

# QUALITY APPROACH, EXPERIENCE OF ALGERIA

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## **Abstract**

Given the importance of quality management as a guarantor of the credibility of official statistics, it has been decided to implement a Quality approach within Office National des Statistiques (ONS), referring to the Euro-Mediterranean manuals. The stages of the gradual implementation of our quality approach were outlined through a five-year roadmap (2015-2020). At the end of 2020 and as agreed, each technical department had completed its mapping of the GSBPM model on at least one application per structure. During 2021, in order to ensure continuous improvement in the quality of work, after carrying out the updates, it was decided to extend the mapping of the GSBPM model to other applications. In 2022, ONS trained 12 focal points in various sectors (key user sectors: Bank of Algeria, trade, interior, industry, energy, housing, finance, transport, agriculture, etc.). Furthermore, the ONS will continue to participate in discussions on the challenges and opportunities of the quality approach for the ENP South region through the work of the group, currently managed by MEDSTAT.

**Keywords:** Quality approach, GSBPM.

## **1 Introduction**

Given the importance of quality management as a guarantor of the credibility of official statistics, it has been decided to implement a Quality approach within Office National des Statistiques (ONS).

Our reference in developing this approach is the experience of the European Statistical System, based on:

- The Quality Assurance Framework (QAF), defining the quality system principles ;
- The Code of Practice (CoP), defining the indicators measuring the implementation of the Quality System ;
- The Self-Assessment Questionnaire (SAQ), to measure the implementation of the quality approach, whether at the institutional level or at the process level.

The implementation of this approach is under the responsibility of the Directorate General and under the leadership of the Technical Secretariat of the National Council of Statistics (CNS), coordinator of the Quality Unit.

It should be recalled that most of the data developed within our institution are audited by the professional members of the official statistics, within the CNS.

## **2 Principles for implementing our quality approach**

The implementation of our quality approach is essentially based on the following principles:

- The importance given by the Directorate General of the ONS to the quality aspect gives rise to active and visible initiatives to create and maintain a culture of quality.
- All ONS staff must be aware of its institution's commitment to quality and their role in improving the efficiency of statistical production.
- The approach must be conducted in a common, participatory and designed manner with the involvement of all ONS structures to enable awareness, motivation and involvement of all ONS staff.
- The development of the approach is carried out in a progressive manner and in several successive stages to ensure continuous improvement.
- The capitalization of cooperative work with Eurostat on the principles of the European Quality Assurance Framework for Official Statistics (QAF).

## **3 Steps to implement our quality approach**

To concretize the gradual implementation of our quality approach, a five-year roadmap (2015-2020) has been developed, including the following actions:

- ✓ Clarification meeting with all ONS directorates (technical and administrative) under the patronage of the Directorate General on its commitment to quality.
- ✓ Designation of coordinating people (focal points) in charge of the support on the Quality aspects for each structure.
- ✓ Establishment of a working group composed of the designated focal points, to coordinate the work related to the implementation of the quality management system, to ensure the implementation of the documentary fund and related metadata.  
The group is composed of 10 statisticians/computer scientists/administrators (at a fairly high decision-making level, e.g. deputy director) where all the structures of the institution are involved (from collection and dissemination to logistics).
- ✓ Provide training to the group on the Quality aspect and tools as well as other complementary training as and during the group's working sessions.
- ✓ Holding monthly meetings (apart from the holiday period) to take stock and prepare the various quality reports.

However, contacts are established on an ongoing basis to ensure and facilitate the workflow.

Unfortunately, for the year 2020, the pace of the group's work was disrupted due to the health crisis due to the Covid19 pandemic. The meetings were held simultaneously

with the Zoom video conferencing tool to allow colleagues who cannot be physically present to participate remotely.

## **4 Work carried out by the Quality group**

### **4.1- The implementation of a mapping of the GSBPM**

Since the creation of the Quality Group, its members have been actively involved. They agreed to begin with the implementation of a mapping of the Generic Statistical Business Process Model (GSBPM) on at least one application per structure.

