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STATISTICS PORTUGAL

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# Complying to a formal quality regime without accreditation

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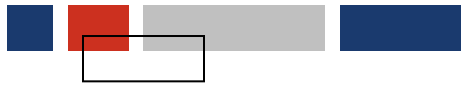
HICP Workshop, Frankfurt, 25-26 June 2009



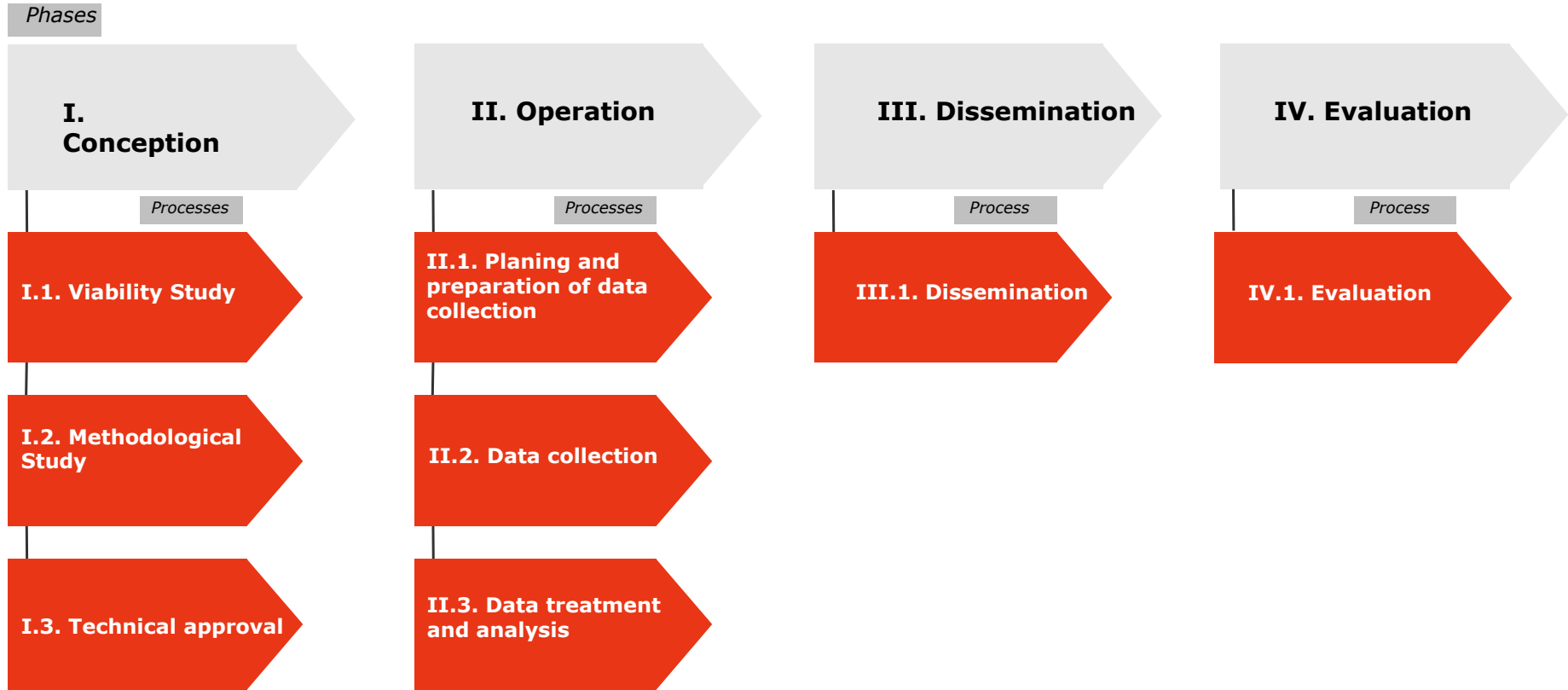
## *Bearing in mind that...*

- ⇒ **Attitude towards quality management is important**
- ⇒ **Adoption of norms is a manifestation of the NSI's quality commitment**
- ⇒ **Norms are ready-to-use and allow enough flexibility**
  - **to decompose each process into a series of steps (process / sub-processes / tasks)**
  - **to define inputs and expected outputs**
  - **To specify internal reporting, monitoring and evaluation of activities and flows of information**
  - **To prescribe the staff roles that undertake each activity and their interactions**





