



EUROPEAN CONFERENCE ON QUALITY IN OFFICIAL STATISTICS 2024 ESTORIL - PORTUGAL





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Implementing Process Mapping to support the Quality of Official Statistics – *experience from Ireland*

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Central Statistics Office - Ireland





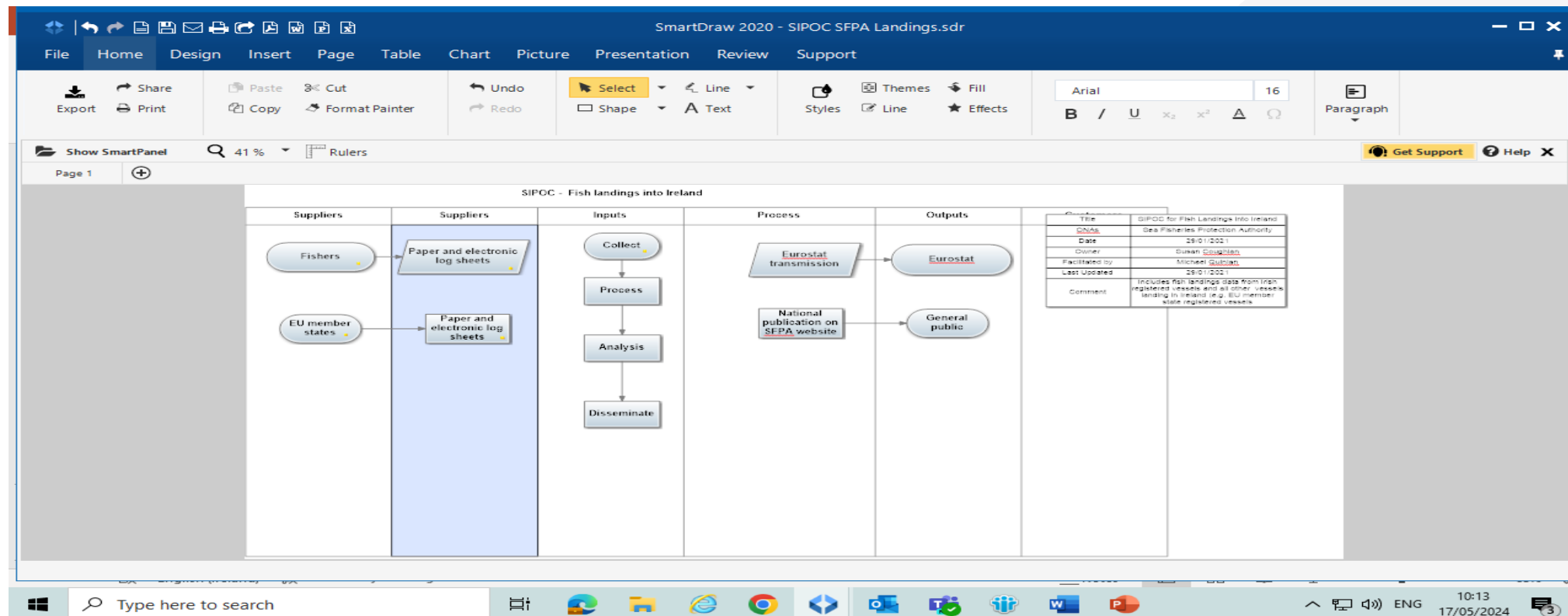
Why implement Process Mapping

- Embed knowledge of what we do/ how we work on process maps, *to support*
 - Repeated production of high-Quality Official Statistics (*Monthly, Quarterly, Annually etc.*) that can be
 1. Produced as efficiently as possible
 2. Continuously improved (move from paper to eQuestionnaires, remove any bottlenecks, use of new tech)
 3. Strengthen corporate agility, flexibility and risk management
 4. Support/ empower staff to document their expert knowledge for the benefit of all working at CSO, and beyond



