

Q2016 Quality Conference course

Theme of the Course/Workshop: Quality management in statistics a path for implementation

Facilitators: Marina Signore, Istat, Italy Maria João Zilhão, Statistics Portugal (INE)

Programme

Time slot	Topic
09:30 – 09:45	Introduction and objectives of the course Presentation of the lecturers and participants
Morning session	The implementation path of Quality Management
09:45 – 11:00	1. The Deming's cycle (PDCA) – How important it still is! 2. Key steps of the implementation path 3. The role of Quality Management frameworks: ISO 9001:2015 and ISO 20252; The EFQM excellence Model; The CAF Model for public administrations; The European Statistics framework -the Code of Practice and the Quality Assurance Framework 4. Focusing on Process orientation: how to document and assess the business process alongside with international standards such as GSBMP and suggested quality indicators
11:00 – 11:30	Coffee-Break
11:30 – 12:15	Working groups -Case studies: Implementing the path!
12:15 – 13:00	Sharing of Group work – Conclusions/challenges
13:00 – 14:00	Lunch Break
Afternoon session	Keeping up the path in implementing Quality Management
14:00 – 15:30	5. Systematic work and continuous improvement – difficulties and opportunities 6. Key elements and challenges in the ESS: 6.1. International standards supporting modernization (GSBPM, GSIM and GAMS0) 6.2. Assessment activities: approaches for auditing and self assessment – advantages for continuous improvement 6.3. The user perspective: Quality reporting (ESS standards) and users' needs and satisfaction (CSS)
15:30 – 16:00	Coffee-Break
16:00 – 16:30	Working groups -Case studies: Keeping up the path!
16:30 – 17:15	Sharing of Group work – Conclusions/challenges
17:15 – 17:30	Wrap discussion and conclusions on the implementation path of Systematic Quality Management

Description and objectives of the course

Objectives

The objective of the course/workshop is to focus on the key factors in order to implement in practice Quality Management in Statistical Organizations, particularly in what concerns the challenges of keeping up the path of such processes, taking into account the changing and complex environment that statistical organizations are working in.

Participants' profile

The Course is addressed to participants dealing with quality management issues in the context of official statistics, e.g. in National Statistical Institutes, in other public administrations producing official statistics, in International Organisations; and to those willing to look for practical guidance in applying quality tools.

Overall description and approach

The presentations are aimed at summarizing key important factors/activities in implementing and keeping up quality management in a systematic way, thus setting a common background for discussion and sharing of experiences amongst participants.

As such during the Course, participants will have the opportunity to discuss some success factors, challenges and potential problems that might arise in implementing Quality Management approaches, having in mind the wellknown PDCA Deming's cycle... Presentations and group works will address practical implementation issues in different situations or environments, such as:

- a) Introducing a Quality Management approach in a Statistical Organization starting from the scratch, or having some activities already in place; b) The challenges of keeping up the path and continuing the improvement of a Systematic Quality Management approach .

Special attention will be paid to important issues as process documentation, description and indicators; and statistical assessments, highlighting the recent developments of related tools at European and International level. The approach of the Course will also have as background International and European Frameworks/models (ISO Standards; CAF, ...) already in use in some statistical organizations, as well as the ESS Code of Practice and the ESS Quality Assurance Framework, that comprise the ESS Quality Framework.

Two moments of working groups will be organized, allowing participants to discuss how effective quality tools are in practice, and the pros and cons of their implementation, by means of case studies per group. Facilitators will promote this exercise, identifying the challenges and the possible ways to go forward in implementing and keeping up the path of Quality management in statistical organizations.

Facilitators:

Marina Signore -Director of Research and Chief Division "Metadata, Quality and R&D Projects" at Istat.

She has a long experience in quality issues and participated to high level groups such as UN Expert Group on National Quality Assurance Frameworks (2010 -2012), EU Sponsorship on Quality (2009-2011) and LEG on Quality (1999-2001). As a member of the UNECE Modernisation Committee on Standards, she is involved in the governance and improvement of international standards such as GSBPM. She was project leader of EU grants for cooperation and training programs.

Maria João Zilhão -Director of the Planning, Control and Quality Unit at Statistics Portugal (INE).

She has been involved in Quality Management at the ESS since 1999, as member of several groups having participated in the LEG on Quality Group, the Sponsorship on Quality. She has also been involved 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.

Joint experiences -The two facilitators have been working together in international groups since 1999 and have experienced common international training experiences, such as:

-ESTP (European Statistical Training Programme) – Quality management and survey quality measurement – Advanced course;

-Quality in official statistics – A culture of assessment, Vienna, 2 June 2014, training course offered in the occasion of the European Conference on Quality in Official Statistics – Q2014.