

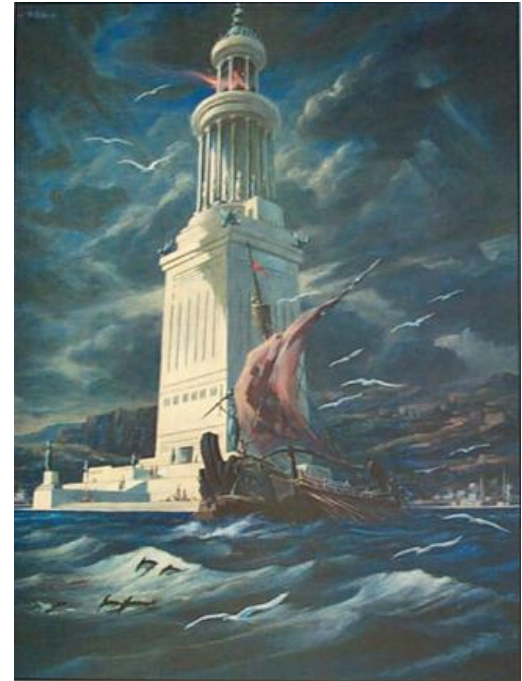
Quality: Organisation, Tools & Monitoring

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Adapted from Peer Review Visit to Denmark
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Strategy on quality and documentation

- Fulfil internal and external user needs for documentation about products
- Quality of products and processes are described, assessed and enhanced
- Improved efficiency
 - common guidelines for processes
 - common system for documentation



Principles

1. Code of Practice and Quality Assurance Framework
2. Stepwise implementation using international standards
3. Workprocesses at decentral and central level follow the GSBPM model
 - including quality assurance activities and metadata flows

Requirements for Quality Management - based on QAF and ISO 9000 /9001

1. Documentation of products and processes
2. Guidelines for production processes
3. User needs: product specific and cross-cutting
4. Quality organisation

Quality Management / Metadata Management							
Specify Needs	Design	Build	Collect	Process	Analyse	Disseminate	Evaluate
1.1 Identify needs	2.1 Design outputs	3.1 Build collection instrument	4.1 Create frame & select sample	5.1 Integrate data	6.1 Prepare draft outputs	7.1 Update output systems	8.1 Gather evaluation inputs
1.2 Consult & confirm needs	2.2 Design variable descriptions	3.2 Build or enhance process components	4.2 Set up collection	5.2 Classify & code	6.2 Validate outputs	7.2 Produce dissemination products	8.2 Conduct evaluation
1.3 Establish output objectives	2.3 Design collection	3.3 Build or enhance dissemination components	4.3 Run collection	5.3 Review & validate	6.3 Interpret & explain outputs	7.3 Manage release of dissemination products	8.3 Agree an action plan
1.4 Identify concepts	2.4 Design frame & sample	3.4 Configure workflows	4.4 Finalise collection	5.4 Edit & impute	6.4 Apply disclosure control	7.4 Promote dissemination products	
1.5 Check data availability	2.5 Design processing & analysis	3.5 Test production system		5.5 Derive new variables & units	6.5 Finalise outputs	7.5 Manage user support	
1.6 Prepare business case	2.6 Design production systems & workflow	3.6 Test statistical business process		5.6 Calculate weights			
		3.7 Finalise production system		5.7 Calculate aggregates			
				5.8 Finalise data files			

Commitment to quality (QAF)

4.1 Commitment to quality

- Quality policy: published at www.dst.dk/en
- Organisational structure: Quality Committee, Quality Coordinator, Quality and Metadata unit.
- Quality guidelines: prepared and linked to GSBPM

