Istat modernisation programme and Quality

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Giovanna Brancato

Project Manager of «Methods and tools for quality measurement and assessment»

brancato@istat.it

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Why

✓ To increase efficiency and efficacy by reducing management costs, while warrantying official statistical information production

✓ To lower response burden by innovating data collection

✓ To better respond to new information needs, assuring an excellence role of the Institute in a competitive environment

✓ To adapt the organisation to new approaches to the statistical production and enhance competences and knowhow

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Expected results

✓ Innovation in the statistical production processes based on statistical registers

✓ An organisational structure more flexible and efficient

✓ An advantage for the Country, reducing the response burden for the citizenship and the businesses by exploiting data already available in the Public Administrations

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Who

Main actors

- ✓ Top management → identification of the principles leading the change

- ✓ The middle management → better definition of the program based on the experience (interviews during the definition of the program)

- ✓ To staff in general → suggestions, contributions, ideas (reserved email)

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The adopted model

✓ Business Architecture → integrated model of representation of the processes and activities of the Institute

✓ International Standards: GAMSO,GSIM, GSBPM
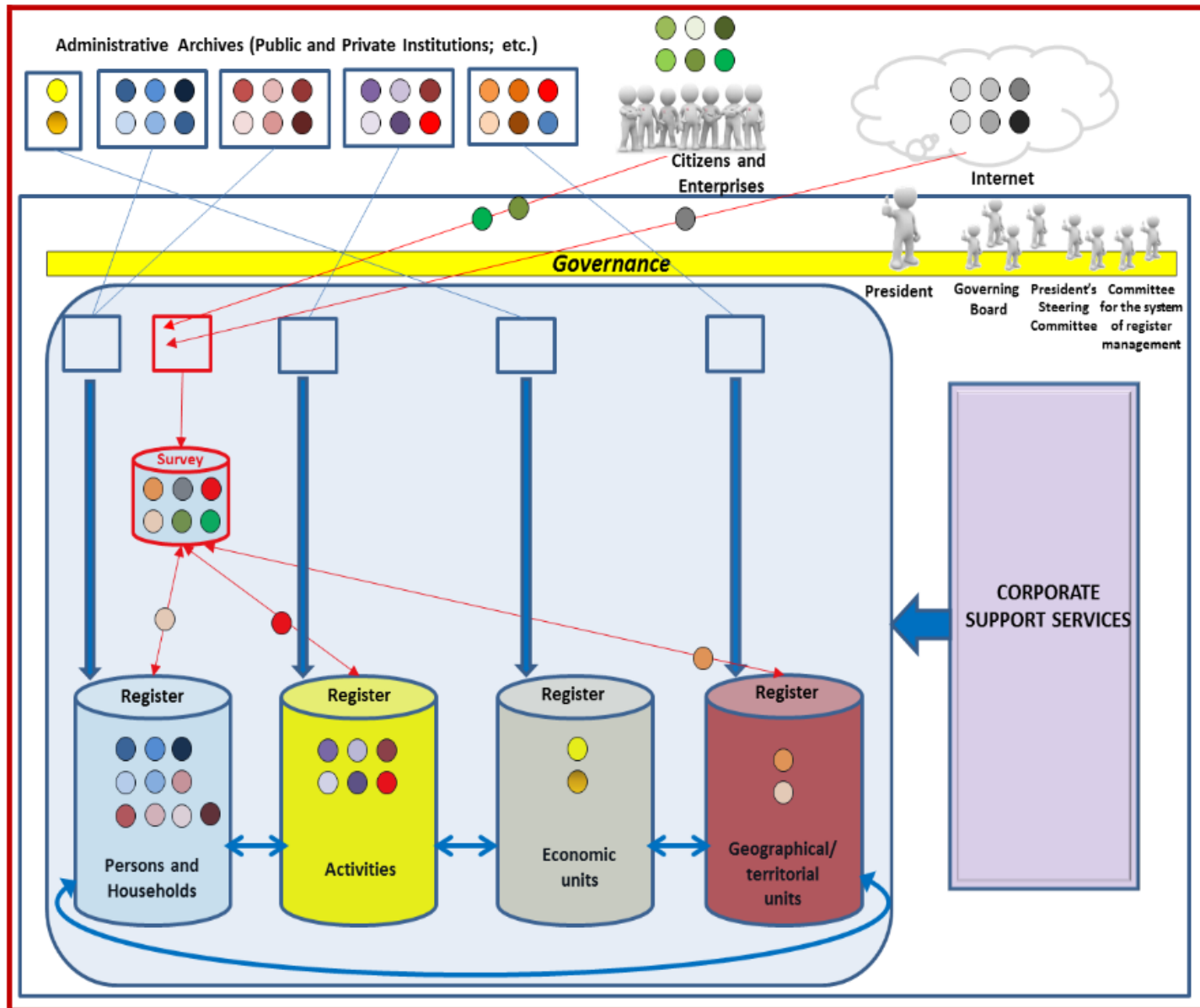
➡ Production strongly based on registers

