

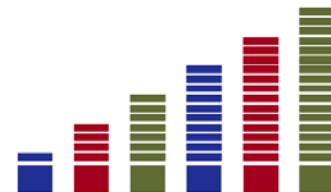
Reforming Information Quality Assurance at the National Institute of Statistics and Geography in Mexico

Session 5 – Quality Management and
Governance

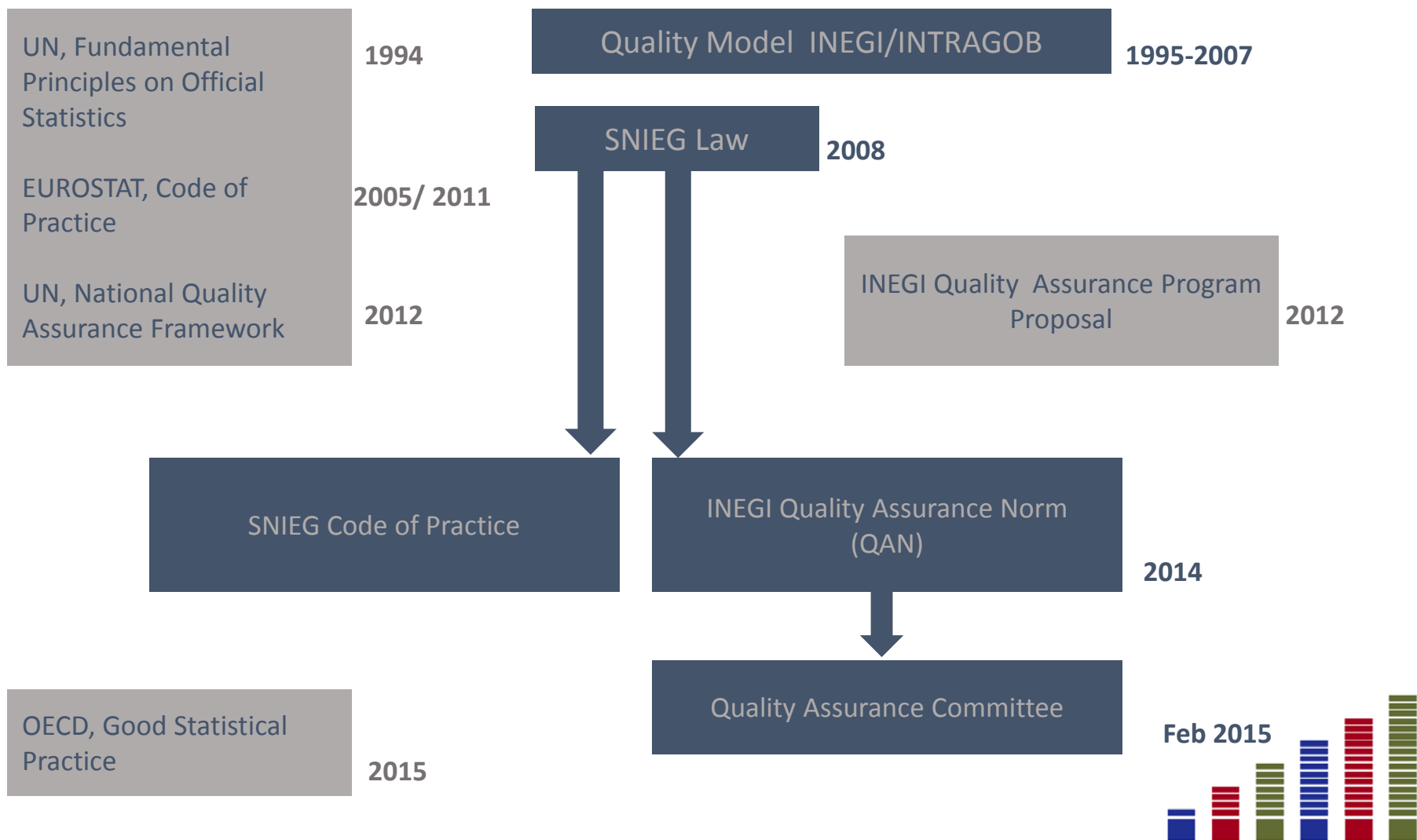
Gloria M. Rubio Soto and Nuria Torroja Mateu

Content

- I. Background
- II. INEGI Quality Assurance Framework
- III. Setting Priorities for Quality Assurance
- IV. Moving forward



Background



Organizational structure

Board of Directors

- Overseeing the Annual Quality Plan results

Chairperson – INEGI President
(Vice Chairperson – Board member)

