



# EUROPEAN CONFERENCE ON QUALITY IN OFFICIAL STATISTICS 2024 ESTORIL - PORTUGAL







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QUALITY IN OFFICIAL STATISTICS  
2024 ESTORIL - PORTUGAL



# Implementation of the cost management system in the Croatian Bureau of Statistics



INSTITUTO NACIONAL DE ESTATÍSTICA  
STATISTICS PORTUGAL

eurostat 

The conference is partly financed  
by the European Union



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# SYSTEM INTRODUCTION GOALS

- Significantly improve the decision-making process and the use of CBS resources
- Strengthening the capacity and efficiency by establishing a well-founded basis for analysis and decision-making based on:
  - Information from day-to-day operations
  - Information on statistical processes and products
  - Estimation of future product costs

**COST EFFICIENCY = OPTIMAL USE OF RESOURCES**



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# WHAT WILL THE CBS MEASURE THROUGH THE SYSTEM

- **Cost per product**
  - ✓ Statistical products
  - ✓ Other products
  - ✓ Projects (EU, other)
- **Cost per process**
  - ✓ according to the GSBPM + GAMS0 model
- **Cost by the cost centre (department, directorate)**





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# PROJECT IN A NUTSHELL

August  
2021

Preparation of the  
cost management  
methodology

February  
2023

Preparation of  
technical  
specifications for IT  
system

December  
2023

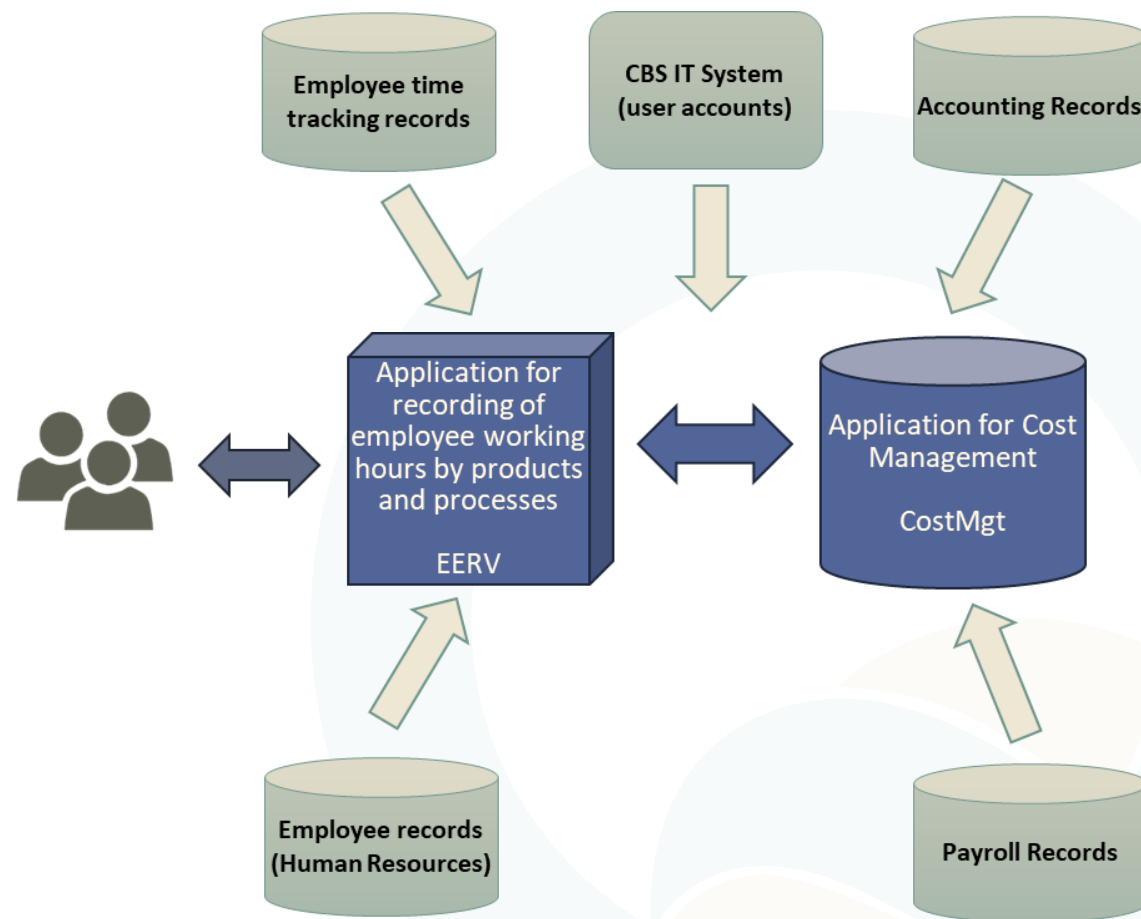
Selection of vendor  
for implementation of  
IT system via public  
procurement

