

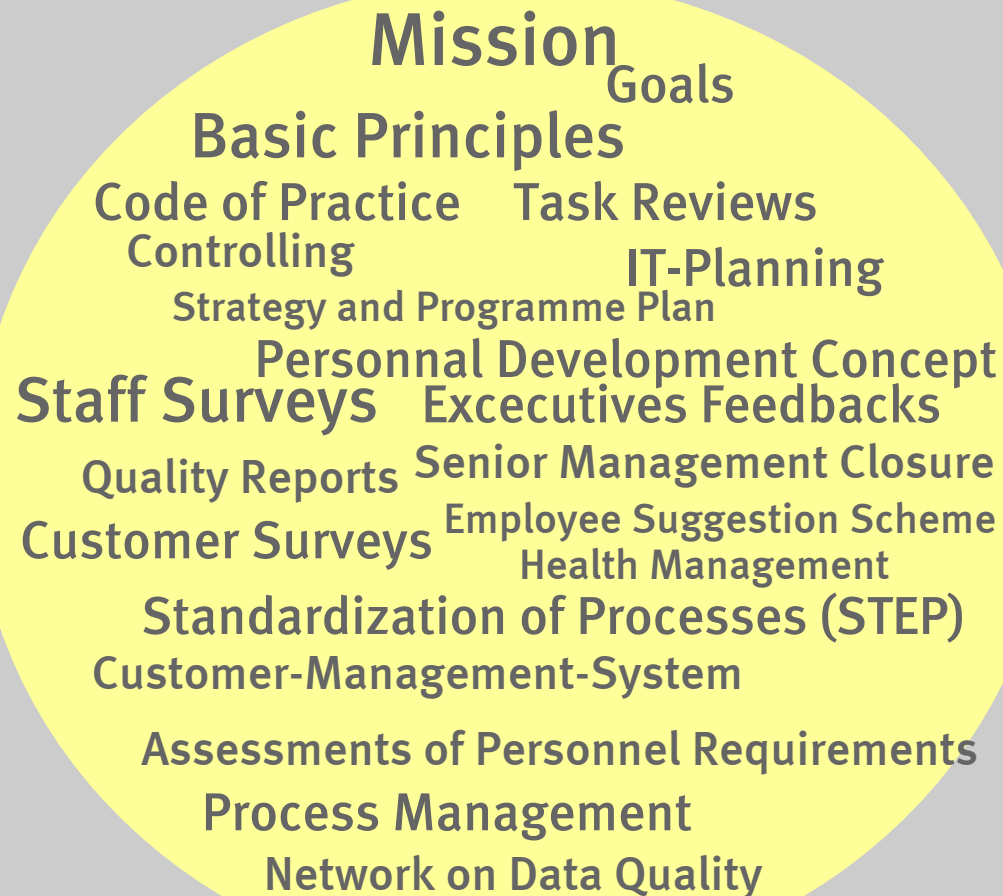
LESSONS LEARNED AT DESTATIS (EFQM)

**Organisational (Performance) Assessments
referenced against the EFQM Excellence Model
Presentation , Wiesbaden, 13 March 2013**

Agenda

- Basic Elements
- Our Strategic Annual Planning and Management-Cycle
(Plan – Do – Check – Act)
- Organisational (Performance) Assessments
- The Destatis Quality Management Concept
- Details of the EFQM-Assessment in 2012
 - The EFQM Excellence Model
 - Key Players in EFQM-Assessments
 - Outcome of the Quality Assessment 2012

Basic Elements



Mission
Goals
Basic Principles
Code of Practice Task Reviews
Controlling IT-Planning
Strategy and Programme Plan
Personnel Development Concept
Staff Surveys Executives Feedbacks
Quality Reports Senior Management Closure
Customer Surveys Employee Suggestion Scheme
Health Management
Standardization of Processes (STEP)
Customer-Management-System
Assessments of Personnel Requirements
Process Management
Network on Data Quality

...

The annual planning and management cycle



Organisational (Performance) Assessments

Data and Facts on EFQM-Assessments

Self and External Assessments

based on the EFQM-Modell for Excellence

Every 3 Years

- **Nummer of Self-Assessments: 5**
(1999, 2003, 2006, 2009, 2012)
- **Self-Assessment-Workshops:**
 - **Assessment against the criteria and subcritiera of the EFQM Excellence Model**
 - **Time Available: 2 days**
 - **Self-Assessement-Team: Senior-Management**
 - **Primary Objective: to identify an organisation's strengths and areas for improvement and create the energy to improve the organisation's performance**
- **Unique: External EFQM-Assessment**