- Defining the quality assurance policy and quality management system

Secretary – Compilation, Analysis and
Research General Director

- Reviewing, analyzing and approving the Annual Quality Plan

Members – Central Units General Directors

- Approving quality assurance guidelines
- Coordinating quality assessment, through reports, evaluations and indicators

Advisors – Chief Internal Auditor and Legal
Affairs Deputy Director General

- Promoting a quality assurance culture, through technical advice and training

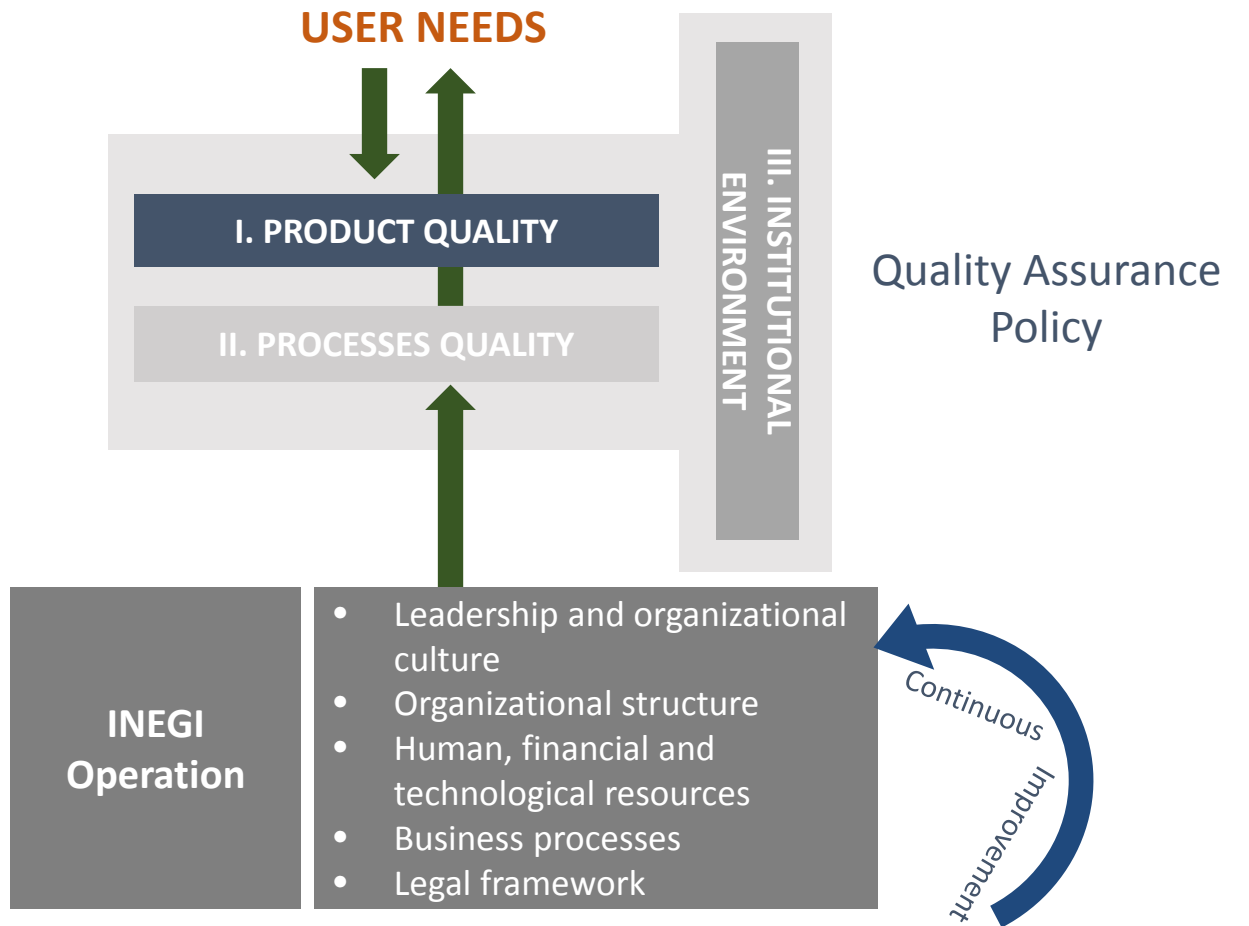
INEGI Units

- Implementing processes and control mechanisms for quality assurance

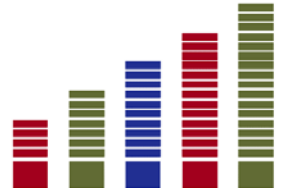
QUALITY ASSURANCE COMMITTEE



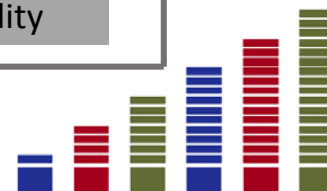
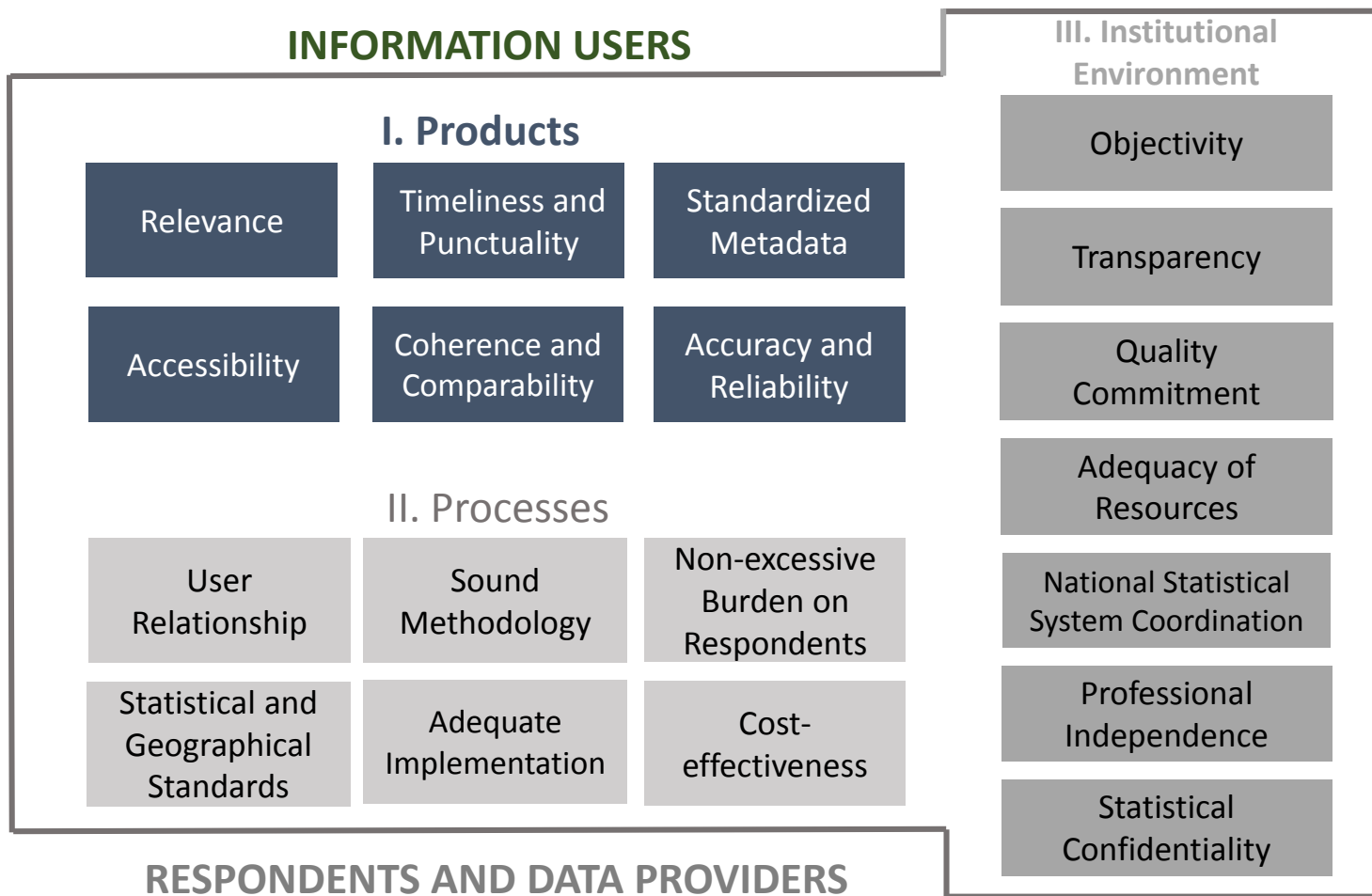
INEGI Quality Assurance Framework



