



## QUALITY ASSESSMENT OF STATISTICS IN EUSTAT

Session: 7-Quality Indicators

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## Overview of the presentation

### The assessment background:

- The concern for quality in Eustat
- The EFQM model
- The process map
- The statistical production process
- The assessment phase and the improvements

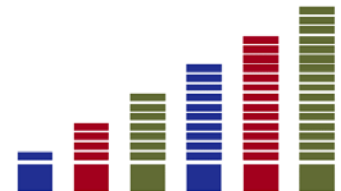
### Testing the assessment

### The tools for the assessment

### The practice of the assessment in Eustat

### Weaknesses of the assessment

### Prospects of the assessment

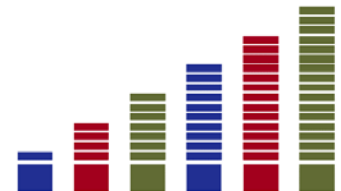


## **Background:** The concern for quality in Eustat

Eustat has performed two self-assessments in 2006 and 2010 based on the European evaluation model of the European Foundation for Quality Management (EFQM)

These assessments wanted to know the strong points and the weaknesses of Eustat's activity

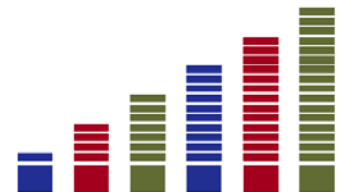
The result of this is that Eustat is changing from a structure based on specialized areas to a process-based working, in statistical production.



## Background: The EFQM model

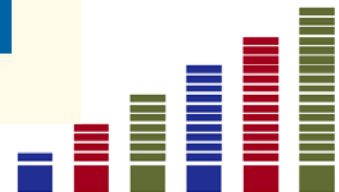
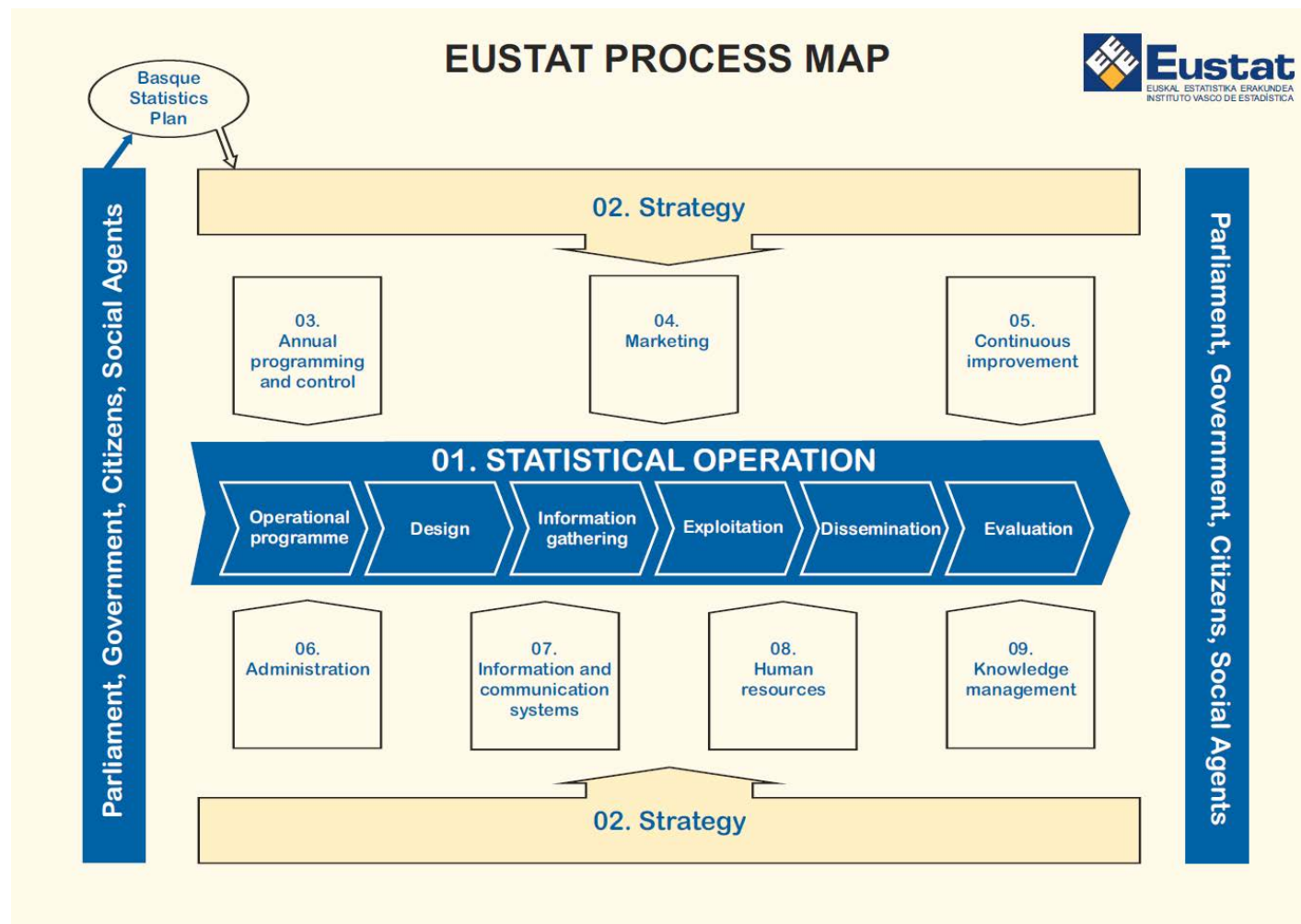
It's a quality management model for organizations based on a scheme of processes and procedures which is used to guarantee that the organization does all the tasks needed to comply with its objectives, and **checks the** objectives with results

