

Q2014 Quality Conference course

Theme of the Course/workshop: Quality in official statistics - a culture of assessment

Programme

Time slot	Topic
09:30 - 09:45	Introduction and objectives of course
Morning session	Quality assessment at Institutional Level
09:45 - 11:00	The Quality Framework of the ESS, present situation: <ul style="list-style-type: none">- The European Statistics Code of Practice- The ESS Quality Assurance Framework- Assessment and review activities at institutional level (self-assessment; auditing; peer reviews)
11:00 - 11:30	<i>Coffee break</i>
11:30 - 12:15	Working groups
12:15 - 13:00	Sharing of Group work - Conclusions / future challenges
13:00 - 14:00	<i>Lunch Break</i>
Afternoon session	Quality assessment at Product/survey level
14:00 - 15:45	Product and process quality: <ul style="list-style-type: none">- Quality concepts- Process description - The GSBPM and the GSIM standards for conceptualization- Assessing and reporting product quality - Metadata and Quality indicators- self-assessment; auditing at product/survey level- User satisfaction surveys
15:45 - 16:15	<i>Coffee break</i>
16:15 - 17:00	Working groups
17:00 - 17:30	Sharing of Group work - Conclusions / future challenges
17:30 - 17:45	Wrap discussion and conclusions on Challenges for the ESS on implementing a culture of assessment

Description and objectives of the course:

Objectives

The objective of the course/workshop is to focus on the present situation concerning *Quality in Official Statistics* in the ESS, in particular concerning the assessment and review activities, both at institutional (morning session) and at product/survey levels (afternoon session), assuming that the current practices in Statistical Agencies are promoting a culture of assessment.

Participants profile

The Course is intended to be oriented to participants having already some experience in quality management and who want to look for more practical guidance in applying tools for assessment by sharing experiences with other participants and facilitators. In these cases the presentations are mainly aimed at summarizing the state of the art and setting common background for discussion. Participants would be requested to share case studies and practical experiences.

Overall description and approach

The tools that enable assessment and review activities will be described, as well as the related quality concepts namely, the ESS Code of Practice and the ESS Quality Assurance Framework, that comprise the ESS Quality Framework. The international frameworks that support Quality Management, such as the EFQM model and the ISO 9000 family Norms, will be briefly explained.

Attention will also be addressed to the present situation concerning product and process quality, highlighting the recent developments of process description, such as the GSBPM – Generic Statistical Business Process Model and GSIM – Generic Statistical Information Model.

Participants will be invited to share their experiences in both sessions, discussing how effective these tools are in practice. Facilitators will promote this exercise, identifying pros and cons and, above all, identifying the challenges for further develop a culture of assessment and proposing future activities and challenges at national/supranational level.

Facilitators:

Marina Signore (Istat): Marina Signore is Director of Research and Chief Division "Metadata, Quality and R&D Projects" at Istat. She was a member of high level groups such as UN Expert Group on National Quality Assurance Frameworks (2010 -2012); EU Sponsorship on Quality (2009-2011) and EU LEG on Quality (1999-2001). She has been project leader of several Eurostat Grant Agreements also within the framework of the European Statistical Training Program.

Maria João Zilhão (INE - Statistics Portugal): Maria João Zilhão is Director of the Planning, Control and Quality Unit at INE. She has been involved in Quality Management at the ESS since 1999, as member of several groups such as the LEG on Quality Group, the Sponsorship on Quality, having participated in the preparation of European quality tools such as the ESS QAF. She has been a trainer in the field of quality in statistics at ESS level since 2001, and has also experience in international cooperation in the area of systematic quality management.