



EUROPEAN CONFERENCE ON QUALITY IN OFFICIAL STATISTICS 2024 ESTORIL - PORTUGAL



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ENHANCING QUALITY AND PERFORMANCE IN STATISTICAL PRODUCTION

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The conference is partly
financed by the European Union



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1. Abstract

Quality is the foundation for building and maintaining the integrity of official statistics. It ensures that the statistics produced are accurate, reliable, and fit for their intended purposes, supporting the effective functioning of the society and economy.

Total Quality Management & PAF.

GSBPM to be further developed to GAMS0-system.

This integration will ensure the quality and efficiency of the statistical processes but as well as help to systematically evaluate and enhance the overall performance in delivering reliable statistics.

Keywords: INSTAT, Quality, Total Quality Management, Performance Assessment Framework, Generic Models



1. Introduction

- Importance of the quality on building and maintaining the integrity of official statistics.
- This paper will provide information on :
- Development and challenges to further improve quality management.
- The use of Generic Statistical Business Process Model (GSBPM) as well as the steps taken towards integrating the Performance Assessment Framework (PAF) with GSBPM and Generic Activity Model for Statistical Organizations (GAMSO) will be described.



2. Institutional frameworks on quality management

INSTAT strategic baseline:

- NSS-INSTAT and ONAs
- National Law No.17/2018 on Official Statistics and Official Statistical Program
- Mission and vision
- Declaration on quality
- Quality Policy



2.1 GAMSO System as future developments on quality management

- Quality Strategy – TQM
- PAF
 - PAF-refresh indicators that will serve to measure and evaluate the performance of the institution.
- GSBPM
- Further development will be on GAMSO



Total Quality Management (TQM) at INSTAT

Objective 1

The development of INSTAT to align legal acts according to the *acquis communautaire* related to statistics and to improve the European integration system.

Objective 2

Fulfilling user requests for official statistics.

Objective 3

Production of official statistics of a high level of quality, to comply with accepted European and international standards.

Objective 4

Increasing cooperation of INSTAT with national and international institutions.

Objective 5

Modernization of statistical processes, methods, products and services to improve the quality, timely delivery and cost efficiency of official statistics.

Objective 6

To achieve high public confidence in INSTAT and the continuous growth of users of official statistics.



3. Milestones on the Total Quality Model use in statistical production.

- Quality assessment (PAF – indicators)
- Quality assurance
- Quality documentation
 - Set up metadata management system
 1. **MetaPlus** system - Structural metadata are used to define the data structures.
 2. **IMS** system - Reference metadata and Quality reports – in which are held the SIMS-based metadata, both in AL and EN language (ESMS / ESQRS).
 3. **Metadata Handler** is used by subject matters experts for Eurostat purposes.



Cont.

- Use of modern dissemination tools based on user needs.
 - INSTAT is offering "**Statistical database**" tool - that enable the users to selecting the parameters to define the quantity and format of presenting statistical data.
 - The introduction of "**SIMONA**" the online access system for users - to have access in micro data for scientific research from inside or outside the country.
- Develop relationships with users (regular monitoring of user needs) and monitor user satisfaction through **satisfaction surveys**



3.1 GSBPM and documentation

Monitor quality in statistical production.

- Quality Unit created in 2016.
- Quality Committee created in 2019
- Declaration on quality in 2018
- Quality Policy in 2018
- Quality Guidelines in 2021

Quality reporting.

- SIMS v.2 (ESMS & ESQRS), in line with ES Code of Practice Principles
- Increased the number of activities covered with Q.R, since they started to be published in 2017

GSBPM

- INSTAT implemented in 5-years program 2017-2021, GSBPM v.5.0 for documentation.
- December 2020 INSTAT approved transition into GSBPM v5.1 which enters into force for the plans of future.
- GSBPM application is developed since 2018, for planning and monitoring the statistical activities' calendar.
- Self-assessment questionnaire upgraded, October 2020
- Template for the Quality Audit report developed, November 2020 and apply in some activities.



3.2 Cost versus effectiveness

Main objective: Reduce the cost of statistical activities and increase the effectiveness

- Increase the use of administrative data
 - INSTAT is continuously working on detecting and analyzing new administrative sources with the aim to increase the use of them:
 - Reduce the response burden
 - Improve the quality of the statistical processes
- Open source” strategy is being drafted for unifying the software/methods used during statistical production.
- The use of AI/ML are also discussed and there are some experimental tries to use them for the automatic codification procedure.



3.3 Continuations of the work on quality.

Quality as a never ended work.

Improvements:

- Statistical processes.

The PDA – cycle should be closed down.

- Management process – plans for GAMSO.



3.4 Quality in official statistics and relations with external partners

INSTAT – centre of NSS

- Served as a focal point for implementing and monitoring quality standards across all stages of statistical production.
- As a focal point for training other ONAs on quality issues.

Quality Committee:

- Moreover, INSTAT took a proactive step by instituting a quality committee, tasked with convening regularly to deliberate on a spectrum of quality-related matters. As part of its mandate, the quality committee prioritized discussions on the development of comprehensive quality management guidelines. These guidelines served as a roadmap for ensuring consistency and excellence in statistical outputs.
- Increase the transparency of statistical production process through guidelines and manuals.



4. Conclusions

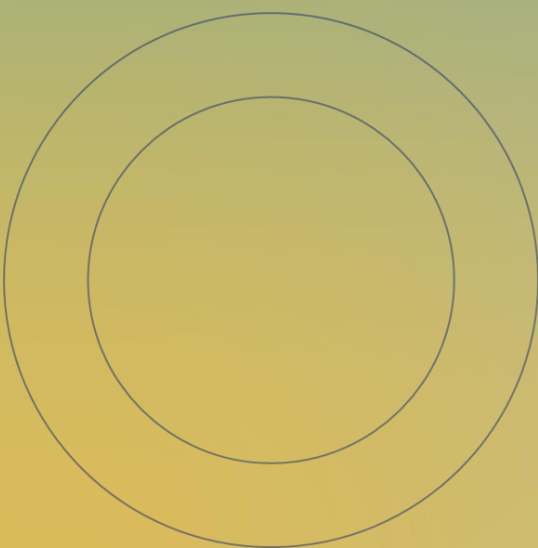
- The work and improvements must continue to realize the statistical activities better and better to realize the statistical programme and Eurostat engagements.
- INSTAT realizes the official statistical program led by Statistical Law and ensuring the impartiality, timelines, accuracy, comparability and coherence.
- GAMSQ system will be the future development system to evaluate and to assist in the quality management processes in INSTAT.
- INSTAT has done a great job on increasing the role of it as a leader of official statistics, but this work continues and is crucial on increasing the compliance with Eurostat requirements. Screening processes emphasize those needs and INSTAT is engaged to reduce those differences day to day.
- Sustainable staff.
- Increase the work on open source software.
- Invest more on IT infrastructure.

References



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Thank you!



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