Quality Management System

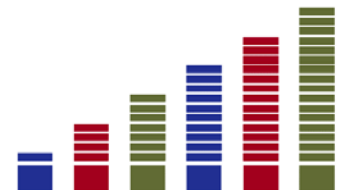
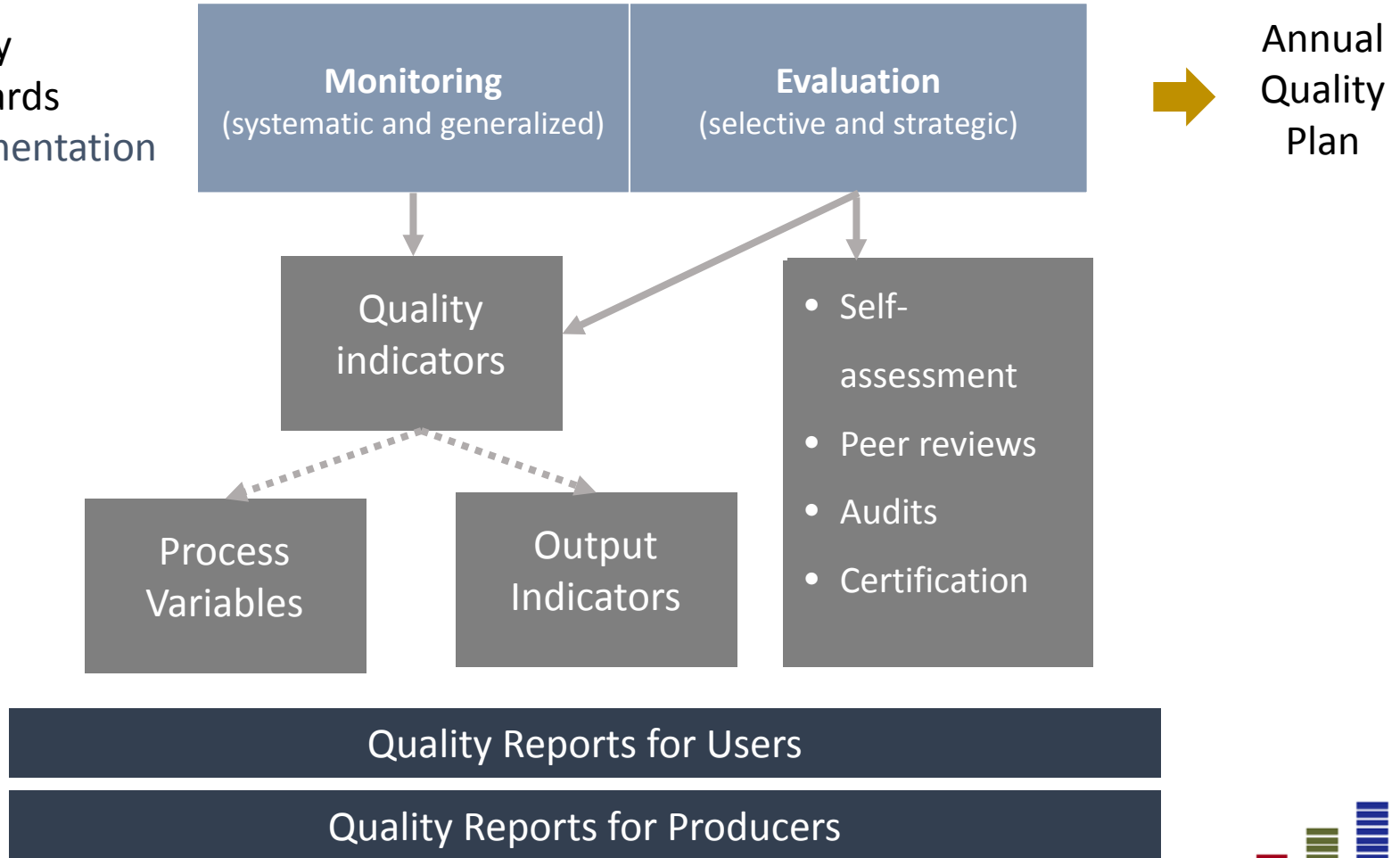


INEGI Quality Principles



Quality Management System: Check

- Quality Standards
- Documentation



Setting priorities

- Tailor-made self-assessment tools following the UN National Quality Assurance Framework were applied across INEGI
 - Program-level diagnostic matrix for information production
 - Questionnaires for information dissemination and statistical system coordination
- **Quality Assurance Plan 2015-2016** specifies objectives, strategies and priority actions for achieving quality assurance medium-term goals
 - Two main objectives:
 - I. Implementing INEGI Quality Policy
 - II. Developing a quality management system
 - Priority actions stemmed from areas for improvement identified through self-assessment
 - INEGI units selected program-level actions
 - Committee Secretariat proposed cross-cutting actions based on the pooled analysis of self-assessment results



Moving forward

- QAN initial implementation phase focused on defining INEGI quality assurance framework and planning next steps
- Quality policy systematic application and regular quality assessment are now at the center
- Some of the lessons learned for the next phase are:
 1. Strong leadership is fundamental
 2. Awareness campaign and targeted training activities are also critical
 3. Quality assessment should be considered as part of a broader monitoring and evaluation strategy
 4. Improvement actions may be more efficiently identified, implemented and verified when a generic statistical business process model is in place