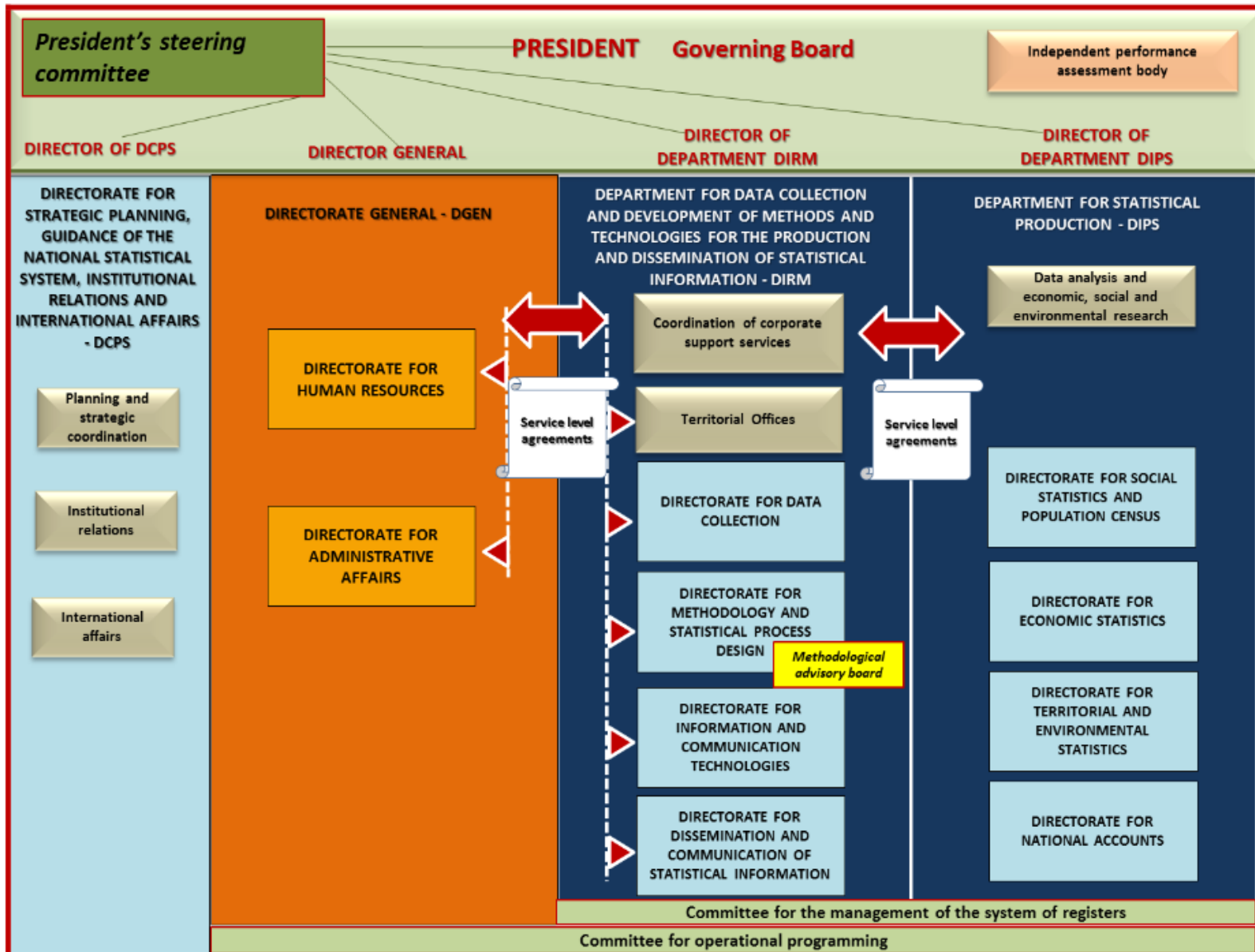➡ Centralisation of support services

➡ Strong governance

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Production based on registers

Organisational Structure

The Quality Function

Before the modernization

✓ Division Metadata, Quality and European Project Coordination

With the modernization

✓ DIRECTORATE FOR METHODOLOGY AND STATISTICAL PROCESS DESIGN
  - **Division for methods, quality and metadata**
  - Division for process design and register system support
  - Division for integrated architecture of data and processes

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The Quality Function: with the modernization

- ✓ Enhance relationships between quality and methodological and procedural standards

- ✓ Support the production sector (service level agreements)

- ✓ Continuity & Innovation

    - ✓ Approach based on quality measurement and assessment

    - ✓ Re-engineering the tools

- ✓ Eurostat peer review recommendations (2017-'18)
    - ✓ Focus on the National Statistical System
    - ✓ Increase quantity and accessibility of the disseminated information on quality

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Some preliminary ideas on the new quality strategy

Sponsorship and governance assigned to the President's Steering Committee

Pillars

- ✓ A improved system of measurements

- ✓ A renewed approach to the assessment

- ✓ Continuous quality improvement

- ✓ Communication and dissemination

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Some preliminary ideas on the new quality strategy

An improved system of measurements

- ✓ Interoperability with other systems (administrative data central acquisition, standardised data collection monitoring, unique process)