Design, development,  
testing, piloting and  
implementation of IT  
solution



# IT SYSTEM FOR TIME TRACKING AND COST MANAGEMENT

- 2 applications created
- 5 existing IT systems of the CBS integrated
- Cost reporting system created
- More than 50 CBS employees trained





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# APPLICATION FOR RECORDING OF EMPLOYEE WORKING HOURS BY PRODUCTS AND PROCESSES – EERV

- Employees record their working hours

**DRŽAVNI ZAVOD ZA STATISTIKU**  
EUROPEAN BUREAU OF STATISTICS  
**EERV**

**Sažetak za 10.05.2023.**

	Redovni sati	Prekovremeni sati
Špica	08:00 (od toga 00:28 pauza)	00:13
Uneseno	08:00	00:13
Razlika	00:00	00:00

**Odabir dana**  
svibanj 2023.

pon	uto	sri	čet	pet	sub	ned
1.	2.	3.	4.	5.	6.	7.
8.	9.	10.	11.	12.	13.	14.
15.	16.	17.	18.	19.	20.	21.
22.	23.	24.	25.	26.	27.	28.
29.	30.	31.	1.	2.	3.	4.

**Unos radnih sati za 10.05.2023.** + Dupliciraj dan Unesi pauzu Dodaj novi unos

Proizvod	Proces	Redovni	Prekovremeni	Komentar	Akcije
ERG-3_E - Polugodišnje istraživanje o	U3.5 - 3.5 Upravljanje korisnicima	08:00	00:00	KOM455	
PO-22 - Izvještaj o površinama i nasac	S5.4 - Proizvodnja izvedenih varijabli	00:00	00:13	SDGSG	

Djelatnik Odjel za PTP

Projekat je sufinansirala Evropska unija iz Evropskog socijalnog fonda.  
Sadržaj aplikacije isključivo je odgovornost Državnog zavoda za statistiku.





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# APPLICATION FOR RECORDING OF EMPLOYEE WORKING HOURS BY PRODUCTS AND PROCESSES – EERV

- Employees record their working hours
- Managers approve the time sheets (or returns it back with comments)

DRŽAVNI ZAVOD ZA STATISTIKU  
STATISTICAL BUREAU OF STATISTICS  
EERV

Unos  
Dnevni unos  
Pregled unosa  
Vremenici  
Zamjena  
Ustrojstvena jedinica  
Vremenici za UJ  
Pregled unosa za UJ  
Podaci o UJ  
Izveštaji za UJ

Voditelj odjela Odjel za PTP

Pregled vremenika

Period: 1-2023  
Djelatnik: Odaberite  
Ustrojstvena jedinica: Odjel za pomoćno-tehničke poslove  
Status: Odaberite

Ustrojstvena jedinica

Djelatnik	Ustrojstvena jedinica	Status	Nepravilnosti	Akcije
Djelatnik Odjel za PTP	Odjel za pomoćno-tehničke poslove	Čeka na odobrenje	Ne	[Icons]