Dokumentation

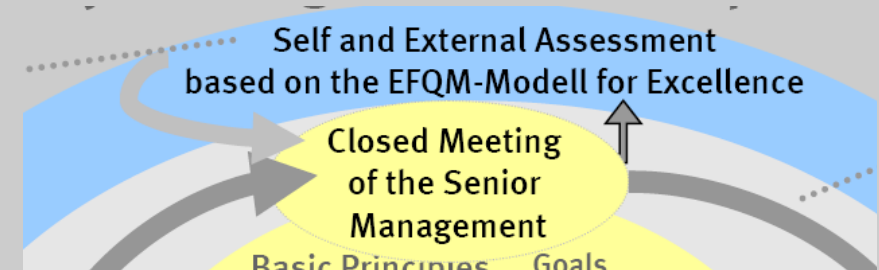
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Core Elements of Destatis' Organisational Assessment

■ Assessments of the Organisational Performance

Destatis' Strengths and Improvement Opportunities (Status quo), Quality Score

- Self-Assessment-Workshops
- External Assessments

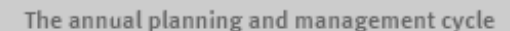


- **Consider Outcomes & Prioritise at the Senior Managements Closed Meeting**

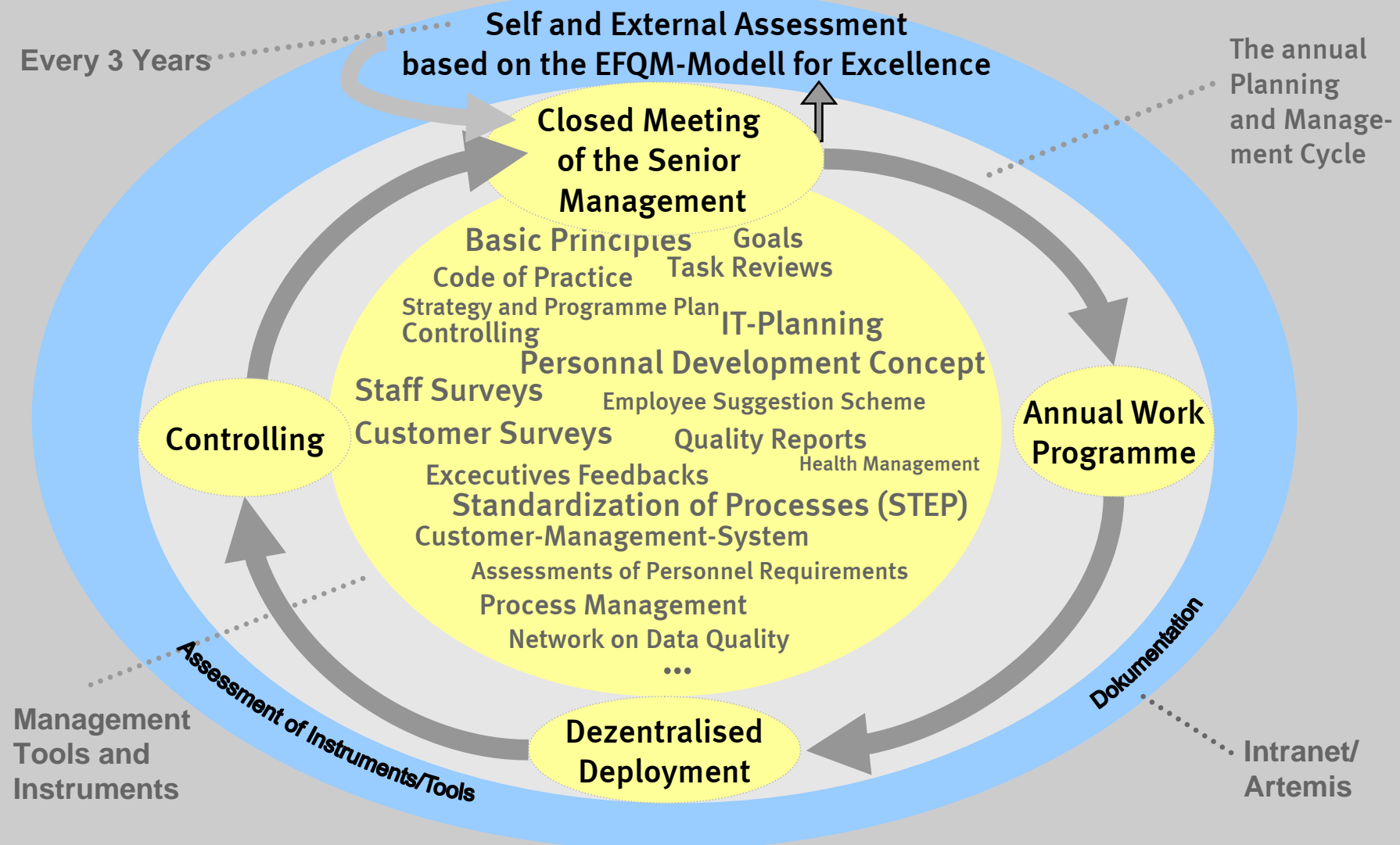
- Strategy-oriented Prioritising of Improvement Opportunities
- Updating of strategic directions
- Decision on Improvement Action Priorities

