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

Session 5 – Quality Management and Governance

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Content

I. Background

II. INEGI Quality Assurance Framework

III. Setting Priorities for Quality Assurance

IV. Moving forward
Background

- UN, Fundamental Principles on Official Statistics
- EUROSTAT, Code of Practice
- UN, National Quality Assurance Framework

Quality Model INEGI/INTRAGOB (1995-2007)

SNIEG Law (2008)

INEGI Quality Assurance Program Proposal (2012)

INEGI Code of Practice (1994-2011)

INEGI Quality Assurance Norm (QAN) (2014)

Quality Assurance Committee

OECD, Good Statistical Practice (2015)

February 2015
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
- Reviewing, analyzing and approving the Annual Quality Plan
- Approving quality assurance guidelines
- Coordinating quality assessment, through reports, evaluations and indicators
- Promoting a quality assurance culture, through technical advice and training

Secretary – Compilation, Analysis and Research General Director

Members – Central Units General Directors

Advisors – Chief Internal Auditor and Legal Affairs Deputy Director General

INEGI Units

- Implementing processes and control mechanisms for quality assurance
INEGI Quality Assurance Framework

I. PRODUCT QUALITY
- Leadership and organizational culture
- Organizational structure
- Human, financial and technological resources
- Business processes
- Legal framework

II. PROCESSES QUALITY

III. INSTITUTIONAL ENVIRONMENT

USER NEEDS

Plan → Do → Check → Act

Quality Assurance Policy

Continuous Improvement

Quality Management System
INEGI Quality Principles

I. Products
- Relevance
- Timeliness and Punctuality
- Standardized Metadata
- Accessibility
- Coherence and Comparability
- Accuracy and Reliability

II. Processes
- User Relationship
- Sound Methodology
- Non-excessive Burden on Respondents
- Statistical and Geographical Standards
- Adequate Implementation
- Cost-effectiveness

III. Institutional Environment
- Objectivity
- Transparency
- Quality Commitment
- Adequacy of Resources
- National Statistical System Coordination
- Professional Independence
- Statistical Confidentiality

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Quality Management System: Check

- Quality Standards
- Documentation

Monitoring (systematic and generalized)

Evaluation (selective and strategic)

Quality indicators

Process Variables

Output Indicators

- Self-assessment
- Peer reviews
- Audits
- Certification

Annual Quality Plan

Quality Reports for Users

Quality Reports for Producers
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