Istat Quality Policy

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

23 -27 November 2014

Component 3: Quality and metadata

Activity 3.9: Quality Audit – I

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ISTAT Quality Policy

Fully harmonised with the European Framework for Quality:

- ✓ European Statistics Code of Practice
- ✓ Eurostat definition of Quality

Structure for managing and assessing Quality

Pillars

- ✓ Documentation
- ✓ Indirect and direct assessment

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Organisation for Quality

Quality Committee

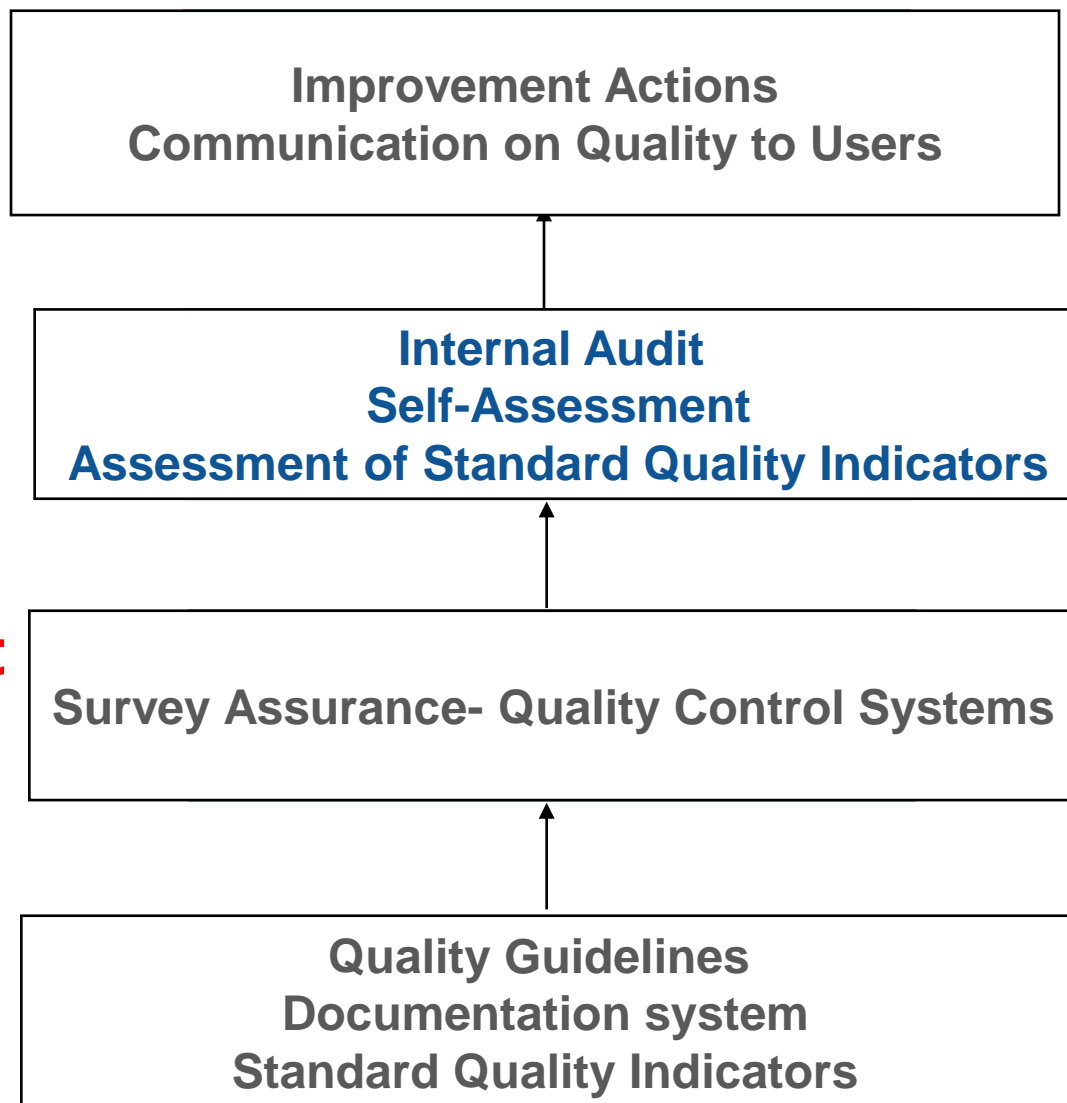*established in 2010 and renewed in 2012*