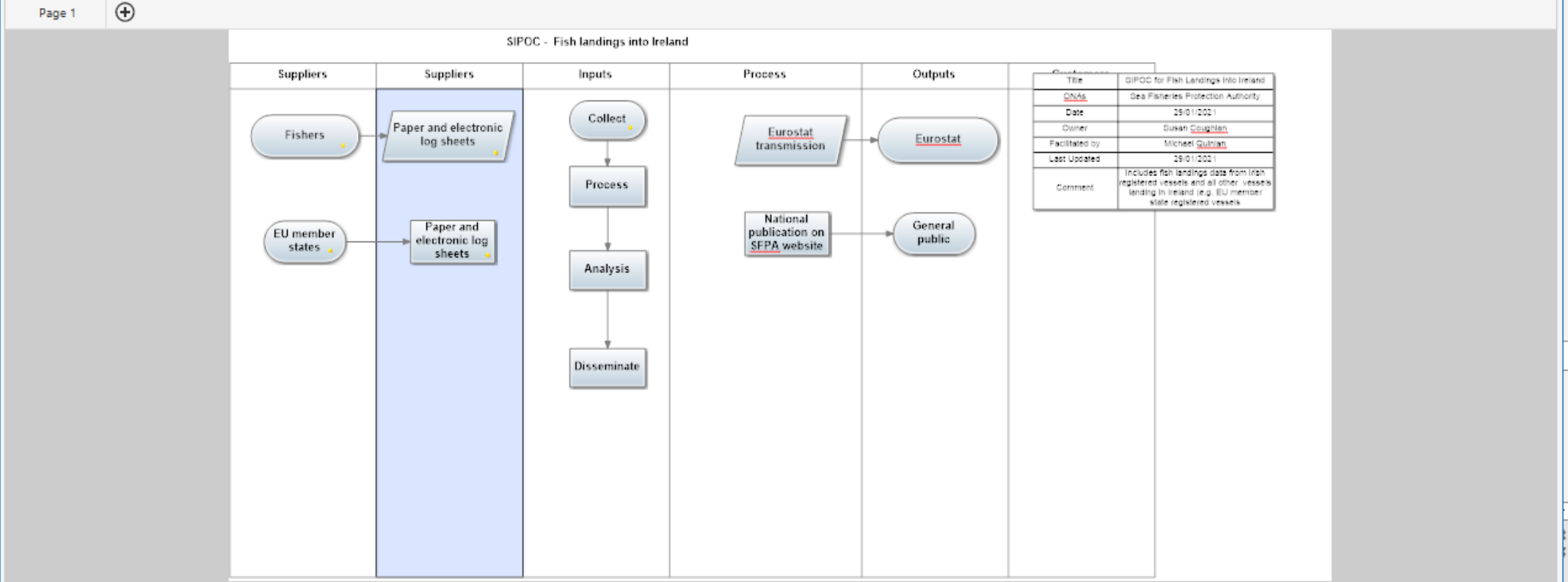


Example: High level Supplier Input Process Output Customer (SIPOC) map



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How to implement

- Thoroughly and practically to fit the needs of the organisation
 - Supporting infrastructure (Quality work division, wider Quality Management Framework (QMF)),
 - Supporting governance arrangements (senior management support, corporate policy)
- To support staff,
 - Make it easy for staff to detail their expert statistical knowledge
 - Expert facilitation, use of Teams, fast turnaround, little prep./ low burden,
 - Share all maps centrally on a corporate Q.I.S.
- Document all key processes involved in producing quality statistical outputs
 - regular as well as less regular processes – e.g., re-basing indices, seasonally adjusting time series





How to implement

- Keep maps regularly maintained
 - create a register of statistical outputs
- Align maps to the Generic Statistical Business Process Model (GSBM)
- Across the wider national statistical system – the Irish Statistical System
 - Key requirement for Irish Statistical System Code of Practice certification (ISSCoP)
 - Benefits to coordination and data stewardship



SmartDraw 2020 - SFPA Landings.sdr

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Page 1

The flowchart is titled 'SFPA Landings' and is organized into several main sections:

- Review and release:** This section includes a decision diamond 'Is this ready for review and release?'. If 'Yes', it leads to 'Review and release' (a process box). If 'No', it leads to 'Review and release' (a process box).
- Prepare and submit:** This section includes a process box 'Prepare and submit' and a decision diamond 'Is this ready for review and release?'. If 'Yes', it leads to 'Prepare and submit' (a process box). If 'No', it leads to 'Review and release' (a process box).
- Monitor the release of:** This section includes a process box 'Monitor the release of' and a decision diamond 'Are queries resolved?'. If 'Yes', it leads to 'Monitor the release of' (a process box). If 'No', it leads to 'Monitor and support' (a process box).
- Monitor and support:** This section includes a process box 'Monitor and support' and a decision diamond 'Are queries resolved?'. If 'Yes', it leads to 'Monitor and support' (a process box). If 'No', it leads to 'Monitor and support' (a process box).

There are two tables associated with the flowchart:

Item	Quantity	Unit	Value	Total
Item 1	10	kg	100	1000
Item 2	5	kg	200	1000
Item 3	2	kg	500	1000
Item 4	1	kg	1000	1000

Item	Quantity	Unit	Value	Total
Item 1	10	kg	100	1000
Item 2	5	kg	200	1000
Item 3	2	kg	500	1000
Item 4	1	kg	1000	1000





Benefits

- Embedding key knowledge in the organisation
- Supporting staff
 - when joining and/or changing roles, when training and learning
- Embedding use of international GSBPM framework as our corporate production model
- Increasing efficiencies and effectiveness
- Supporting continuous improvement/ active risk management
- **Optimising QUALITY of our official statistics**





Making maps available to all staff on CSO's Quality Information System (Q.I.S.)

