

Recommendations

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Overview

- Peer Review and Quality Assurance Framework
- Organisation
- Culture and training
- Quality assurance of the web site
- Auditing at survey level

Peer Review and Quality Assurance Framework

- Make CoP and QAF well known
- CoP in Arabic supplied by Eurostat
 - Quality assured by DoS
 - Feedback to Eurostat
- Translation of QAF in Arabic
 - financed by Twinning
- Apply to Eurostat for Peer Review
- Carry out Peer Review (2016)
 - Sponsored by General Manager
 - Involve all staff
 - Peer Review Steering Group chaired by high level head
 - Coordinated by Quality Manager

Organisation

- Quality Division should have access to top management
 - Necessary in order to take quality into account in decisions

Culture and training

- All staff should know basic principles of CoP according to the needs of their job
- Disseminate CoP and QAF in Arabic
- Introduction course on CoP for all new permanent staff, inform about general concepts of quality and statistics
- Training course on CoP and QAF for middle management (directors and division heads)
 - Sponsored by the General Manager

Quality assurance of the web site

- Perform evaluation of web site
 - Old version
 - External users through usertesting.com (English), different kinds of users, specific tasks
 - Also testing of Arabic version
 - New version
 - External users through usertesting.com (English), different kinds of users, specific tasks
 - Internal users
 - External users (local and international)
- Same procedure when PC-AXIS database is launched

Auditing at survey level

- Decide on method and organisation
- Statistical domains and Quality Division

Reminder of old recommendations

- Link to QD from tables and databases
- Rules for updating QDs should be established
- Quality team must initiate updating work
- Date of last update shown in the QD
- Establish dissemination policy