- coordinate and supervise the activities for the assessment of quality in Istat and in the Italian National Statistical System (Sistan)
- promote and launch initiatives to communicate quality to users

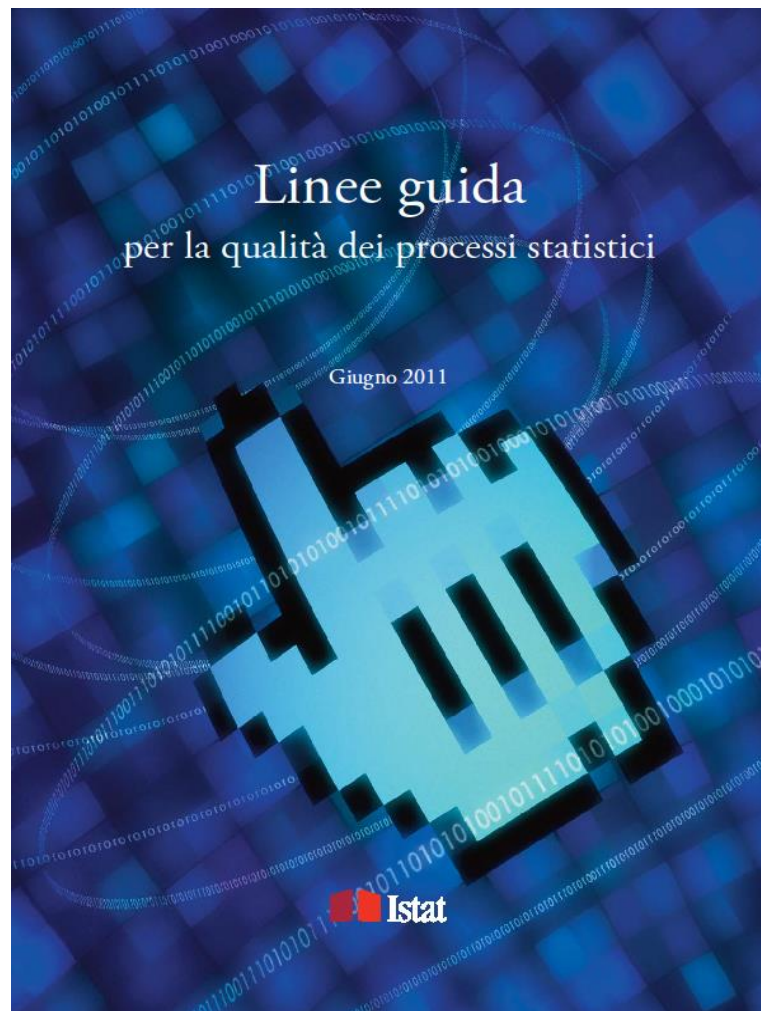## Unit "Quality, Auditing and Harmonization" (Service "Metadata, Quality and R&D Projects")

– supporting the Quality Committee

– in charge of providing guidelines, standards and methodological support for quality work in the production sectors

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Istat Framework for Quality

Not dealt with

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┌─────────────────────────────────────────────────┐
│            Improvement Actions                  │
│     Communication on Quality to Users           │
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┌─────────────────────────────────────────────────┐
│                Internal Audit                   │
│               Self-Assessment                   │
│    Assessment of Standard Quality Indicators    │
└─────────────────────────────────────────────────┘
                        ▲
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┌─────────────────────────────────────────────────┐
│     Survey Assurance- Quality Control Systems   │
└─────────────────────────────────────────────────┘
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┌─────────────────────────────────────────────────┐
│              Quality Guidelines                 │
│            Documentation system                 │
│          Standard Quality Indicators            │
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Quality Guidelines
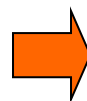

Linee guida
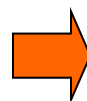per la qualità dei processi statistici

