

# EU-ARMENIA TWINNING PROJECT

## Activity 1.11

*Quality assurance II*

## Statistical Information Dissemination



Yerevan, 10-12 May 2017





## Mandatory result

### **Mandatory result MR1 related to this activity**

Statistical Information Dissemination System improved

*Benchmarked by*

- Statistical Information Dissemination System in place (July 2017)
- Statistical Information Dissemination System Strategy paper developed and adopted by the State Council on Statistics (July 2017)
- User satisfaction survey questionnaire updated, tested and published at the NSSRA website (July 2017)



# Purpose and expected output of 1.11

## Purpose

- Continued work on quality management and quality assurance framework
- Continued discussion on the GSBPM
- Initial discussion on GAMSO and how to introduce it in NSSRA
- Discussion on how to introduce and conduct quality self-assessment in NSSRA

## Expected output

- Mission Report with recommendations for quality management assurance, on GSBPM implementation, and on the ongoing work in the quality unit in the NSSRA.



## Conclusions

- Staff of NSSRA have done a great job since previous mission in August 2016!
- The Quality team is in place and is working well
- Impressive -14 products documented using the GSBPM “swim lane”-model
- NSSRA are in a learning-by-doing process
  - All steps and experiences (good as well as the not so good) are good starting points for further discussions
- Remember – there is not only one solution!



## Recommendations (1)

- NSSRA have already established quality declarations for 139 products  
...and currently working on documenting the statistical processes using the GSBPM “swim lane”-model (14 out of 48 are in place)
- To ensure continuity a system to monitor/develop the quality in the statistical system is needed

*(to be continued on next slide...)*



## Recommendations (2)

- A monitoring system could take different forms – and in addition to quality declarations and process documentation it should include quality auditing
- The system should find a rhythm of monitoring quality declarations and process documentation e.g. quality declarations are subject to quality assurance every time it is updated (basically when changes occur) or as a minimum every second or third year



## Recommendations (3)

- Whenever new statistical products are introduced – the quality unit should be involved to ensure that the new product is established using the GSBPM
- When quality audits are performed – it is important to have a system to follow up on the action plans
- Auditing all statistical products is a long term project.
  - It is recommended to start small!
  - Keep in mind that quality audits are time and resource consuming



## Recommendations (4)

- Starting small gives a possibility of finding a suitable model/routine for the audit process
- Auditing
  - Start with some quite simple statistical products – to get a good and suitable routine
  - Then go on with the most important statistical products
  - Then identify products that could use improvement e.g. through the process of quality assuring the quality declarations





## Recommendations (5)

- Perform a pilot test to map the NSSRA organization according to GAMSO
- Self-assessment is good, but not strictly required on each and every statistical product at present - other than e.g. in connection with quality audits
- Consider the need of software for supporting the GSBPM documentation
  - Excel or something more advanced