- **Keep the Momentum Going**

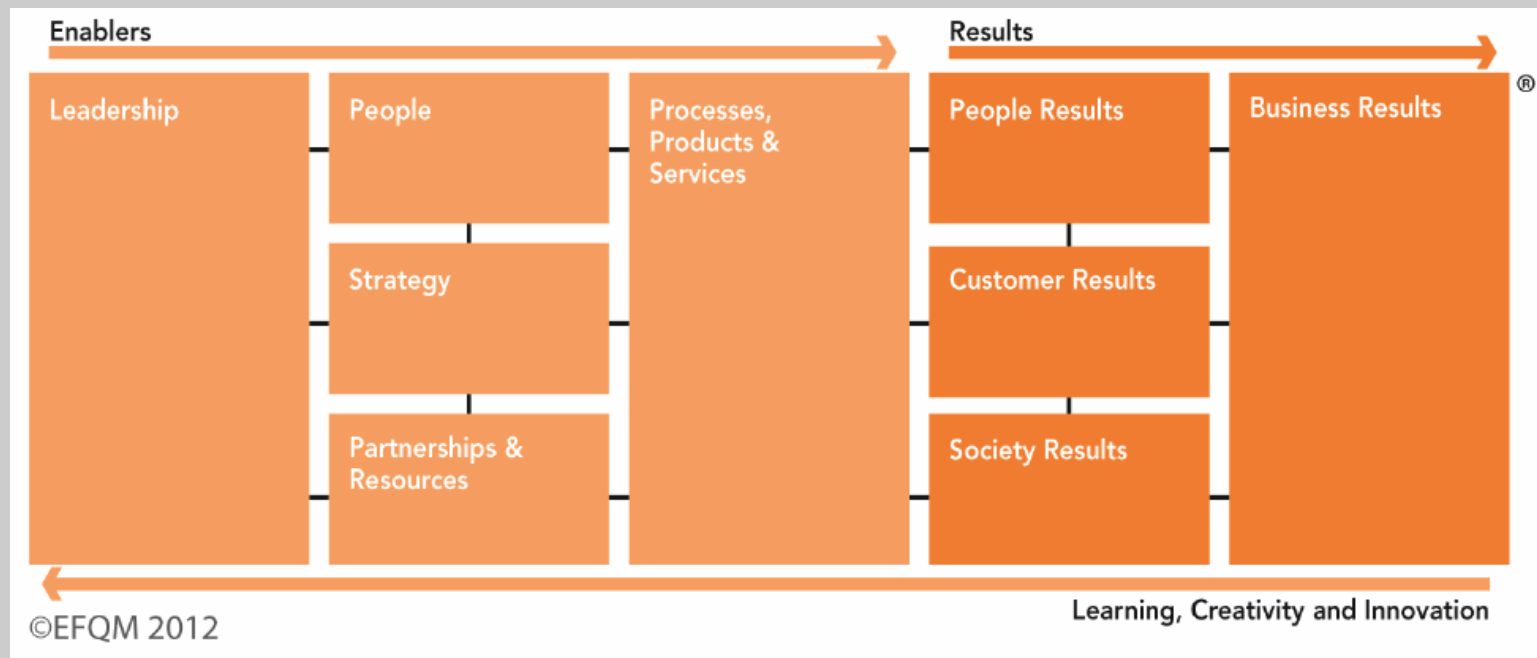
- Establish & Implement the Action Plans in the annual Planning and Management Cycle
- Ongoing monitoring of the subsequent improvement action plans progress and levels of achievements
- Feedback loop to Senior Management and ... to Quality-Assessments in coming years



Our Quality Management Concept



The Excellence-Model of the European Foundation of Quality Management (EFQM)



Key Players of the EFQM-Assessment 2012

■ Members of the Self-Assessment-Team

President, Vize-President, Head of Departments and their deputies, the Gender-Person, and the Head of the Joint Staff Council

