

EU-ARMENIA TWINNING PROJECT

Activity 1.7 *Quality assurance*

Statistical Information Dissemination



Yerevan, 23-26 August 2016





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 1.7

Purpose

- Quality management and quality assurance framework
- Discussions on the GSBPM
- Establishment of a quality unit

Expected output

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



Conclusions

- Impressed by the state of and the dedication of the quality work in NSSRA.
- The importance of quality is well known by all statistical units.
- The NSSRA is ambitious, but seeks guidance seek guidance and exchange viewpoints on how to further improve the quality work in the organisation and which steps of development to be taken in which order.



Recommendations

- Keep on updating and improving quality declarations
- Be ambitious but don't take the mouth too full (stepwise improving)
- Transform the 138 process descriptions into visual process descriptions ("swimming-lanes")
- Plan training courses on quality issues
- Translate the Quality Assurance Framework into Armenian and introduce it to the organisation
- Perform two pilots of internal quality audit following the Danish model
- Seek international training for the quality unit staff



Road map and time plan

- Prepare the process documentation ("swimming-pool and –lanes") for the electricity transportation statistics together with Karin Blix

Deadline: 15. November 2016

- Prepare process documentation according to GSBPM with diagrams (swimming-pools) for 5 statistical products

Deadline: Mission 1.8 (April 2017)