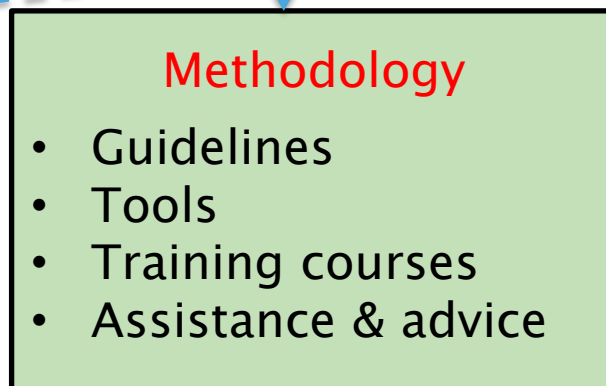
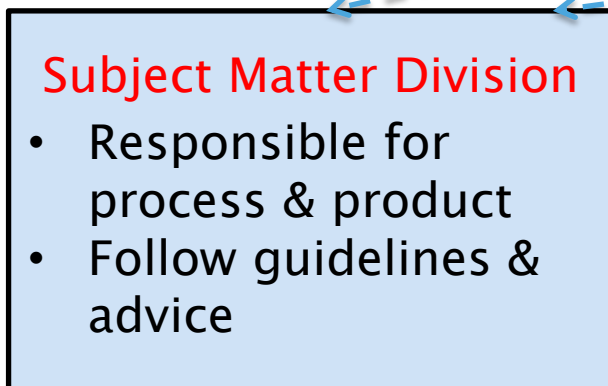
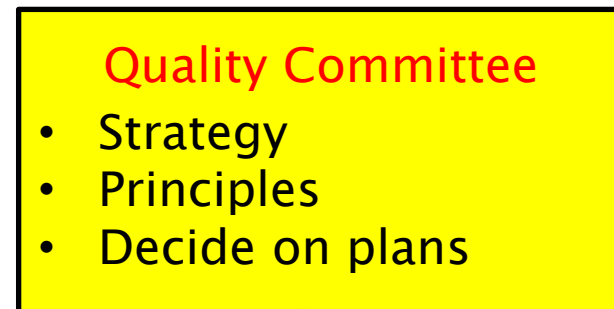
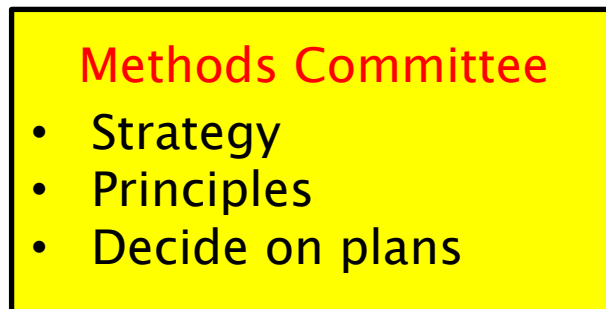
4.2 Statistical processes

