

Session 40 - Special Session

Best Practices in Quality Management
in the Southern European Neighborhood Policy countries

Quality Approach Experience of Algeria

June 7th, 2024

KHAMER Soraya

Quality Unit/Technical Secretariat of the National Council of Statistics

khamer@ons.dz / soraya.khamer@gmail.com



EUROPEAN CONFERENCE ON
QUALITY IN OFFICIAL STATISTICS
2024 ESTORIL - PORTUGAL



الديوان الوطني للإحصائيات
Office National des Statistiques



INSTITUTO NACIONAL DE ESTATÍSTICA
STATISTICS PORTUGAL

eurostat 

The conference is partly
financed by the European Union



PRESENTATION OUTLINE

- I- Introduction.
- II- Principles for implementing our quality approach.
- III- Steps to implement our quality approach.
- IV- Work carried out by the Quality group.
- V- Conclusion.



I- Introduction

Quality management



Credibility of official statistics

Implement a Quality approach within ONS

Référence:

Manuels
Euro-méditerranéens

✓ Quality Assurance Framework

✓ Code of Practice

✓ Self Assessment Questionnaire

Under the responsibility of *the Directorate General*

Under the leadership of **the Technical Secretariat of the National Council of Statistics**



Coordinator of the Quality Unit



II- Principles for implementing our quality approach

 The importance given by the Directorate General of the ONS to the quality aspect.

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.

The development of the approach is carried out in a progressive manner and in several successive stages. 

 The capitalization of cooperative work with Eurostat on the principles of the European Quality Assurance Framework for Official Statistics.



III- Steps to implement our quality approach

- ✓ 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) for each structure.
- ✓ Establishment of a working group, to coordinate the work related to the implementation of the quality management system.

The group is composed of 10 statisticians/
computer scientists/administrators where all the
structures of the institution are involved.





III- Steps to implement our quality approach

- ✓ Provide training to the group on the Quality aspect and tools as well as other complementary training.
- ✓ Holding monthly meetings (apart from the holiday period).

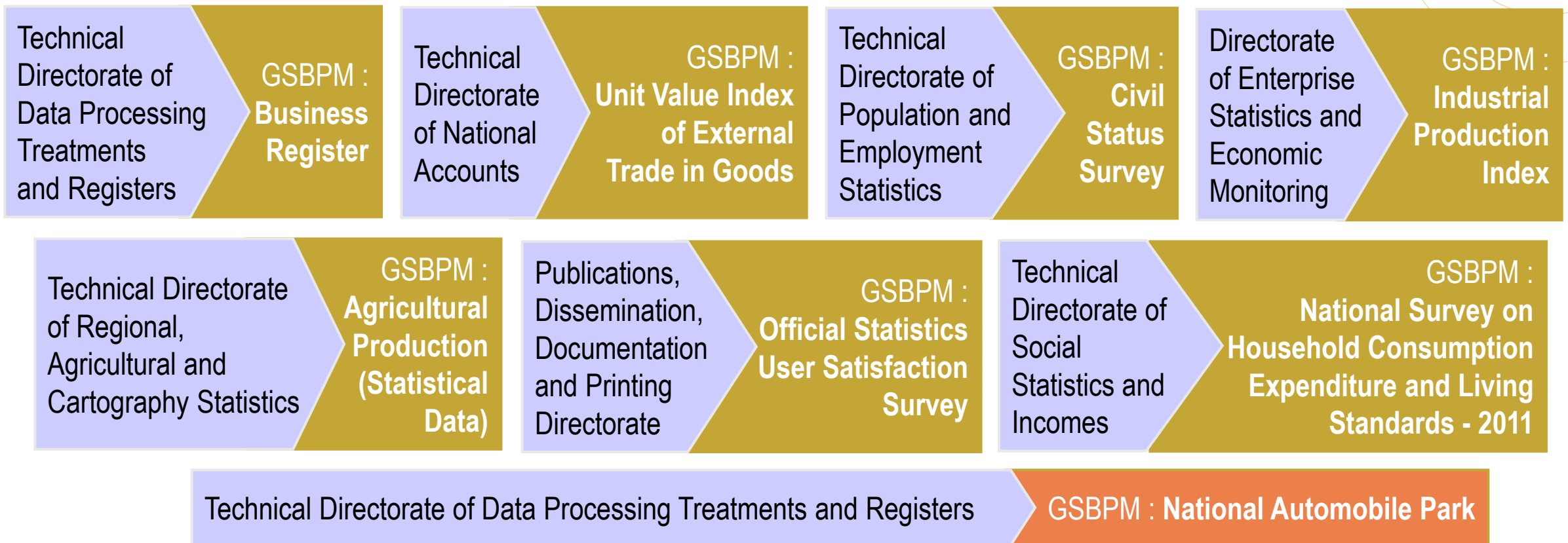
However, contacts are established on an ongoing basis to ensure and facilitate the workflow.

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.



IV- Work carried out by the Quality group

IV.1- The implementation of a mapping of the GSBPM





IV- Work carried out by the Quality group

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.



IV- Work carried out by the Quality group

Some problems that have been raised by the GSBPMs

- Business Register** → Lack of update sources and a difference in the standards and concepts adopted in the management of administrative files.
- Unit Value Index** → Number of problems related to the quality of the information transmitted by the customs services.
- Civil Status survey** → The problems related to the transmission of information from local authorities, and the problems related to data entry and regularity in the Regional Directorates of the ONS.
- Agricultural Production** → Some information is no longer transmitted and/or produced, such as data on agricultural equipment.
- Satisfaction survey** → A new challenge (ongoing survey).



IV- Work carried out by the Quality group

IV.2- Development of risk management plans

With the progress of the group's work → Development of risk management plans for the different operations.



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

- Increase the responsiveness of intervention and facilitate decision-making ,
- Improving the effectiveness of actions aimed at eliminating risk.



IV- Work carried out by the Quality group

IV.3- Development of GAMS0 for the ONS

A first draft of GAMS0-ONS was produced and presented by the “Quality” group.

The finalization of this latter, requires the involvement of the Directorate General to validate the first three areas of activity of GAMS0, namely:

- Strategy and direction ;
- Capacity management ;
- Support services.



IV- Work carried out by the Quality group

IV.4- Self-assessment exercise by structure

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.

- Preserve the strengths of the applications related to the different operations ;
- Improve the weaknesses by giving more importance to the quality issues of the statistics ;
- Awareness and implement the Cod in most of the Institution's structures.



V- Conclusion

It should be noted that :

In 2022, the ONS trained 12 focal points in various sectors : 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.

Thank you for your kind attention



EUROPEAN CONFERENCE ON
QUALITY IN OFFICIAL STATISTICS
2024 ESTORIL - PORTUGAL