Giugno 2011

Istat

- **Released in 2010**

- **Principles to be followed** when planning, running, assessing a survey and for managing process and product quality

- Basis for auditing and self-assessment

- Available on Istat website since 2011

- English version released in February 2013
http://www.istat.it/en/tools/data-quality/guidelines

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Documentation system

Metadata and quality indicators

- To keep track of data, metadata and quality indicators

- Support to planning surveys

- Support to assessing survey quality

- Support correct use of data

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Strategy for internal documentation

- Concerns both metadata and standard quality indicators (process and product oriented quality indicators)

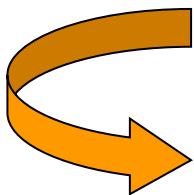- Concerns all Istat surveys (direct, based on administrative surveys) and secondary studies
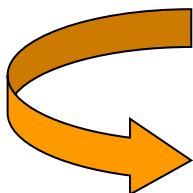
Istat centralised information system for quality SIDI/SIQual

More in depth in the next discussion

Quality Assessment Policy and Tools

- Recently launched activity (since 2010)
- Relies on the quality work done so far
- Improvement-oriented

Strategy for systematic quality assessment

- Indirect quality assessment: Analyses of Standard Quality Indicators

- Direct quality assessment: Auditing and Self-assessment

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Indirect Quality Assessment

- Regular monitoring of the quality of all the processes and products to support survey managers in achieving quality targets

- Based on the analysis of metadata and standard quality indicators stored in the SIDI information system
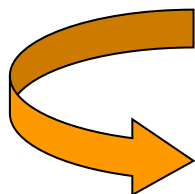
Report for the Istat's top management with commented analyses of the information in SIDI (*July 2011; July 2012; December 2013*)

Level of quality reached; changes overtime

Focus on a subset of quality indicators

Analyses for groups of processes sharing some given characteristics

Not dealt with

Direct Quality Assessment

- Aimed at verifying the compliance of statistical processes to principles stated in Istat's Quality Guidelines

- Based on a combination of internal audits and self-assessments

- Detailed investigation of statistical processes and their products

- Aimed at identifying improvement actions

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The development of the procedure & tools

Tools: Quality Guidelines, Audit & Self-assessment Questionnaires: 2008-2009

Testing phases in 2010 and 2011
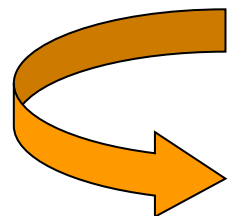
| Period	Audits	Self-assessments	Tot.
Feb-Jun 2010	2	5	**7**
Oct. 2010-Apr. 2011	5	2	**7**
Tot.	**7**	**7**	**14**

Main results of the test

- **Revision of Guidelines and questionnaires (seasonal adj., revision policy, surveys using admin. data)**

- Estimation of the workload → simplification of the original self-assessment procedure

- Change in the procedure, also to take into account for Istat new organization

Since 2012, direct assessment started on a **regular basis**

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Quality Assessment for current processes

Estimated workload (from the testing phase)

Type of evaluation	No. of experts	Workload for each of the experts	Workload of the survey manager
Audit	3 auditors	10-12 days	9-12 days.
Self-assessment	3 reviewers	10-12 days	10-14 days
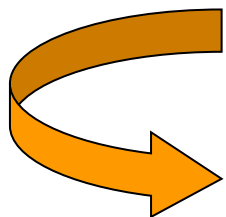
- Workload of reviewers in self assessment is higher with respect to the expectations

- Overall workload is not negligible, it is concentrated in 4-5 months

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Quality Assessment: Conclusions

<u>Direct assessment</u>

☺ goes in depth into processes
☺ permits to identify best practices
☺ permits to improve the single process
☹ Workload of actors involved is substantial
☹ Limited number of processes can be evaluated annually

<u>Indirect assessment</u>

☺ regular monitoring of processes and products
☺ raises awareness of quality issues and targets
☺ provides comparable information at low cost
☹ does not allow to go in depth
☹ Depends on the information in SIDI (incomplete and not updated data)

Combination of the approaches permits to overcome the drawbacks of a single approach but at the price of a higher effort

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