



## TWINNING CONTRACT

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# Support to the Israeli Central Bureau of Statistics in Improving the Quality of Official Statistics

## MISSION REPORT

on

### Component A **Quality Management of Official Statistics**

### Activity A.8 **Training course in Coordination and Quality Management of Official Statistics**

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**List of Abbreviations**

BC	Beneficiary country
EU	European Union
ICBS	Israeli Central Bureau of Statistics
Istat	The Italian National Institute of Statistics
OECD	Organisation for Economic Cooperation and Development
MS	Member State (of the EU)
ToR	Terms of Reference
NSS	National Statistical System
QAF	Quality Assurance Framework

## Executive Summary

*ICBS is currently committed to the promotion of the recently born National Statistical System.*

*The mission included a training course on “Coordination and Quality Management of Official Statistics” addressed to staff from Other National Authorities (ONAs) engaged in planning and production of official national statistics in Israel as well as to selected staff of ICBS*

*The course was, first of all, aimed at raising the awareness of ONAs on the importance of quality and quality framework in official statistics and how a collaborative National Statistical System, coordinated by the National Statistical Institute, could improve the production of Official statistical on the whole.*

*The course provided also participants with an introduction to other relevant topics for quality management in official statistics, like product and process quality, quality indicators and quality reporting. In addition, during a group work session, 3 statistical processes carried out by ONAs were mapped to the GSBPM and a pilot assessment on the main source of errors affecting their quality was made.*

*Besides the course, the experts participated in meetings with ICBS staff involved in quality management to present them the Quality Policy and the implementation path applied at Istat for quality management of statistics and to discuss with them a possible implementation path tailored on Israel ICBS and National Statistical System situation. The discussion allowed clarifying the objectives for the next activity of the Twinning Component A: Quality management in Official Statistics.*

## 1. General Comments

This mission report was prepared as part of the the Twinning Project "Support to the Israeli Central Bureau of Statistics (ICBS) in Enhancing the Quality of Official Statistics". It was the seventh activmission within Component A: Quality Management of Official Statistics and included a training course in Coordination and Quality Management of Official Statistics for the NSS.

The main purpose of the activity was:

- i. To introduce the ICBS to implementation path applied at Istat for quality management of statistics to selected ICBS staff members including practical challenges of implementation in Istat, how they were overcome, which persist and which tools are essential at the initial implementation stages.
- ii. To introduce the quality assurance frameworks, its components and quality tools to staff members from Other National Authorities (ONA's) engaged in planning and production of official national statistics in Israel as well as to selected ICBS staff members.

Based on the discussion during the first day of the mission, Istat experts fine-tuned the material prepared for the Training course on quality management held in the last three days of the mission.

The experts would like to express their thanks to all officials and individuals met for the kind support and valuable information which they received during their stay in Israel and which highly facilitated the work of the experts.

The views and observations stated in this report are those of the consultants and do not necessarily represent the views of EU, ICBS or Istat.

## 2. Assessment and Results

The first purpose of the activity, i.e. to advise ICBS staff on the quality implementation path and its challenges, was tackled in meetings with ICBS staff involved in quality matters, the RTA of the Twinning Project and the Istat experts during all the first day and part of the last day of the mission.

In particular, ICBS quality experts presented the current state of quality management implementation and the challenges they have to face. Istat experts described Istat quality policy and the implementation strategy. Tools for supporting quality management developed at Istat were presented as well, particularly the Information System on Quality Documentation (SIDI/SIQual), and all the activities carried out to involve in the quality strategy the different levels of the organization, from the top management to the staff in charge of the statistical production and of process documentation. Based on the experience carried out, the Istat experts advised the Twinning project experts on shortcuts for the implementation of ICBS quality management system.

ICBS has already carried out many activities in the direction of its quality management strategy, working in the application of the frameworks at institutional and process/product level (CoP, GSBPM, SIMS).

During the mission, the sharing of experience with Istat experts has allowed ICBS to further understand the steps and tools useful to implement its quality management strategy, strengthen the quality of the statistical products and the efficiency of the statistical production processes, as well as to reinforce the credibility of the institution.

In addition, the Istat experience on the management of metadata and on the re-use of metadata for different purposes has represented an inspiring model for ICBS to plan a tailored system suitable for the ICBS uses and commensurate to the resources.

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The second objective of the activity, i.e. to introduce the quality assurance framework and its tools to staff members from ONA's, was addressed throughout a 2.5 days course, titled "Training course in Coordination and Quality Management of Official Statistics", during which some representatives from the main producers of official statistics in Israel selected by ICBS quality team, received presentations on:

- the quality management concepts
- the Statistics Code of Practice (CoP) and Quality Assurance Framework for non EU countries
- tools for the statistical coordination in the national statistical system,
- the international standards supporting modernization of statistics, particularly . the GSBPM
- statistical process and product quality
- quality indicators
- quality reporting.

One of the benchmark of the activity was a pilot with selected units in the NSS in evaluating the quality of processes and generated statistical outputs. This task was accomplished during the training course. Three statistical processes carried out by the ONAs, two in the area of health statistics and another one on external trade statistics, were selected. In a group work session, the participants were split into three groups. Each group was assigned one selected process which was mapped to the GSBPM and assessed with respect to the potential error sources and quality improvements. Activities already in place or identified as effective in preventing, monitoring and assessing quality were identified within the groups. A discussion with ICBS and Istat experts on the findings was then carried out.

ICBS has already started some important steps in view of the development of the Israelian National Statistical System, as the workshop/seminar in november 2017 and the constitution of the Steering Committee for the governance of the NSS. The training course held during the mission represented a further step in the direction of building a NSS on the basis of a collaborative approach. It has also been an first occasion for spreading quality culture among important producers of the Israelian National Statistical System. Finally, the course represented an activity to support ICBS staff, since they will hold future editions of similar training events for the ONAs. The process for establishing a National Statistical System in Israel is still at the beginning but ICBS seems to be proceeding in the right direction.

The activities were carried out according to the agreed scheduling and did not encounter any delay or critical aspects.

### 3. Conclusions and Recommendations

Based on the meetings with ICBS on its quality management strategy, it emerged the opportunity to prioritise some areas and in particular, consolidate the work already carried out in the application of the frameworks at institutional and process/product level (CoP, GSBPM, SIMS) and **design an integrated metadata and quality management system**, based on an analysis of the internal and external requirements (quality reporting, quality assessment, ...).

Concerning the quality coordination in the Israelian National Statistical System, it emerged the need for political commitment, to analyse if the legislation framework is sufficient to properly support the coordination at planning, development and dissemination level in the NSS, **to spread as much as possible the knowledge about the importance of coordination in the statistical activities of the NSS and increase quality culture.**