- ✓ Widen the measurement perspective: products and processes (indicators on service level agreements)

- ✓ Definition of quality measures for new products/processes (e.g. big data, experimental statistics, multisource processes)

- ✓ Improve the relevance measures and, in general, the feedback from the users

Some preliminary ideas on the new quality strategy

A renewed approach to assessment

- ✓ At Institute level → aggregated analyses of quality indicators

- ✓ New products → tailored assessment

- ✓ Current statistical processes and products

  - ✓ Look also at products ?

  - ✓ Add compliance towards methodological, technical and procedural standards ?

  - ✓ Integrate the assessment in the Quality Documentation system ?

  - ✓ Wide self-assessment and focus on some processes identified on the basis of specific criteria ?

Some preliminary ideas on the new quality strategy

Continuous quality improvement

- ✓ Assessment finalised to the identification of improvement areas

- ✓ Support decided at level of President's Steering Committee

Some preliminary ideas on the new quality strategy

Communication and dissemination

Internal

- ✓ Keep on producing reports on the quality activities → President's Steering Committee

External

- ✓ Dissemination of new quality reports for national users (mid-2018)

- ✓ Definition of quality documentation and metadata to support new products, e.g. experimental statistics

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Sources

For a complete description of Istat modernization program refer to the following document:

ISTAT'S MODERNISATION PROGRAMME (28 January 2016)

available at the following link:

http://www.istat.it/en/files/2011/04/IstatsModernistionProgramme_EN.pdf

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