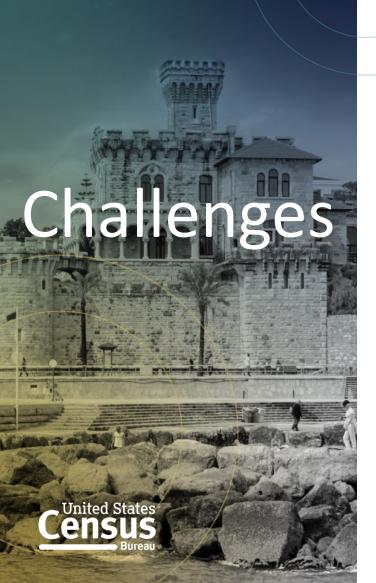


## Customer Satisfaction Relevance Accuracy Timeliness







#### External

Apathy – Response Rates
Diverse Customer Needs
Internal

Incompatible Data
Inefficient Processes





Quality Standards Feedback Inventories for Data w/ Sensitivity Levels Evidence-building Plans Risk Assessments









#### Centralized

Data Collection

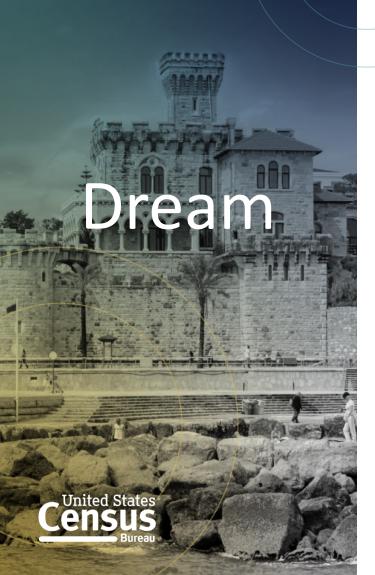
Data Repository

Frames / Linking

Dissemination







#### Customer Feedback

**GSBPM** 

Agile

Baldrige Award

Estonia



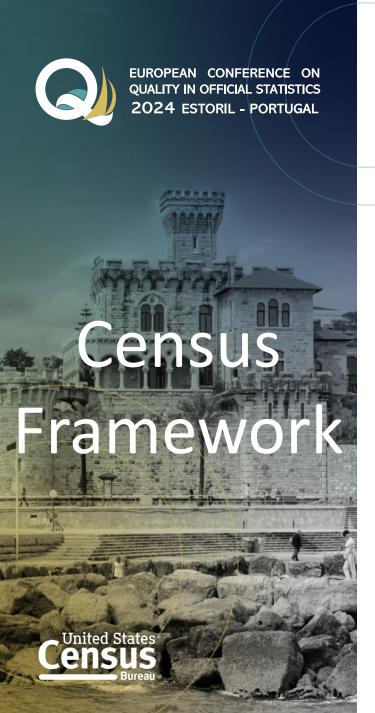




#### Access

Evidence-building /
Public Benefit
Artificial Intelligence
Formatting
Disclosure Control

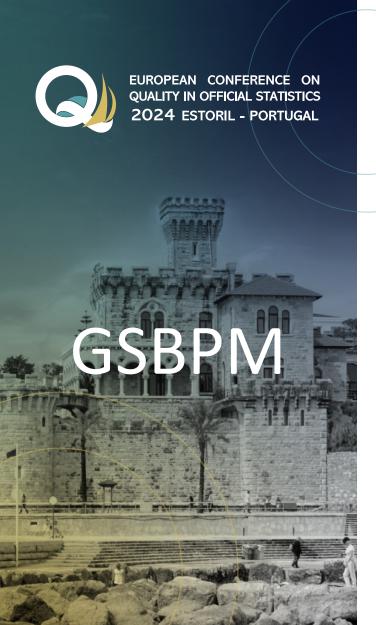




Supporting Standards Planning & Development Collecting & Acquiring Data Capturing & Processing Data Producing Estimate & Measures Analyzing Data & Reporting Results Releasing Information