So the application of the EFQM model leads to a process map of the organization



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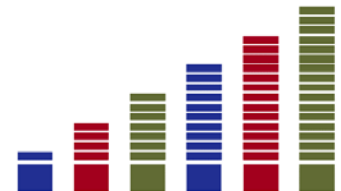
Background:



Background: The process map

**Continuous improvement.** The aim is the development of activities that lead to the quality improvement of Eustat, in any of its processes: setting-up teams for improvement, data analysis, proposals for action, development and monitoring of the improvement plan.

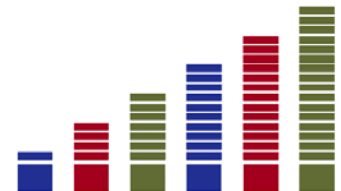
**Knowledge management.** The aim is the capture of new knowledge, normalization and documentation and its use by Eustat personnel with the aim of improving the quality of statistical activity and of being leaders in the sector.



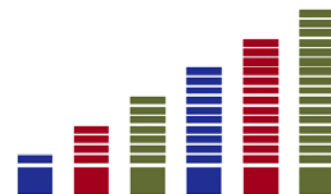
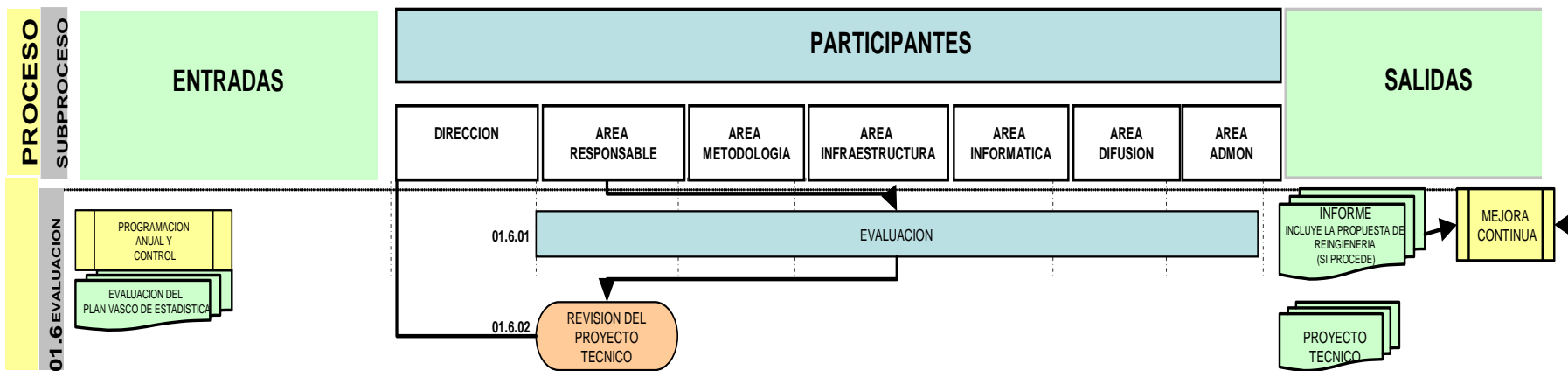
Background: The statistical production process

