on the implementation of CoP in the ESS: QAF and ESS peer review exercise 2014-2015
	12.00 – 01.00		Break / Preparations / Report writing
Monday, afternoon	01.00 – 03.30	DoS	Meeting with BC Component Leader and BC Experts
			Presentation by experts on the experiences from the peer review in SD 2014-2015 (self-assessment – review visit – improvement actions), including information on organisation and results.
			Presentation by experts on the current systematic quality improvement work in SD: Quality management organisation and responsibilities, quality declarations and quality indicators, user assessments and satisfaction surveys, process for quality audit at survey level.
	03.30 – 04.00		Preparations / Report writing
Tuesday, morning	08.30 – 09.30	DoS	Preparations / Report writing
			Preparations / Report writing
	9.30 – 12.00		Meeting with BC Component Leader and BC Experts
			Presentation by experts on metadata work in SD, including standards (DDI, SIMS), user evaluations and focus groups on metadata, EU project on quality declarations Discussion of website evaluation – example of evaluation of Statistics Denmark's website by usertesting.com
	12.00 – 01.00		Break / Preparations / Report writing
Tuesday, afternoon	01.00 – 03.30	DoS	Meeting with BC Component Leader and BC Experts
			Discussions on the use of self-assessment regarding implementation of CoP in the organisation.

				Discussion on DoS implementation of CoP Principle 4 (Commitment to quality) using the ESS peer review self-assessment questionnaire
	03.30 – 04.00		Preparations / Report writing	Preparations / Report writing
Wednesday, morning	08.30 – 09.30	DoS	Preparations / Report writing	Preparations / Report writing
	09.30 – 10.00		Meeting with Director General of DoS and BC Component Leader and BC Experts	Discussion of the possibilities of a peer review exercise in DoS supported by Eurostat
	10.00 – 12.00		Meeting with BC Experts	Discussion of user evaluation of DoS website using usertesting.com
	12.00 – 01.00		Break / Preparations / Report writing	Break / Preparations / Report writing
Wednesday, afternoon	01.00 – 03.30	DoS	Meeting with BC Component Leader and BC Experts	Discussion on DoS implementation of CoP Principle 11 (Relevance) using the ESS peer review self-assessment questionnaire.
				Follow-up on the possibilities of doing a peer review in DoS – organisation and planning
				Follow-up on recommendations from previous missions regarding quality declarations and dissemination policy
	03.30 – 04.00		Preparations / Report writing	Preparations / Report writing
Thursday, morning	08.30 – 09.30	DoS	Preparations / Report writing	Preparations / Report writing
	9.30 – 11.30		Meeting with BC Component Leader and BC Experts	Final discussions, conclusions and experts recommendations
	11.30 – 12.30		Break / Report writing	Break / Report writing
Thursday, noon	12.30 – 01.00	DoS	Debriefing with BC Project Leader	Conclusions and recommendations

Annex 3: Persons met

DoS:

Dr. Qasem Al-Zubi, Director General of DoS

Mr AbdelWadood Matouk, BC project leader

Quality Division:

Mr Mohammad Khalaf, Head of Quality Division (*Component Leader*)

Mr Duraïd Al-Shawawreh, Quality Division

Mr Abdul Nasser K.N Tahat, Quality Division

Quality Team:

Mr Bassam Al-Zain, Agricultural Survey Directorate

Mr Mohammad Damrah, Economic Survey Directorate

RTA Team:

Dina Moghrabi, Interpreter

Thomas Olsen, RTA