National Accounts - LCU - CSO

qualityinformationsystem.cso.ie/processmaps/economicstatistics/nationalaccounts-integrationlargecasesunit/nationalaccounts-icu/

CSO Resources Gmail YouTube Maps Microsoft 365 Learn... Food Contract Rese... NSSO - NSSO Login to ePMDS

Resources Glossary of Acronyms

YOU ARE HERE: [HOME](#) / [PROCESS MAPS](#) / [ECONOMIC STATISTICS](#) / [NATIONAL ACCOUNTS - INTEGRATION & LARGE CASES UNIT](#) / NATIONAL ACCOUNTS - LCU

National Accounts - LCU

SIPPOC LCU Swimlane

GSBPM for LCU

Specify Needs	Design	Build	Collect	Process	Analyse	Disseminate	Evaluate
<p>1.1 Identify needs</p> <ul style="list-style-type: none"> Identify input/output changes 	<p>2.1 Design outputs</p>	<p>3.1 Build collection instrument</p> <ul style="list-style-type: none"> Build eq Update collector form 	<p>4.1 Create frame & sample</p> <ul style="list-style-type: none"> Create frame 	<p>5.1 Integrate data</p> <ul style="list-style-type: none"> Monthly revisions data integration Annual Data Management 	<p>6.1 Prepare draft outputs</p>	<p>7.1 Update output systems</p>	<p>8.1 Gather evaluation inputs</p> <ul style="list-style-type: none"> Internal relationship management External relationship management
<p>1.2 Consult & confirm needs</p> <ul style="list-style-type: none"> External relationship management Internal relationship management 	<p>2.2 Design variable descriptions</p>	<p>3.2 Build/enhance process components</p> <ul style="list-style-type: none"> update collector programs 	<p>4.2 Set up collection</p> <ul style="list-style-type: none"> Set up collection emails Set up reminders 	<p>5.2 Classify & code</p>	<p>6.2 Validate outputs</p> <ul style="list-style-type: none"> Quarterly/annual revisions 2.2 Quarterly/annual revisions - Trade data 	<p>7.2 Produce dissemination products</p>	<p>8.2 Conduct evaluation</p> <ul style="list-style-type: none"> LCU Relationship Management External relationship management
<p>1.3 Establish output objectives</p>	<p>2.3 Design collection</p>	<p>3.3 Build/enhance dissemination components</p>	<p>4.3 Run collection</p> <ul style="list-style-type: none"> Issue collection emails Monthly receipting Quarterly receipting Annual receipting MSI extraction Issue reminders 	<p>5.3 Review & validate</p> <ul style="list-style-type: none"> Reverse revisions Monthly revisions LCU revisions Quarterly/annual revisions y1 Quarterly/annual revisions y2 Create PROCOCOM file Annual data management 	<p>6.3 Interpret & explain results</p>	<p>7.3 Manage release of dissemination products</p>	<p>8.3 Agree an action plan</p> <ul style="list-style-type: none"> LCU Relationship Management External relationship management
<p>1.4 identify concepts</p>	<p>2.4 Design frame and sample</p> <ul style="list-style-type: none"> Review frame 	<p>3.4 Configure workflows</p>	<p>4.4 Finalise collection</p> <ul style="list-style-type: none"> Upload monthly data to EIMS Annual data management 	<p>5.4 Edit & impute</p> <ul style="list-style-type: none"> Monthly data management Quarterly data management Annual data management Create PROCOCOM file 	<p>6.4 Apply disclosure control</p>	<p>7.4 Promote dissemination products</p>	
<p>1.5 Check data availability</p>	<p>2.5 Design processing & analysis</p>	<p>3.5 Test production system</p> <ul style="list-style-type: none"> Test notification emails Test link 	<p>4.5 Derive new variables & units</p>	<p>5.5 Finalise outputs</p>	<p>6.5 Finalise outputs</p>	<p>7.5 Manage user support</p>	

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Future

- Maintain and grow benefits
- Continue roll-out to other national producers
- Roll out to cover corporate supporting services
 - map HR processes (e.g., field force management processes, recruitment), IT processes (e.g., development of eQs, dissemination supports)
- Document key changes
 - e.g., move from SAS to R





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Thank you.

Questions?



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STATISTICS PORTUGAL

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financed by the European Union



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