- Documentation and review of processes for selected surveys

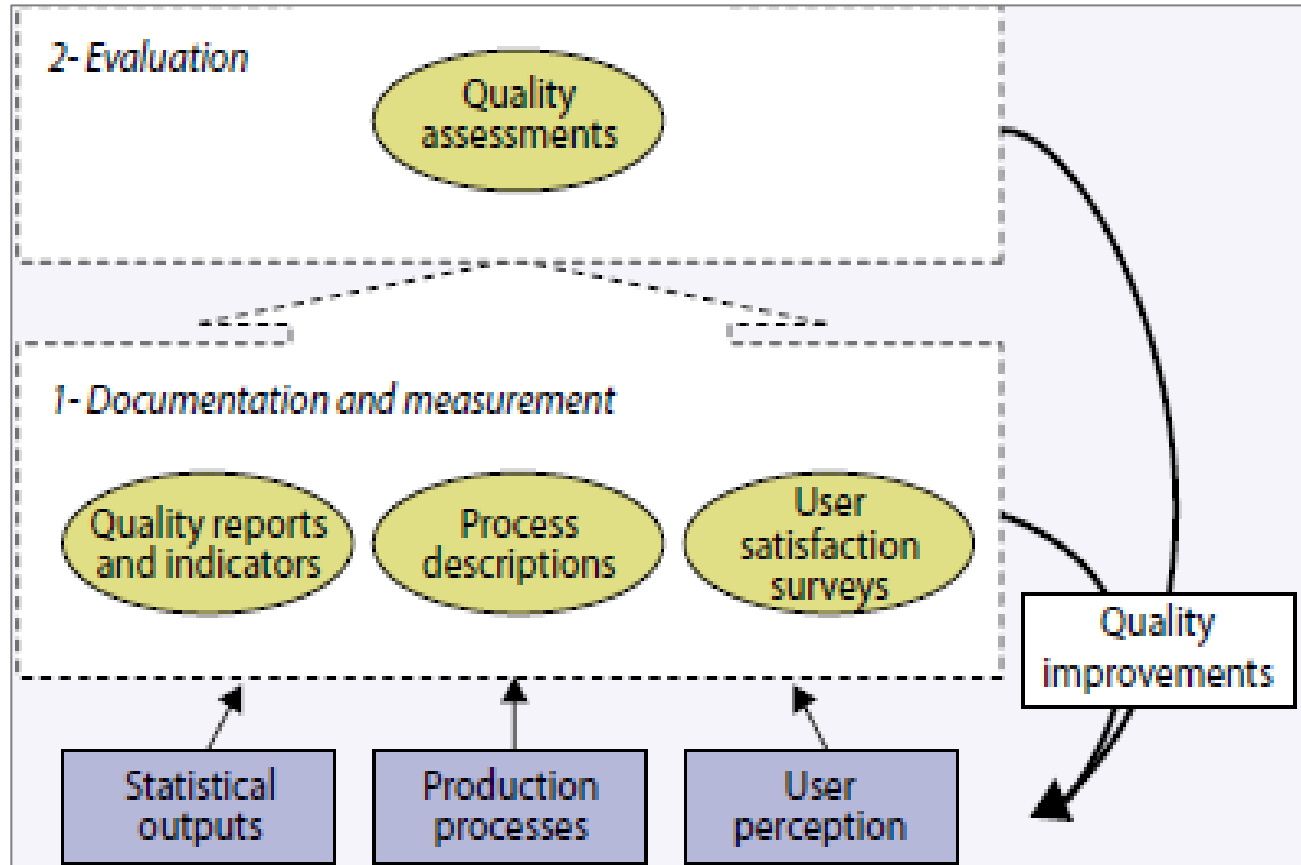
4.3 Statistical products

- Quality reporting prepared, assessed and published for all surveys

Organisation and Responsibilities



Overall model for Quality Management



Quality declarations

EU standard *Single Integrated Metadata Structure SIMS*:

