Quality within ONS – providing a framework for statistical producers and assurance for our users

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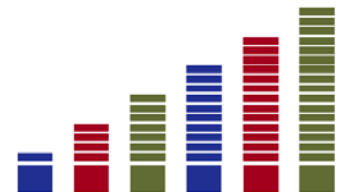
Madrid, May 31 - June 3

Why do we need a framework?

- The ONS Quality Management Strategy(QMS) is the framework which sets out how we carry out quality management as an organisation

- It sets out what activities we have in place to ensure the quality of the products/services we provide

- It supports the requirements of the UK Code of Practice

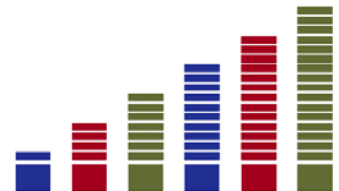- It provides assurance to users of our statistics
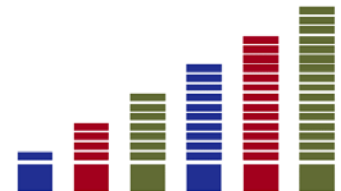
Why has it changed?

- The previous QMS covered the period until March 2015 so was due for an update

- It no longer reflected the activities that were taking place

- It focussed on working towards goals and didn't fully reflect what we were doing on a day-to-day basis

What has changed?

- The new ONS QMS has been modernised and shortened
- We've worked to make a clearer connection to day-to-day activities
- We've streamlined corporate quality initiatives for statistical outputs
- We've set out what we are doing now and what we aim to do in the future
- It will be regularly reviewed and owned by the Business Group – a senior committee in our organisation.
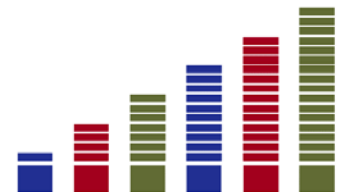
ONS Quality Management Strategy

Sets out:
- Commitment to quality
- Organisational approach to quality: governance & leadership, capability, environment, co-ordination, communication
- Quality initiatives (assurance, control, reporting and improvement)
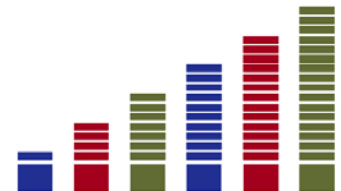- Goals

Supported by:
- Statistical quality framework
- Divisional quality frameworks

# Commitment to quality

Further develop a culture of quality to ensure that we:

- Produce statistical outputs that meet user needs to a level of quality that is fit-for-purpose

- Explain the quality of our statistics to our users by providing up-to-date metadata

- Improve the quality of our statistical outputs and processes through standardisation, continuous improvement and quality reviews

Quality goals

1. Continue to embed a culture where quality is seen as everyone's responsibility

2. Improve how we communicate quality to users

3. Further harmonise and standardise statistical processes and outputs where appropriate
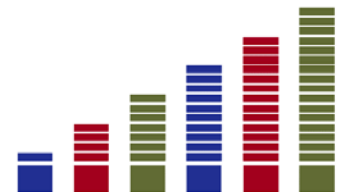
Statistical quality framework

- Developed to show corporate quality initiatives managed by Quality Centre

- Identifies quality assurance, control, improvement and reporting requirements for statistical outputs

- Sets out initiatives clearly – why we do them, what they are, who they are for, when they are done
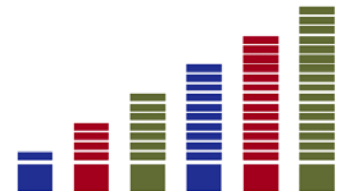
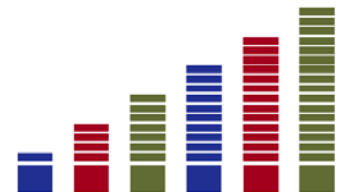|		Regular Quality Reviews		Quality Assurance checklists	Quality Reporting		National Statistics Quality Reviews
		Methods Review Meeting	DD walkthrough		QMI	Dynamic quality information	
Why?	Why is it conducted?	To ensure methods are reviewed, suitable and robust	To ensure QA procedures are reviewed, suitable and robust	To ensure QA checks are followed and to raise issues early	To provide users with quality information to inform their use of statistics	To provide users with quality information specific to a release	To ensure ONS methods are fit for purpose
What?	What is it?	A face-to-face meeting with a methodologist	A meeting between output managers and DDs	A list of quality assurance checks with identified owners	A report	Information on quality included in the statistical bulletin	In-depth methodological review
	What does it cover?	A review of methods which leads to bespoke recommendations	A review of QA checks, which leads to DD sign off	All QA checks carried out in preparation for publication	A description of methods in relation to quality dimensions	The quality information that changes between bulletins	Whether methods are fit for purpose and meet international standards
Who?	Who does it?	Output managers	Output managers and their DD	Output managers and their teams	Output managers and their teams	Output managers and their teams	A lead reviewer (methodologist) with project support from Quality Centre
	Who is it for?	Output managers and their teams	DDs	Output managers and their teams	Users	Users	Users, output areas and NSEG
Where?	Where does it sit in GSBPM?	Build, Collect, Process, Analyse	Process, Analyse	Process, Analyse	Dissemination	Dissemination	Specify Needs, Design, Build, Collect, Process, Analyse, Disseminate
When?	When is it done?	Every 3 years	Every 3 years	Used in each publication round and updated when processes change	Renewed annually	Included in each statistical bulletin	Quality Centre proposes candidates to be agreed by NSEG

Divisional quality framework

- No additional requirement – just captures what areas are doing at a local level (as well as the corporate initiatives)

- Quality Centre have worked with divisional quality champions to develop these

- Aim is to set out local activities in place for quality assurance, control, improvement & reporting

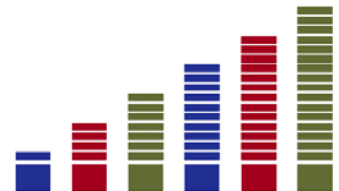- Will allow sharing of good practice
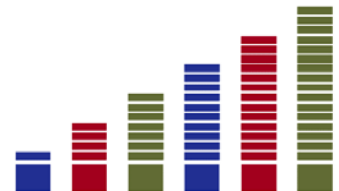
More wider coverage...

- The ONS Quality Centre also manage a network of Quality Champions from a range of Departments across the UK Government Statistical Service (GSS)
  - Network used to share good practice
  - Learn from each other
  - Promote quality management initiatives in their own Government departments
  - Meet as a group at least twice each year to share knowledge and experiences

- Some other UK Goverment Departments have used the ONS QMS to create a quality strategy for their own Departments – feedback has been positive

In conclusion…

- Clear connection between day-to-day activities and how they link to overall commitment of the organisation to quality

- More relevant and achievable for all staff within ONS

- Plan to measure and report progress over the next three years

- Principles could be used by anyone in any division or other UK Government Department

Where to find out more information

- Link to ONS
http://web.ons.gov.uk/ons/guide-method/method-quality/quality/quality-strategy/index.html

- Link to GSS (quality) web-pages
https://gss.civilservice.gov.uk/statistics/quality/

- Link to QC contact details
ONS Quality Centre@ons.gov.uk