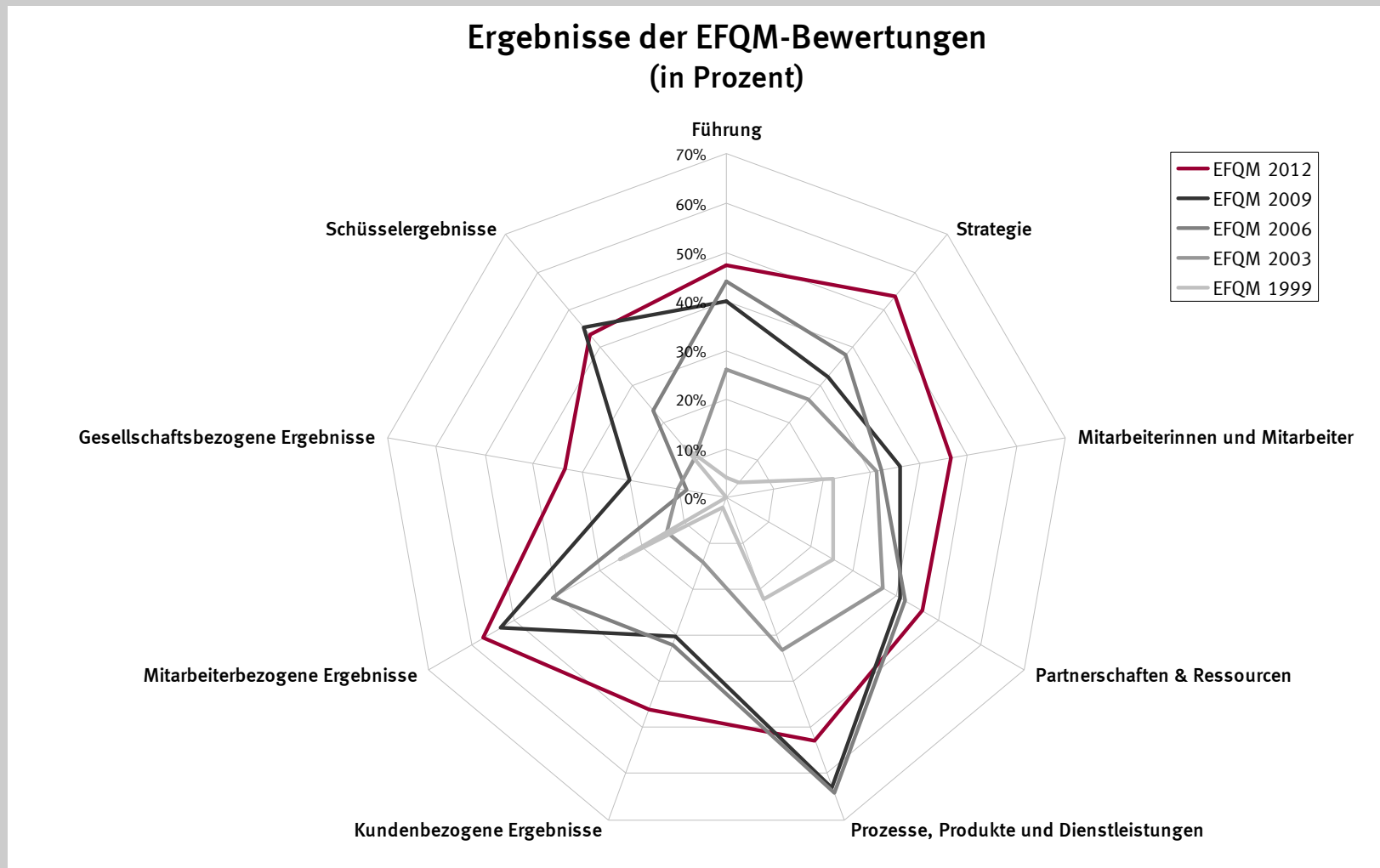


■ External Experts/Consultants:

- Training of the Self-Assessment-Team
- Moderation of the Self-Assessment-Workshop
- Conducting of the external EFQM-Assessment

■ Internal Support: Unit A1-Org (i.e. QM-Assessment Handbook, data gathering, ..)

EFQM-Score on Criteria Level



Overall Organisational Results (excerpt)

Strengths:

- Destatis is strong in strategy-development
- Destatis Leadership Team is affianced
- Destatis Staff has powerful impact on the success of the organisation throughout competence and affiance
- there are some good results in the criteria “People Results” and “Key Results”
- ...

Good Practice:

- Partnerships are enforce through networking and internal resources are used for improvement
- the process managements shows a developed practice of process modelling and in the development of routines
- ...

Improvement Areas:

- deployment of leadership, staff development, staff participation, knowledge, and customer orientation should be more strategy oriented
- society results are available only to a certain extent and more or less at random
- ..

THANK YOU FOR YOUR ATTENTION!

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