Statistical content

Statistical processing

Quality dimensions

Relevance

Accuracy and reliability

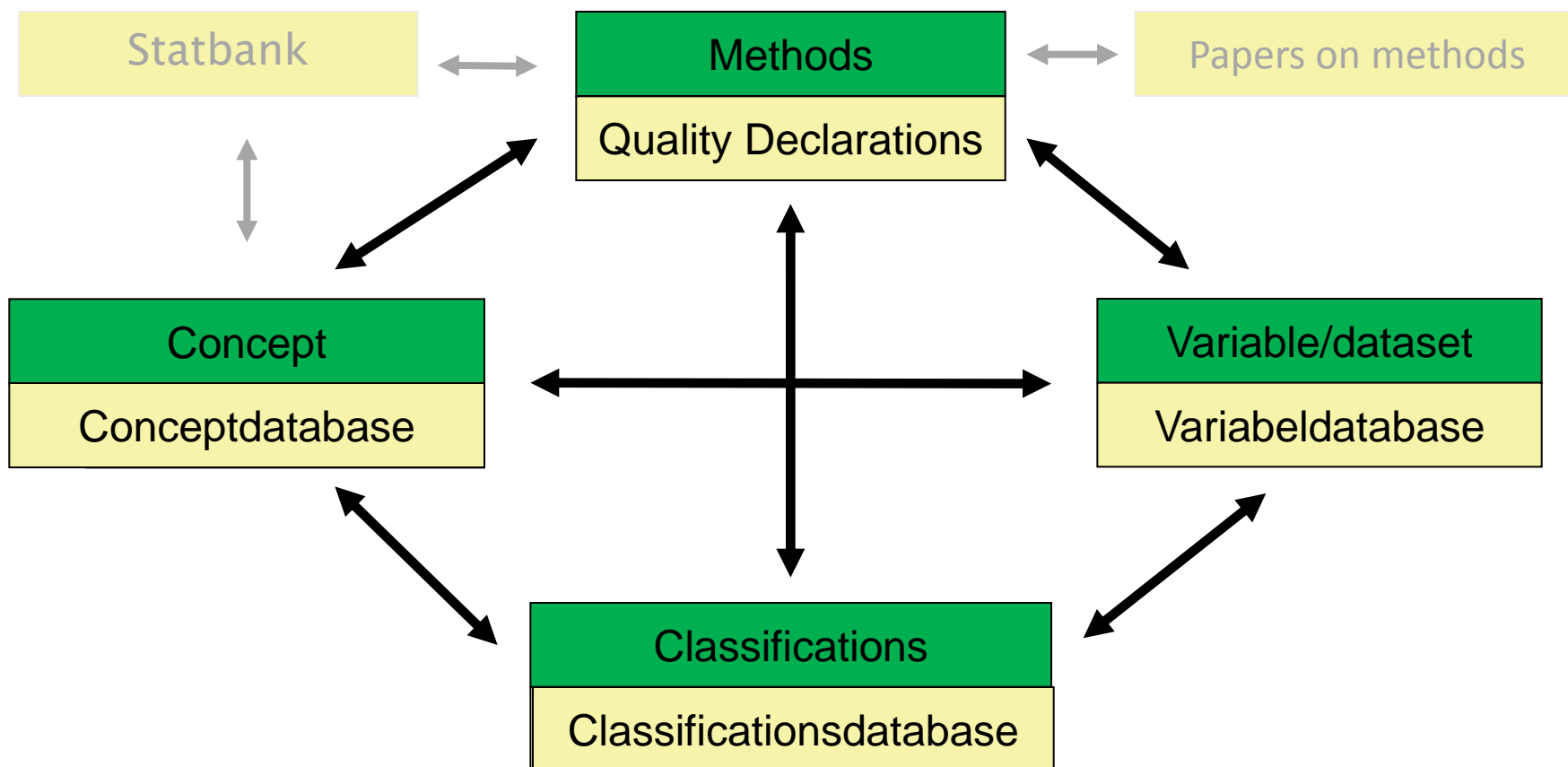
Timeliness and punctuality

Comparability

Accessibility and clarity

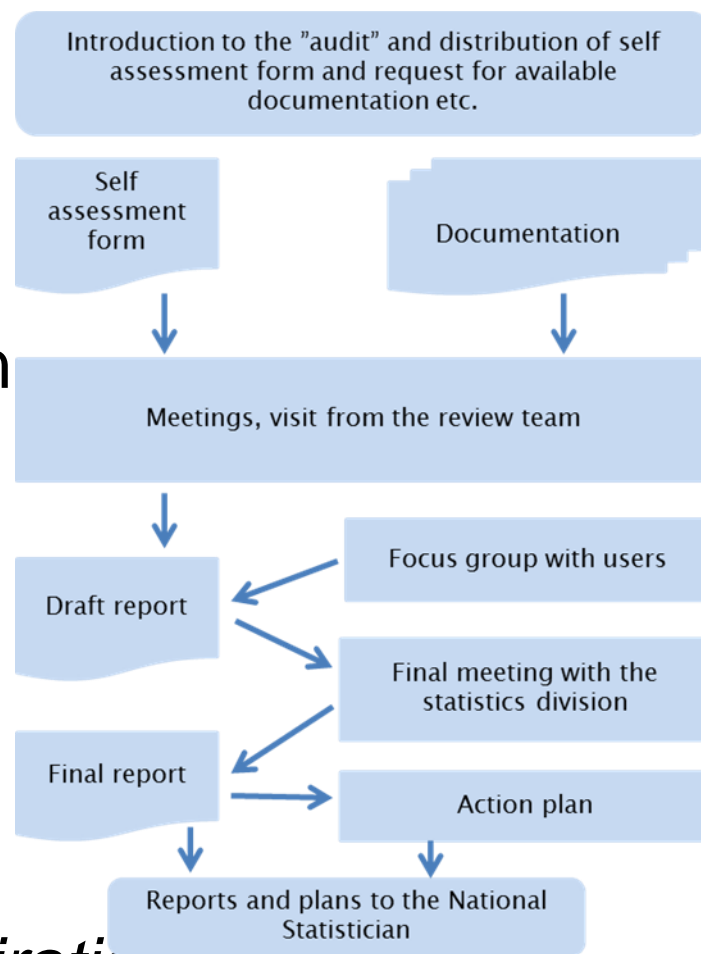
- Basis for quality assurance of statistical products
- Reporting to Eurostat (ESMS & ESQRS), IMF (SDDS)
- Customized external and internal publishing