The statistical process is the set of activities leading to the production of statistical information in order to respond to the needs of the Basque society as established in the Basque Statistics Plan.

Amongst other aspects it is especially worth mentioning the critical activities: allocation of human and financial resources, questionnaire design, computer programming, data collection, weighting and calibration, data analysis, dissemination of the data and quality assessment



## Background: The assessment phase and the improvements



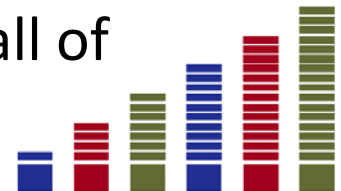


Background: The assessment phase and the improvements

Statistical production is conceived as the task of a team, formed by a variable number of persons from different departments of Eustat and headed by the team manager

Inside this process, assessment is a reflection on the statistic quality made by the survey team. It is a self-assessment not an external control.

Assessment does not intend to mark the statistics or to classify them in any kind of ranking, but to improve all of them.

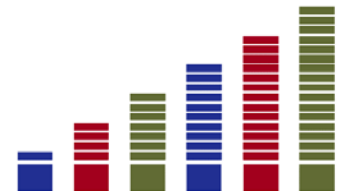


## Testing the assessment

In 2012 Eustat made an effort to introduce the assessment phase in the statistical production process

Eurostat's DESAP (Development of a Self-Assessment Programme) questionnaire was chosen as the main tool and was translated (from English) to Spanish along with the glossary

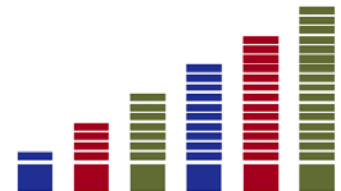
Survey on Budget and Financing of Private Education was selected for the pilot study due to its need for updating



## Testing the assessment

The assessment was assigned to the survey team, enlarged with persons from all Eustat's Departments –Methodology, Information systems and Dissemination- and the head of the Socio-demographic department and the vice-director for Statistical Production and Analysis

The aim was to assess the survey quality and improve it for the new edition and to DESIGN A GENERAL FRAMEWORK FOR THE EVALUATION FOR ALL STATISTICS



## Tools for the assessment

Eurostat's DESAP questionnaire was revised after using and discussing it but kept as it was, without new items or sections

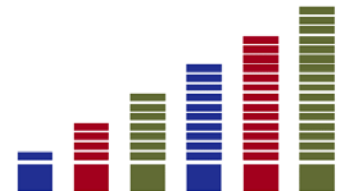
The assessment protocol was developed to answer questions on who, how, when, where to assess statistics

