

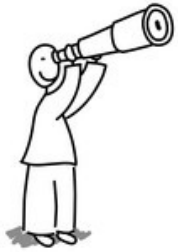


EUROPEAN CONFERENCE ON QUALITY IN OFFICIAL STATISTICS 2024 ESTORIL - PORTUGAL

**Develop and maintain Quality competences:
the role of networks of Quality experts in
the French Official Statistical Service**



Quality in the French Official Statistical Service



The national Quality policy:

« integrating quality into processes with the aim of securing processes and improving efficiency »



Which way to reach the policy ?

→ The national Quality strategy (2022-2027)

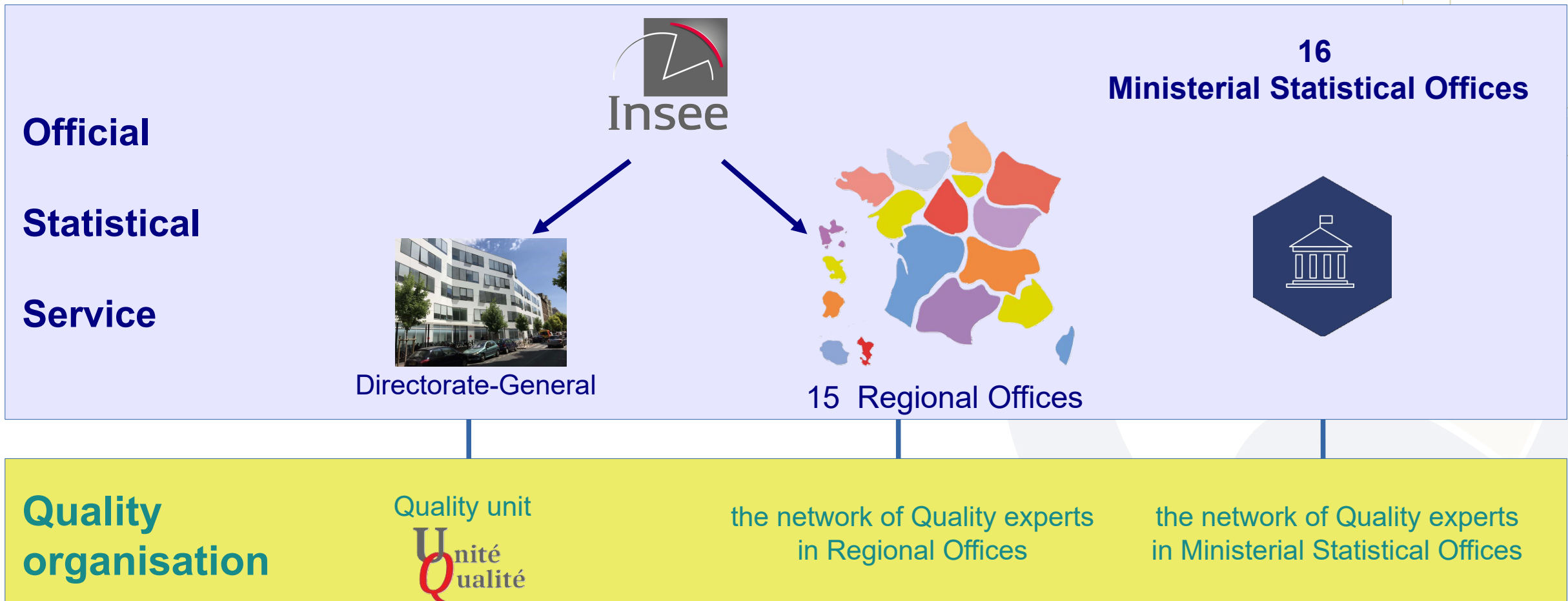


How to advance on the path ?

→ Mobilisation of all staff is needed



Official Statistical Service and Quality experts' networks





The role of the Quality unit with Quality networks' experts: training

A **training for trainers** on quality awareness in the Official Statistical Service including:

- basic knowledge about quality
- keys to organise a training in each entity

An **advanced cycle**:

- tools and methods about quality

An **e-learning** about quality:

- the « Qualiquiz »





The role of the Quality unit with Quality networks' experts: supporting

Which support ?

- support on request for specific needs
- organisation of regular remote meetings and in-person seminars
- information about quality on INSEE's intranet

Why supporting ?

- standardising some procedures
- creating synergies
- promoting the national Quality strategy





The role of Quality networks' experts with all staff: promoting “Quality culture for all”

The Quality experts of networks disseminate a **Quality culture**
in their entity

To **all staff**, they organise:

- internal communication actions
- trainings on quality awareness

To **managers**, they can organise:

- training sessions on quality methods and tools





The role of Quality networks' experts with all staff: the construction of a local Quality strategy

Managers maintain their skills by building a local Quality strategy:

- establish a clear diagnosis of their service's situation
- propose Quality actions that strengthen the compliance with the CoP

Quality experts of networks:

- support the managers if necessary
- check the consistency of the local strategy with the national Quality strategy





The role of Quality networks' experts with all staff: participating in Quality actions

All teams maintain their skills by participating in **Quality actions**

The more teams are aware of quality, the easier it is for them
to stay in the circle of continuous improvement

Quality experts of networks:

- support the teams if necessary
- are in charge of some actions





Conclusion

Quality experts of networks:

- a snowball effect in all the Official Statistical Service

Let's continue our efforts:

- Even more **communication**
- Even more **flexibility** in methods





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Thank you for your attention

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