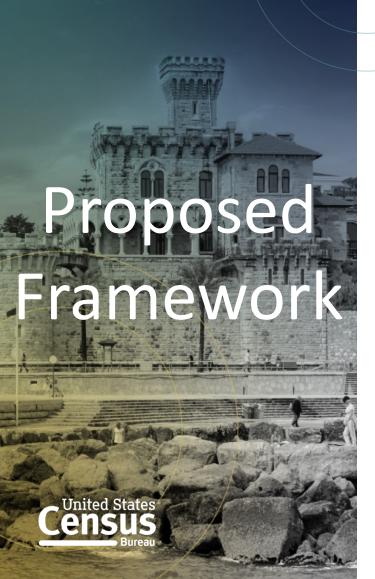


Overarching Quality, Data, Metadata Change Needs, Design, Build Ongoing Collect, Process, Analyse, Disseminate, Evaluate









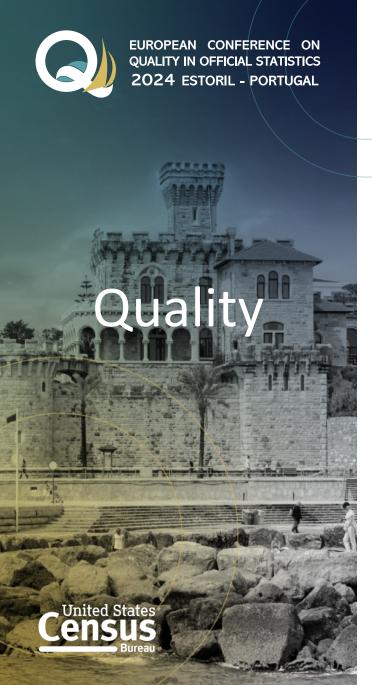
#### Management

Quality, Confidentiality, Records Development

Needs/Config., Design/Build Production

Collect, Process, Analyse, Disseminate

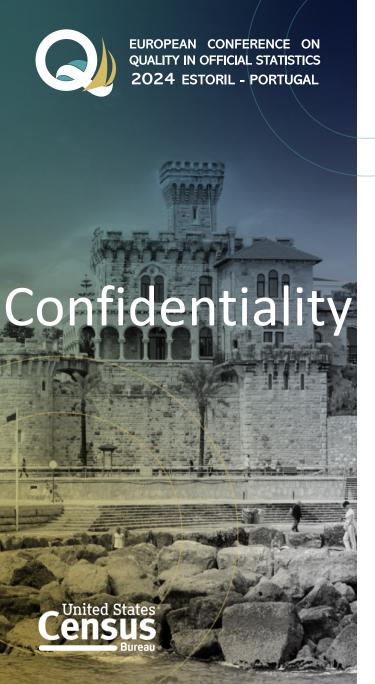




All Staff
QC your Work
Executive Staff
Training
Scientific Integrity

Product Owner Quality Mgmt. Plan Customers/Feedback Evaluate Service Managers Quality Mgmt. Plan Customers/Feedback **Evaluate** 





All Staff
Protect Confidentiality Disclosure Avoidance
Executive Staff
Training
Product Owners
Disclosure Avoidance
Disclosure Avoidance