Integrated and reuseable metadata using DDI and SDMX



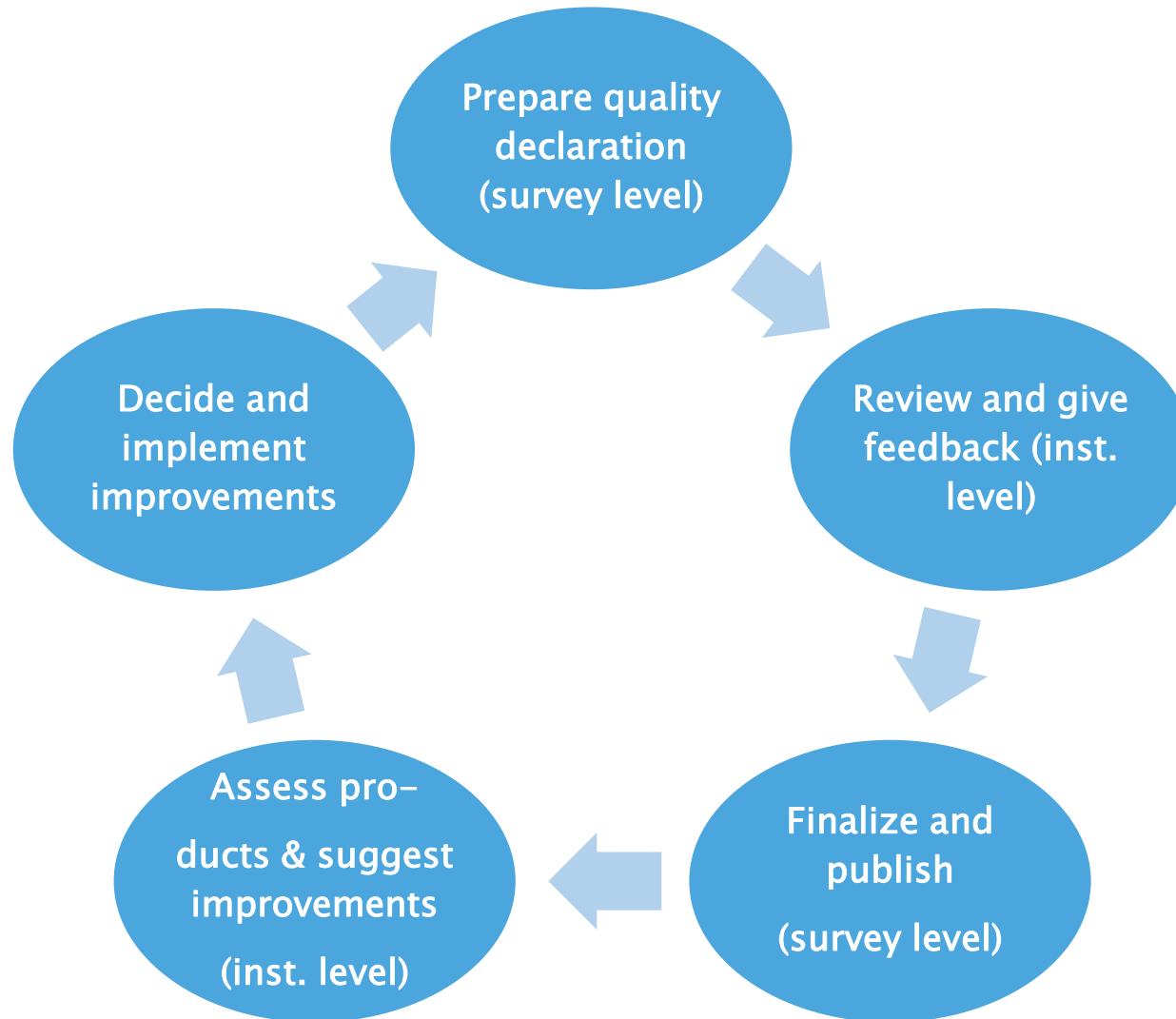
Process quality audit: work processes

- Audit based on the CoP
- Team of experts
- Self assessment
- Examination of documentation
- Report
- Action list
- 3-5 surveys per year