**Who:** the survey team and, above all, the head of it

**How:** by using the DESAP questionnaire in an “open mind” way

**When:** every 5 years at least and yearly follow-up

**Where:** a special folder for survey and a general folder for Eustat with the assessment reports only

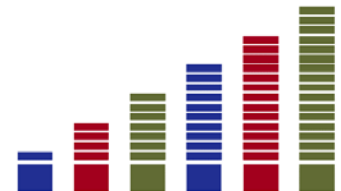


## Tools for the assessment

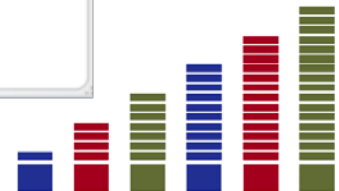
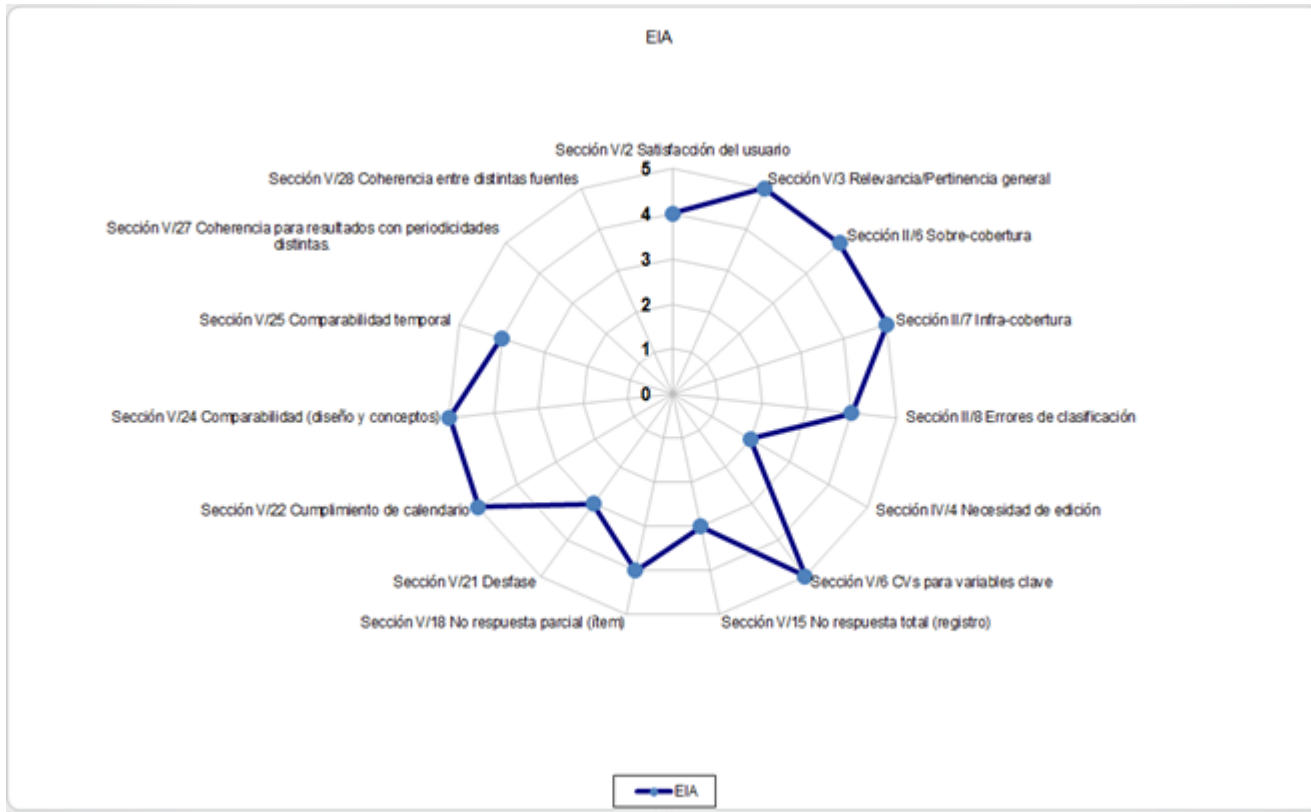
An assessment report was designed to save the results in a standardized way

It includes:

- a part on each section of the DESAP questionnaire
- a graphic on main quality dimensions as a summary
- a final section to spread out improvements along a 5-years period if needed
- the head of the department has to decided on who is charged of improvements



## Tools for the assessment



## Practice of the assessment

In the first step of the introduction of the assessment

- Workshops and presentations to the staff were organized to extend the assessment procedure
- 10 statistics from different Departments of Eustat and of different types were chosen
- DESAP questionnaire in Excel 2003 was used
- Assessment reports were prepared
- Reports on suggestions and ideas were asked to every survey team head and to representatives of horizontal departments (Infrastructure, Dissemination, Methodology, Information Systems)



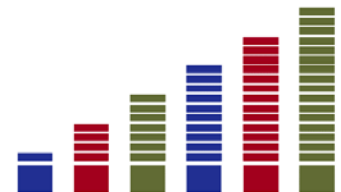
## Practice of the assessment

In the second step, all (other) statistics were due to assess, but persons in charge of several were allowed to select one or to make a group of them