EU Projekti

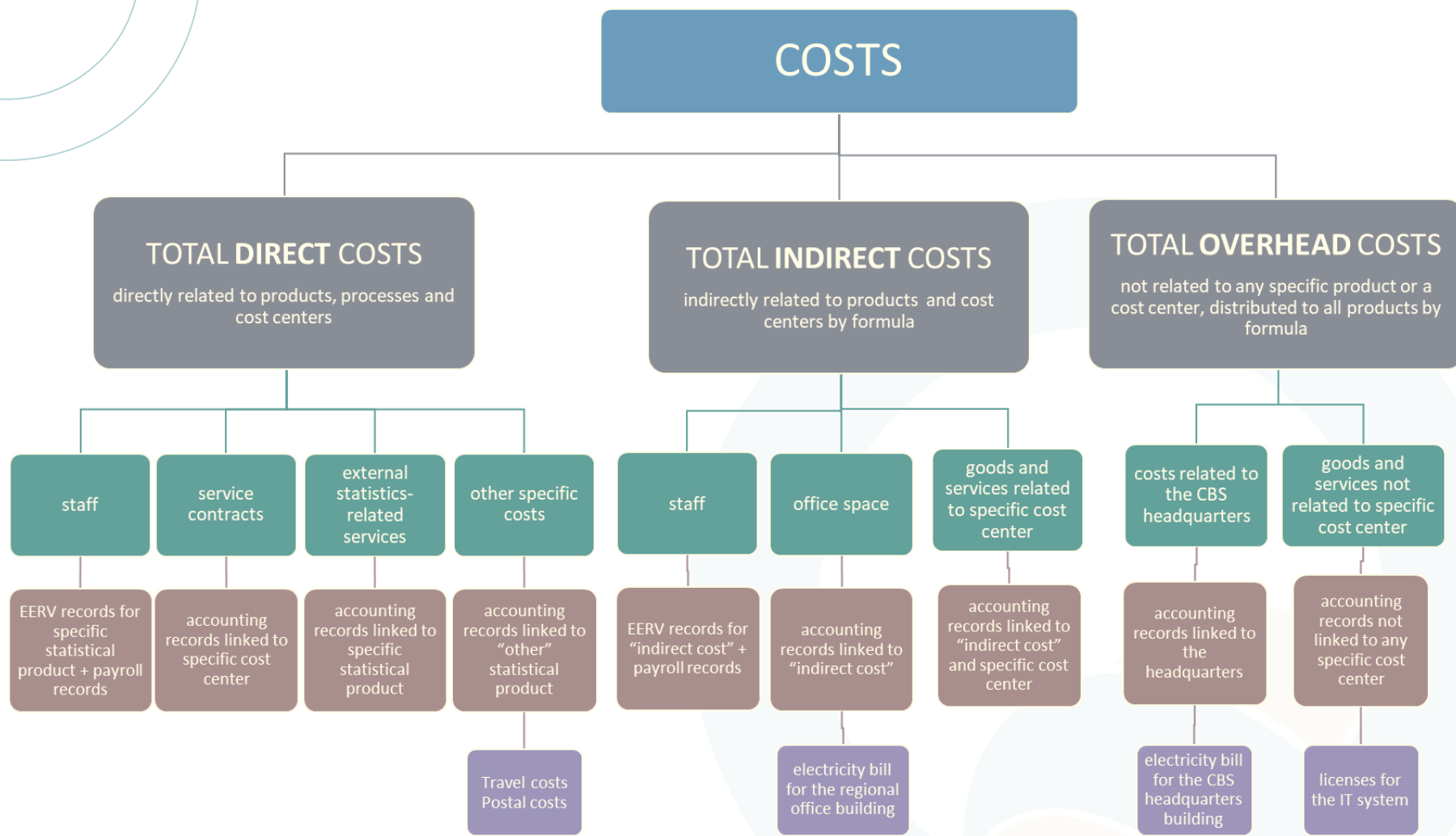
Djelatnik	Projekt	Status	Akcije
Vremenici nisu pronađeni...			

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# COST MANAGEMENT METHODOLOGY





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# APPLICATION FOR COST MANAGEMENT – CostMgt

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ESTORIL BUREAU OF STATISTICS

CostMgt

Mjesta troška  
Popis  
Izveštaji  
Proizvodi  
Popis  
Izveštaji  
EU Projekti  
Popis  
Izveštaji  
Administracija  
Ustrojstvene jedinice  
Korisnici i uloge  
Mjesta troška  
Proizvodi  
Procesi  
Vanjski izvori - COP  
Vanjski izvori - Rač.  
EERV učitavanja  
Obrade podataka  
Voditelj sustava CostMgt  
SSPP

PREGLED PREDEFINIRANIH IZVJEŠTAJA O TROŠKOVIMA

Sumarni izvještaji:

- [Izveštaj po proizvodima](#)
- [Izveštaj po procesima](#)
- [Izveštaj po mjestu troška](#)

Detalji izvještaji

- [Izveštaj po proizvodima](#)
- [Izveštaj po procesima](#)
- [Izveštaj po mjestu troška](#)
- [Usporedni izvještaji](#)