At the end of 2020 and as agreed, each technical department had completed its GSBPM mapping on at least one operation per structure, namely:

- The GSBPM relating to the Business Register/Technical Directorate of Data Processing Treatments and Registers ;
- The GSBPM relating to the Unit Value Index of External Trade in Goods/Technical Directorate of National Accounts ;
- The GSBPM relating to the Civil Status survey/Technical Directorate of Population and Employment Statistics.
- The GSBPM relating to Agricultural Production (Statistical Data)/Technical Directorate of Regional, Agricultural and Cartography Statistics.
- GSBPM for the Official Statistics User Satisfaction Survey/Publications, Dissemination, Documentation and Printing Directorate ;
- The GSBPM relating to the National Survey on Household Consumption Expenditure and Living Standards - 2011/Technical Directorate of Social Statistics and Incomes.
- The GSBPM relating to the Industrial Production Index/ Technical Directorate of Enterprise Statistics and Economic Monitoring.

During 2021 and in order to ensure continuous improvement in the quality of work, it was decided to extend the mapping of the GSBPM model to other applications. The Directorate of Data Processing Treatments and Registers, has taken the initiative to carry out the GSBPM mapping for the National Automobile Park.

Indeed, the implementation of the GSBPM mapping of the different operations has given a detailed representation of the statistical production process with a standard terminology. This provided guidance for streamlining activities and has allowed an objective measure of the

existing situation: who does what and how? Collective analysis of strengths and weaknesses, deviations from the reference framework to which we refer, malfunctions and shortcomings.

For example, we can cite some problems that have been raised by the GSBPMs:

- For the Business Register: the model has highlighted a lack of update sources and a difference in the standards and concepts adopted in the management of administrative files.
- For the Unit Value Index : the model has revealed a number of problems related to the quality of the information transmitted by the customs services.
- For the Civil Status Survey : the model has highlighted, on the one hand, the problems related to the transmission of information from local authorities and, on the other hand, the problems related to data entry and regularity in the Regional Directorates of the ONS.
- For Agricultural Production : the data relating to the agricultural sector essentially depend on the goodwill of the Ministry concerned. Some information is no longer transmitted and/or produced, such as data on agricultural equipment.
- For the satisfaction Survey : a new challenge, since it is a first for the Directorate (ongoing survey).

#### **4.2- Development of risk management plans**

With the progress of the group's work, it was decided to proceed with the development of risk management plans for the different operations in order to identify all the failures that arise from the GSBPM in order to improve the quality of the statistical product by proposing corrective measures and to be able to develop the GAMS0 Model in the end.

As our project progresses, potential risks can evolve. Some can disappear, others appear, those considered weak can become real threats and vice versa.

Thus, risks will be regularly reviewed by updating this list of potential threats, re-evaluating them and ensuring that prevention actions are always appropriate.

This experience has allowed us to increase the responsiveness of intervention and facilitate decision-making and thus improving the effectiveness of actions aimed at eliminating risk.

#### **4.3- Development of GAMS0 for the ONS**

Subsequently, it was decided to proceed with the development of Generic Activity Model for Statistical Organisations (GAMS0) for the ONS.

Indeed, a first draft of GAMS0-ONS was produced and presented by the “Quality” group. Nevertheless, the finalization of this latter, requires the involvement of the Directorate General to validate the first three areas of activity of GAMS0, namely:

1. Strategy and direction ;
2. Capacity management ;
3. Support services.

#### **4.4- Self-assessment exercise by structure**

In order to assess the impact of the work carried out by the 'Quality' group and the possibilities for improvement (within the framework of Deming's PDCA), a version of the Self-Assessment Questionnaire on the implementation of the European Statistics Code of Good Practice (SAQ) was presented and transmitted to the members of the group to carry out a self-assessment exercise by structure.

Therefore, the exercise allowed to preserve the strengths of the applications related to the different operations and to improve the weaknesses by giving more importance to the quality issues of the statistics. It has also helped raise awareness and implement the Cod in most of the Institution's structures.

## **5 Conclusion**

It should be noted that, in 2022, the ONS trained 12 focal points from various statistical information producing sectors, namely: Bank of Algeria, trade, interior, industry, energy, housing, finance, transport, agriculture...

In addition, the ONS will continue to participate in discussions on the challenges and opportunities of the quality approach for the ENP South region through the work of the group, currently managed by MEDSTAT.