

How to cope with all those rules

Douwe Kuurstra



Statistics
Netherlands

Topics

- Rules ...
- Check
- The challenge
- New approach

Rules, rules and rules

IMF DQAF, StatLaw, Code of Practice, ESS Quality Assurance framework, EU Data protection regulation, Statistics Netherlands Act, Personal Data Protection Act, Public Service Data Security Regulations, Business architecture, Classification guidelines, Coding rules, Method Series, Publication regulations, Data collection policy, ...

⇒ How do we cope?

At this moment all these rules are in our Quality Guidelines and tested by self-assessments and audits

Check

Evaluation audit program:

- Costly, widely accepted, long completion time.

New Director General:

- Can we prove to the public we are in control?
- + Dutch government prescribes ISO 27001
- => external certification.

Peer review:

- the production of statistics Netherlands is compliant with the CoP
- employees should know about quality management
- consider adoption of recognised quality assurance/certification systems.

The challenge

- Quality Guidelines = 200 pages
- Self assessments = 37 pages ('bureaucracy')
- Audits = punishment
- +
- ISO 27001/2
- Privacy proof
- ISO 9001

'How to' = $f(\text{culture})$

The Hague 1 January



Reward



Statistics
Netherlands

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New approach

So our culture is:

- We act when we understand the reason
= 'there is a reward'
- And when we act we really go for it



The reasons

Trust

Privacy proof + ISO 27001

Quality

ISO 9001

= learn more from mistakes

Value

ISO 9001

= talk more with cutomers (users needs)

The reward



Besides that: a new self-assessment

- Short questionnaire
- Simple yes/no questions
- Start question: have there been change's in your production process?

And a new form of internal audits

In theory every process every year
(= 400 audits every year)

So in practice:

=> joining statistics in clusters

=> a selection of the themes,

selection = $\frac{1}{3}$ random + $\frac{1}{3}$ general interest + $\frac{1}{3}$ specific

We do not control but ask to prove that they are in control

My view

How to cope with all those rules

Douwe Kuurstra
Max Booleman

-5

-4

+2

+2

project number Quality management w
25 April
summary International
Netherlands is a continuing challenge. Until recent
Quality guidelines and worked directly with those guidelines, for instance as an
framework assessment questionnaire. The peer review
Review to ensure that Statistics Netherlands, and by extension the production
responsible statistics in the Netherlands, is very highly and uniformly compliant with all
principles. But we are moving on; we want more external proof to show our
commitment with quality of process and product, privacy and security (ISO 27001).
Employees of Statistics Netherlands are reliable professionals and every employee of our
office is responsible for the quality of his own product. But their main task is to produce
statistics, not to understand all those rules mentioned before. Therefore we, the people
of the quality department, have the task to guide and inform them, to translate existing
not only from English to Dutch, but also from theory to practice. That's to our opinion
to make them involved: to make them real owners of quality. That's our goal.