



EUROPEAN CONFERENCE ON QUALITY IN OFFICIAL STATISTICS 2024 ESTORIL - PORTUGAL



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Quality Reviews in Eurostat

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Background and rationale

- **A layer of quality assurance** complementing ESCOP, ESS QAF and the Peer Reviews
- Latest round **in place since 2019** but existed previously in different forms
- **Twofold purpose**
 - **reassure management** that processes are ESCOP-compliant
 - seek to **improve processes** and resulting products and services
- **Benefits**
 - **enhance** output and process quality
 - identify recurring and horizontal **areas for improvement**
 - promote the sharing of **good practices**
 - support continuous improvement and **drive change**
 - promote **efficiency gains** at process and corporate levels
 - support the European Statistical Programme (ESP) and Annual Work Programme (AWP) **key objectives**



Scope, typology and definitions

- **Scope:** all statistical production processes (SPP) in Eurostat
- **Mixed approach:** SPPs are separated to ‘critical’ and ‘less critical’
 - **Centralised quality reviews:** conducted under the responsibility of the Quality Reviews Team
 - **Decentralised quality reviews:** under the responsibility of the production units
- **Instruments and outputs**
 - **Quality Reviews Checklist:** a predefined analytical questionnaire, aiding and standardising the quality review process
 - **Quality Review Report:** a document containing the principal strengths, improvement areas and a corresponding action plan, mutually agreed by the all the stakeholders mentioned in the report



Methodological and operational framework

Launch of the review

- Explanatory meeting
- Participants are Quality Reviews (QR) Team and the Process Owner

Initial analysis

- Filling out the QR Checklist
- Some parts are prefilled for centralised QR
- Detailed content validation for centralised QR

In-depth analysis

- Collection of evidence and other documentation
- Tailor-made questions prepared for centralised QR
- Not applicable for decentralised QR

Finalisation & validation

- QR Report drafted by the QR team for centralised reviews
- QR Report drafted by the process owner for decentralised reviews
- Validation by consent of all mentioned stakeholders

Monitoring of the actions

- Encoding QR actions in the corporate monitoring tool
- Annual exercise reported to the senior management



Preliminary results

- **Reference period** : 2019-2024
- **77 quality reviews** to be carried out (38 centralised / 39 decentralised)
- **13 quality reviews** : completed on average per year
- **413 days** : average time to complete a quality review was (420 centralised / 406 decentralised)
- **100 days** : shortest period to complete a quality review
- **2+ years** : longest period to complete a quality review



Conclusions and lessons

- **Mixed-approach methodology** was developed to balance between **costs and benefits** but it is not clear if it served fully this purpose.
- Methodology **focused on improvements and leading to joint actions** between various stakeholders has better chances to succeed.
- **Development** of methodological guidance, tools and procedures has a significant **impact on the learning curve** both of the Quality Reviews Team and of the production units.
- **Flexible approach** is often necessary but **perceived uniqueness** by process owners is sometimes exaggerated, hence **recurring issues** should be systematically collected and reflected in manuals and guidelines.
- **Fair communication and acceptance** of improvement proposals on the one hand and considering **constraints of the units** to implement these improvements on the other hand are crucial for the success of each quality review.



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