Workshops to discuss suggestions and ideas reported

Most of the detected problems were fixed but some remain

Due to changes in Excel version, a special server was prepared for the assessment work





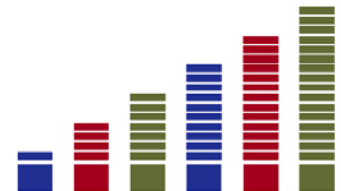
## Practice of the assessment

A short version of the DESAP questionnaire was designed containing only the main dimensions of quality

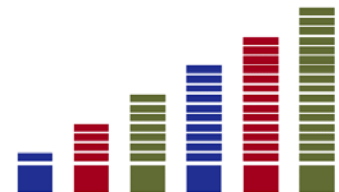
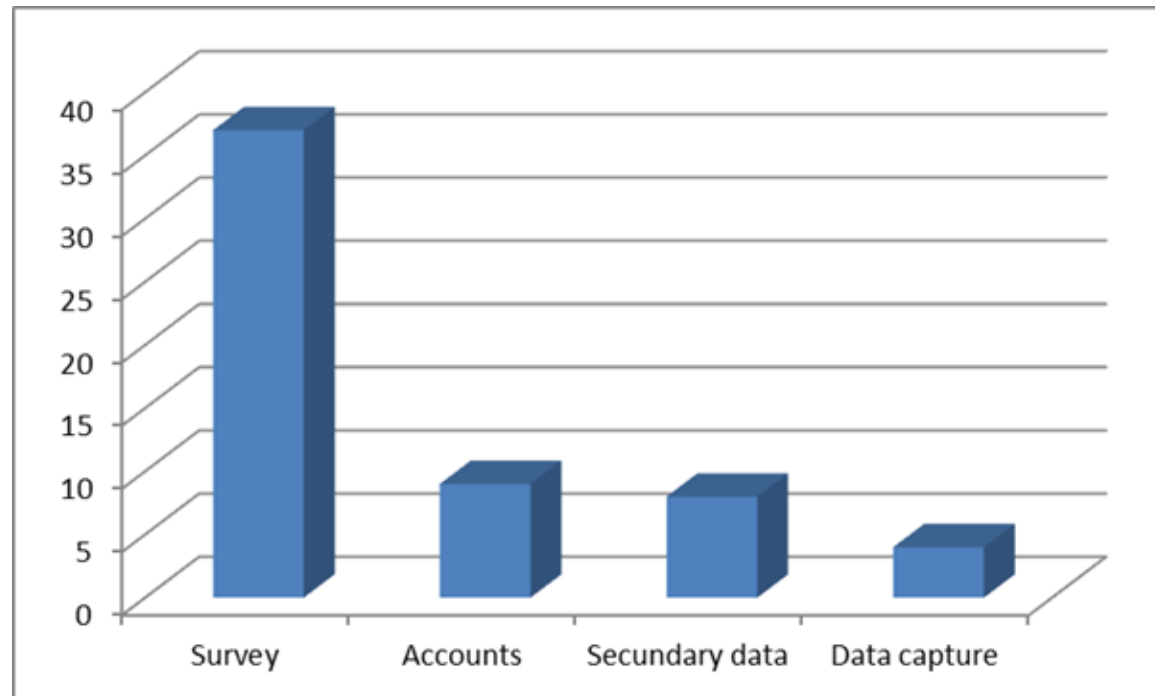
An adapted version of the assessment report was prepared

The ideas behind:

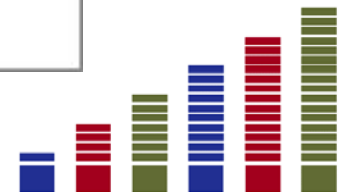
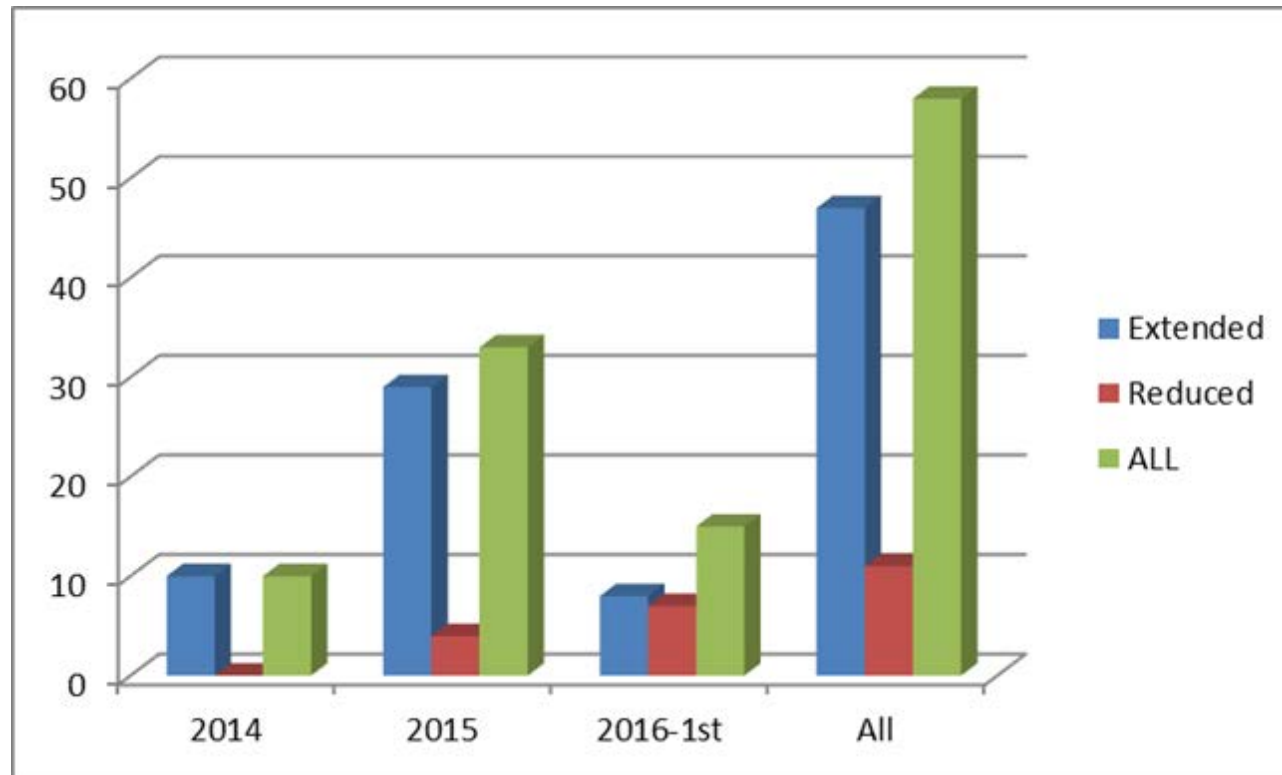
- To ease the assessment and reduce time spent
- To skip from assessment to improvement
- To monitor the introduction of changes and evaluate the results
- Without thinking on new improvements



## Practice of the assessment: 1. By type of statistics



## Practice of the assessment: 2. By year and method

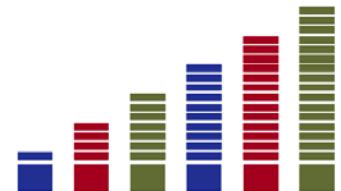


## Weaknesses of the assessment

There are still some remaining questions about DESAP: new items on specific methodologies? What about budget and resources?

About the glossary: how to share the names of the tasks which form the core of the statistical work (validation, imputation, edition, data analysis)

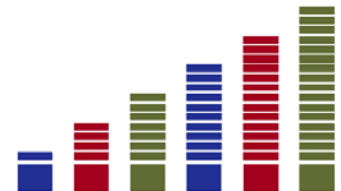
About the teams: how to build them, difficulties to associate persons from horizontal areas to them



## Weaknesses of the assessment

About the heads of the teams: how to get them involved in quality assessment? How to avoid making assessment a new bureaucratic task?

About the head of the department: what has to be their role in assessment? Just read the report and decide on who has to make the changes?



## Prospects of the assessment

The Basque language version has to be prepared once the final questionnaire is ready

To prepare a web questionnaire and an associated data base, along with an application which may facilitate the writing of the assessment report and draw the quality chart.

The extension of the assessment to other Basque producers taking into account that Eustat has methodological duties towards them

