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Implementing Quality Management in NSS

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Summary

- Quality Management Frameworks

- We operate in a (statistical) system

- Tools to ensure process and product quality

- Indicators to measure and report on quality

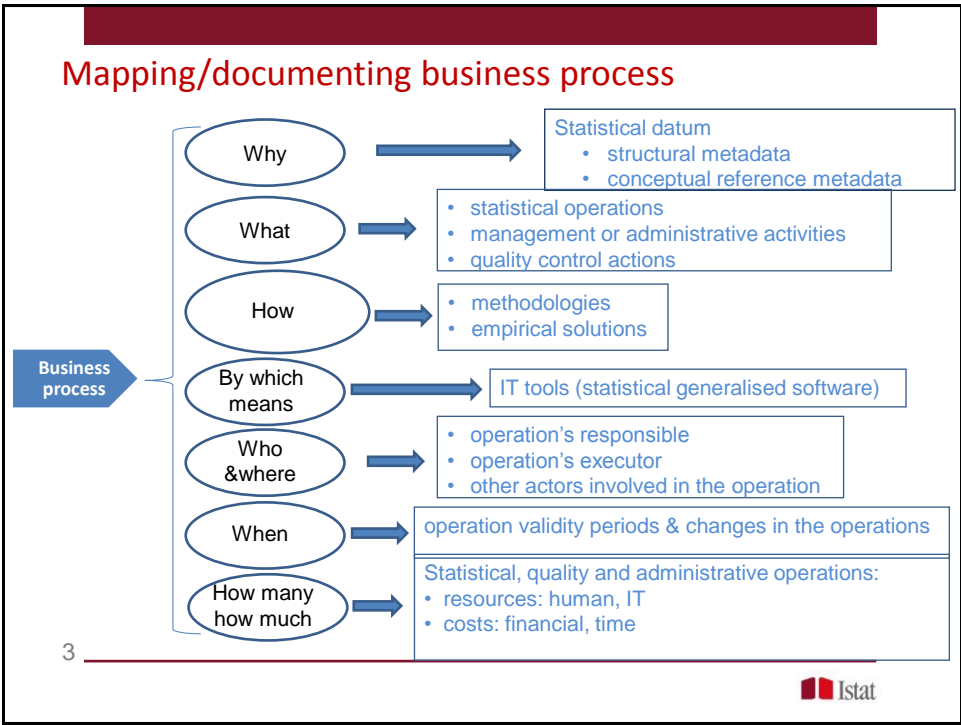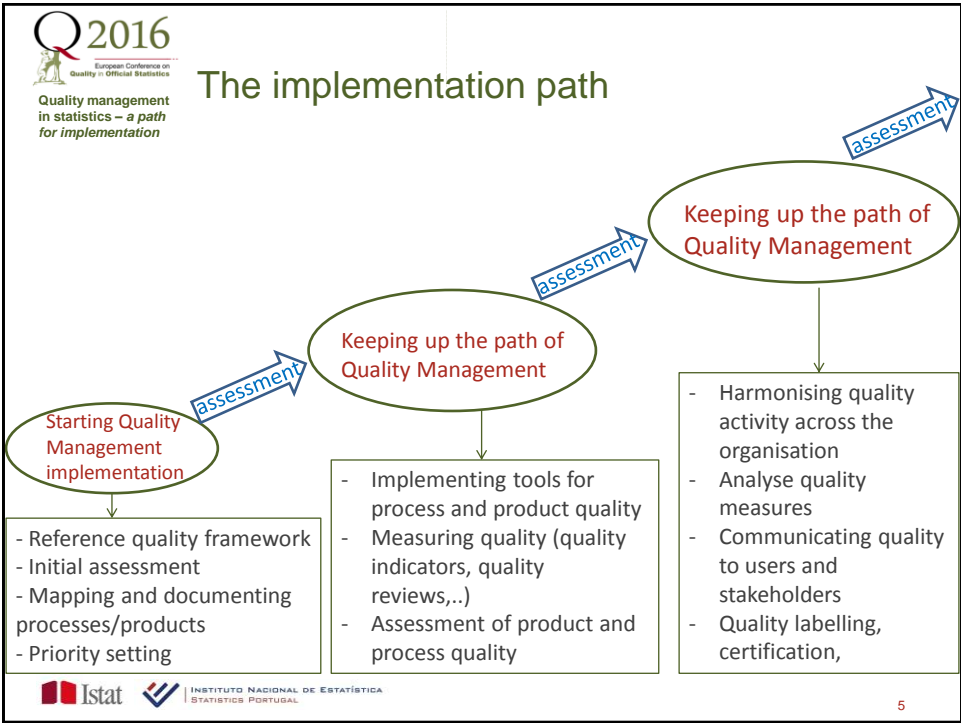## How do we implement quality management?

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Implementing Quality Management

- A stepwise approach

- A dynamic perspective

- Awareness of costs and benefits

- Joint efforts bring benefits

Key words: *assessment, moving forward, keeping up the path, motivation, commitment*

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Items for Discussion

- What are the first steps in the implementation path?

- What resistances/obstacles you might face?

- How to move from one step to the next one?

- What benefits do you expect?

- How can international standards/models/frameworks support quality management implementation in your office? Do you think they need to be adapted to your situation?

- Is the quality control system for statistical processes already in place? Are some quality indicators computed? Do you need to systematize?

The implementation path

Q 2016
European Conference on
Quality in Official Statistics

Quality management in statistics – *a path for implementation*

assessment

Keeping up the path of Quality Management

assessment

Keeping up the path of Quality Management

Starting Quality Management implementation

assessment

- Reference quality framework
- Initial assessment
- Mapping and documenting processes/products
- Priority setting

- Implementing tools for process and product quality
- Measuring quality (quality indicators, quality reviews,..)
- Assessment of product and process quality

- Harmonising quality activity across the organisation
- Analyse quality measures
- Communicating quality to users and stakeholders
- Quality labelling, certification,

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Mapping/documenting business process

Business process

Why → Statistical datum
• structural metadata
• conceptual reference metadata

What → • statistical operations
• management or administrative activities
• quality control actions

How → • methodologies
• empirical solutions

By which means → IT tools (statistical generalised software)

Who &where → • operation's responsible
• operation's executor
• other actors involved in the operation

When → operation validity periods & changes in the operations

How many how much → Statistical, quality and administrative operations:
• resources: human, IT
• costs: financial, time

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Quality assessment & improvement

FOCUS

PDCA

Find a process to improve
Organize to improve a process
Clarify what is known
Understand variation
Select a process improvement
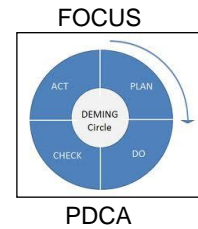
Then move through the process improvement plan: **PDCA Deming cycle**

Plan → create a time line, including all resources, activities, dates, and personnel training
Do → implement the plan and collect data
Check → analyse the results of the plan
Act → on what was learned and determine the next steps

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