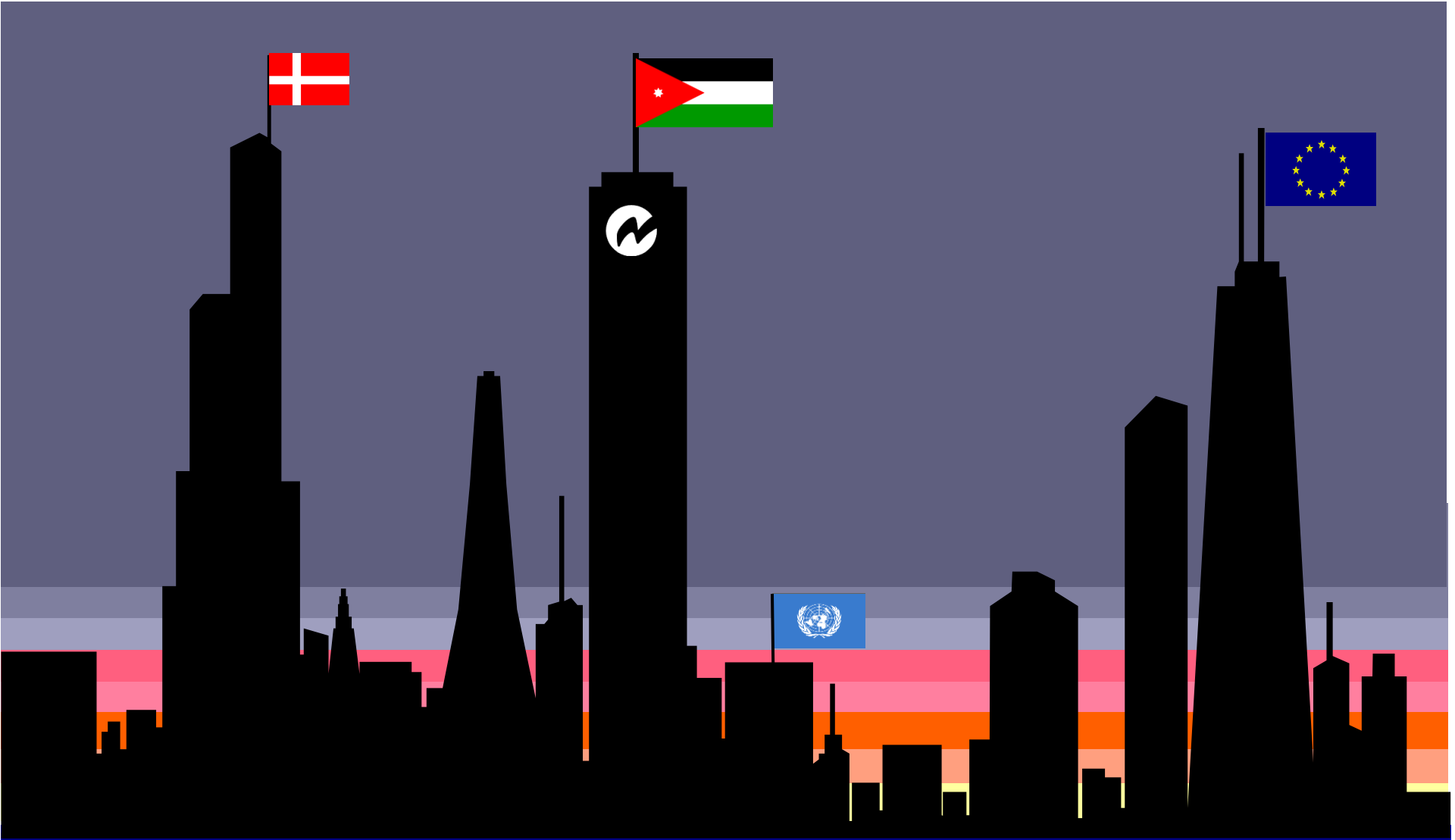
Thanks to SSB Norway for inspiration

Product quality: work processes



Quality review of cross-cutting functions – e.g. dissemination

- Review of web site
- Usertesting.com test, provides english video
- Alternative: Do it yourself
- Focus groups
- Current feed-back



The End!