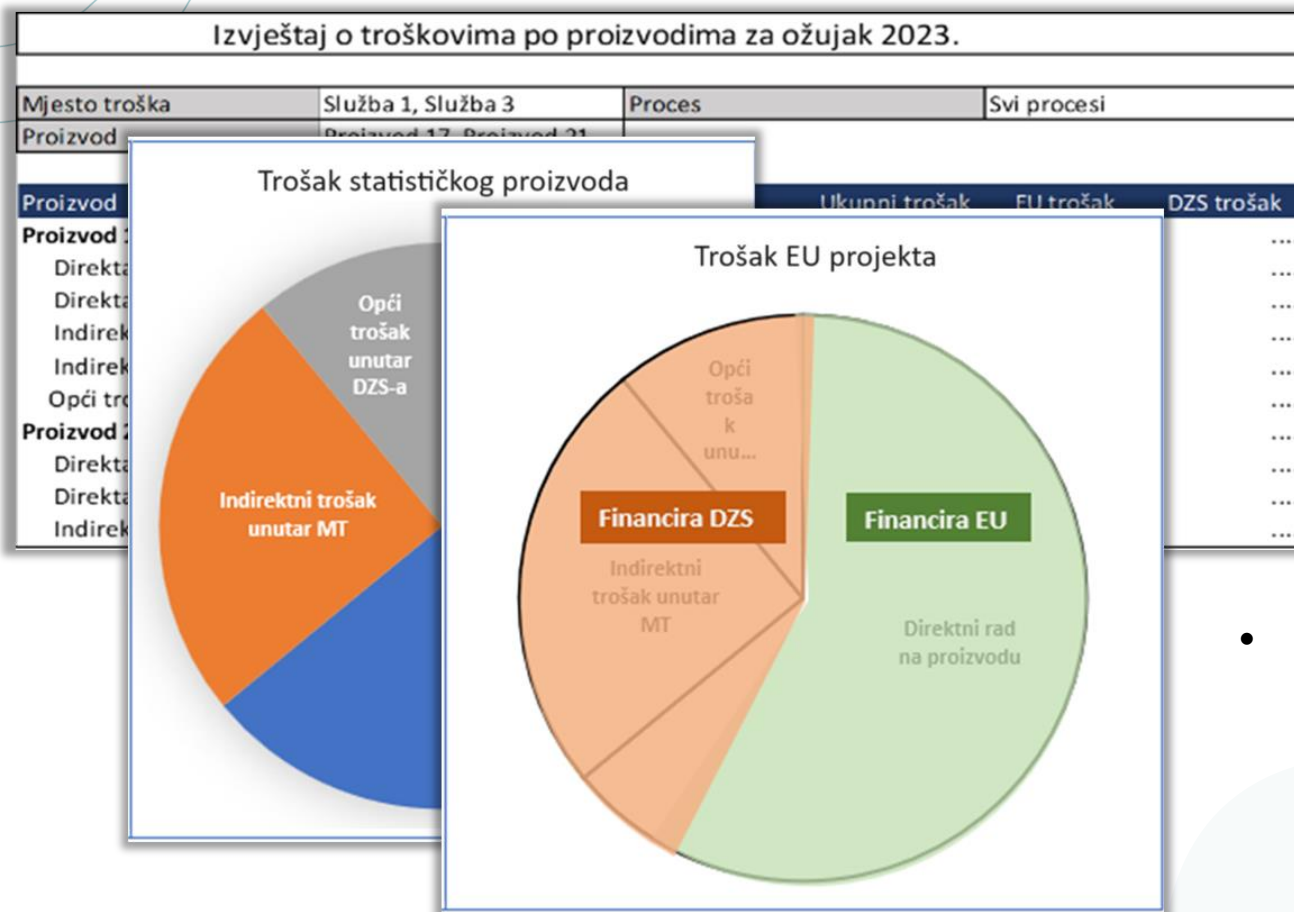
Projek je sufinancirala Europska unija iz Europskog socijalnog fonda.  
Sadržaj aplikacije isključiva je odgovornost Državnog zavoda za statistiku.

- Overview of cost reports by products, processes and cost centers





# APPLICATION FOR COST MANAGEMENT – CostMgt



- Overview of cost reports by
  - products,
  - processes and
  - cost centers

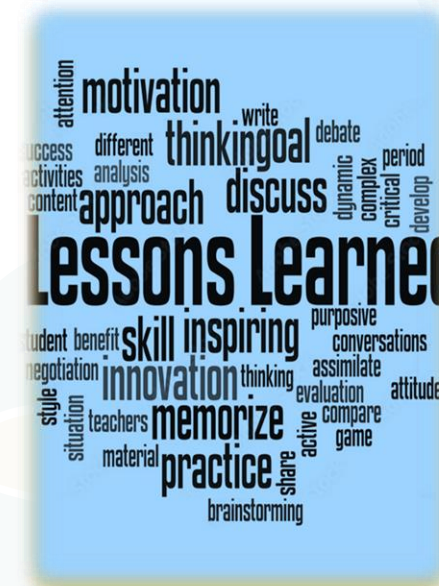


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# LESSONS LEARNED

- **Active involvement of the employees and support by the management** is the key to a successful implementation of a project.
- **Comprehensive preparation of the project** (methodology, business processes, detailed specifications) can significantly increase likelihood of successful implementation of IT system in a short period of time







## Expected benefits for...

### ...the management



- A detailed insight into the costs according to various parameters
- Economically justified business decisions at any time
- Comparison with other statistics
- A basis for planning

### ...the employees



- Awareness of the value of one's work
- *"how much am I worth?"*
- *"how much do I contribute?"*

### ...public administration in Croatia



- Role model for other public administration bodies in the Republic of Croatia
- CBS is one of the few state administration bodies that introduced a cost management system



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# THANK YOU FOR YOUR ATTENTION

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