#### All Staff

#### Retain Records

#### **Executive Staff**

Training
Formatting
Inventory
Record Schedules

#### **Product Owners**

Procedures

Data Quality

Linkage Quality

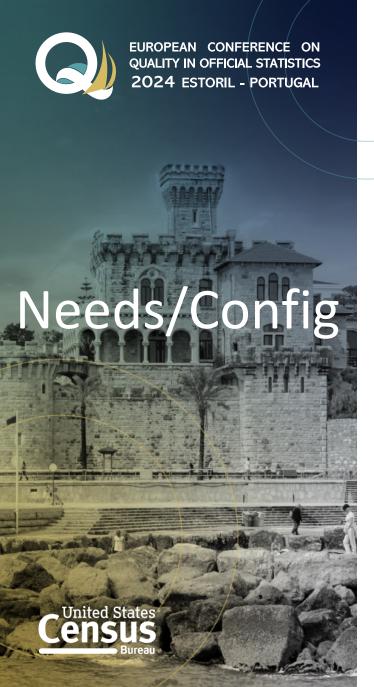
**Performance Metrics** 

Service Managers

Procedures

**Performance Metrics** 





Product Owners
Define Products
Requirements
Configure
Business Case

Service Managers
Define Products
Requirements
Business Case





# Product Owners Validate Data Source Get Authorization Establish Contracts Register Metadata Link Records

Service Managers
Design Process
Develop Process
Test Process
Train Staff
Get Authorization



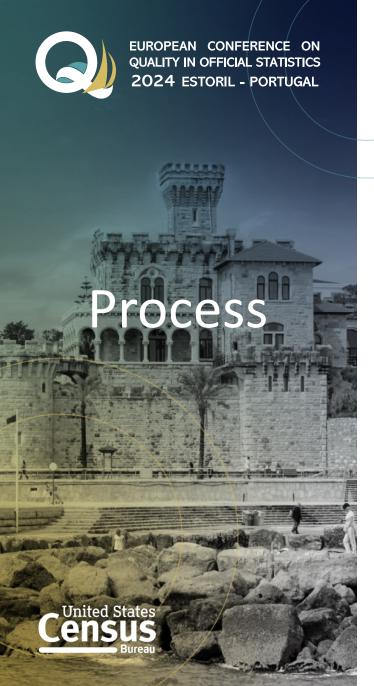




### Product Owners Project Mgmt.

Cognitive Manager
Pretest
Collection Manager
Collect Data
Work w/ Suppliers
Work w/ Data Integr.



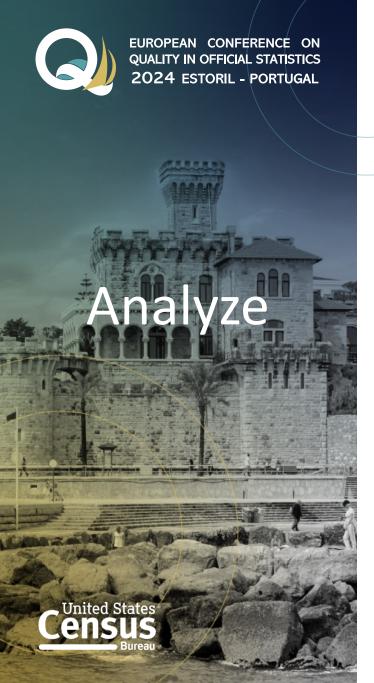


Product Owners
Project Mgmt.

SME Managers
Code / Derive
Edit / Impute
Aggregate / Finalize

Data Integr. Manager
Work w/ Collection
Sample / Weight
Frames Manager
Maintain Frames
Link Data





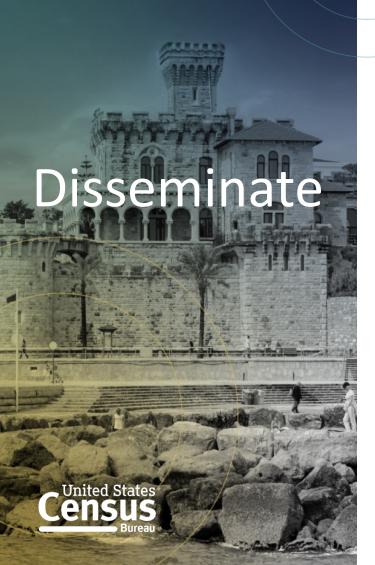
Product Owners
Project Mgmt.

SME Managers
Prepare Outputs
Conduct Reviews

Disclosure Manager
Disclosure Review







Product Owners
Project Mgmt.
Product Support

Dissemination Mgr.

Manage Release
Disseminate Products
Service Support
Open Census Mgr.
Disseminate Research