# Statistical Production Procedures Handbook



Note: Each Process is composed by sub-processes and tasks



# How to start ?

Statistics Portugal

*What were the relevant requirements?*

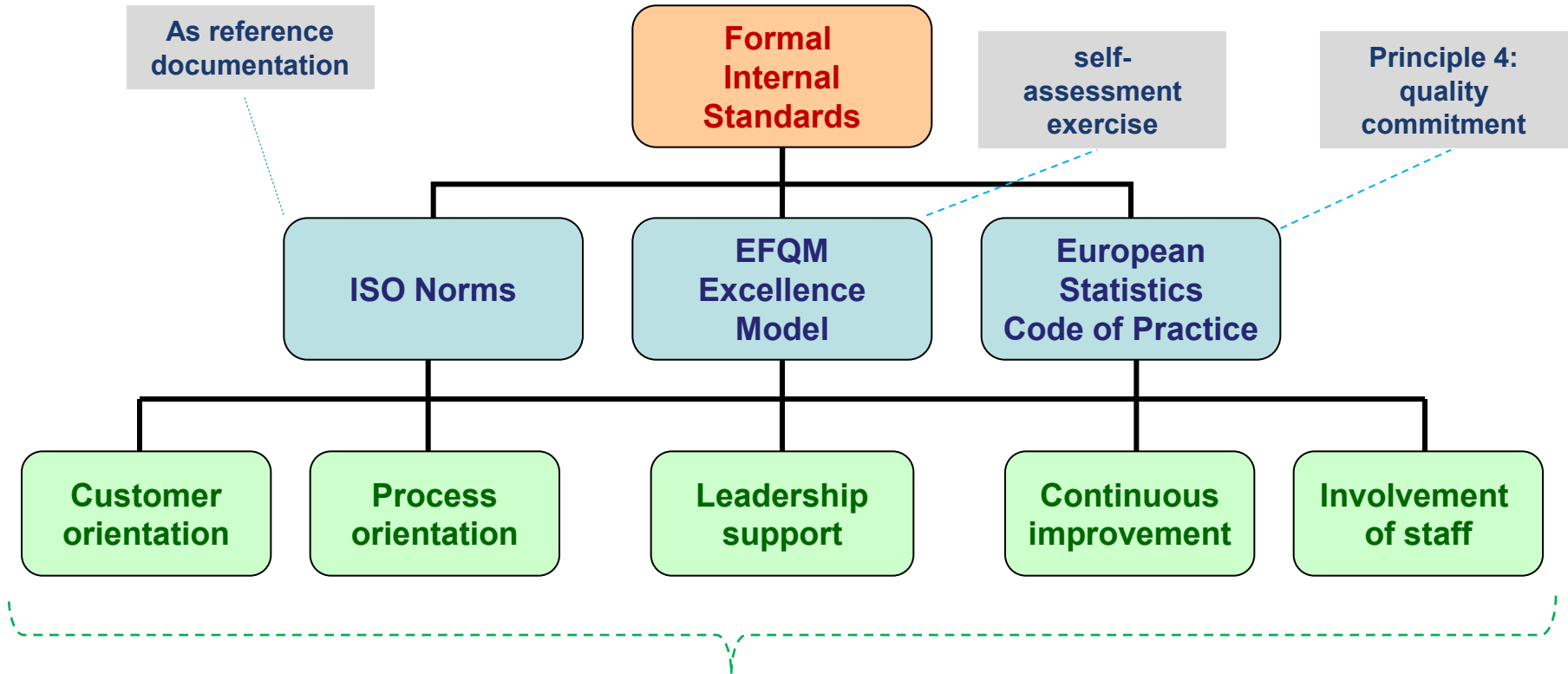
- ⇒ **Motivated and open minded team**
- ⇒ **Strong support from the leaders**

*What were the main purposes?*

*To continuously improve ...*



# Quality Management System Framework



## Principles of Total Quality Management



## Fundamentals of quality management systems

### 2.1 Rationale for quality management system

**QMS approach encourages organizations to analyse customer requirements**

**Define the processes that contribute to the achievement of a product acceptable to the customer**

**Keep these processes under control**



## European Statistics Code of Practice

### Principle 4: Quality Commitment

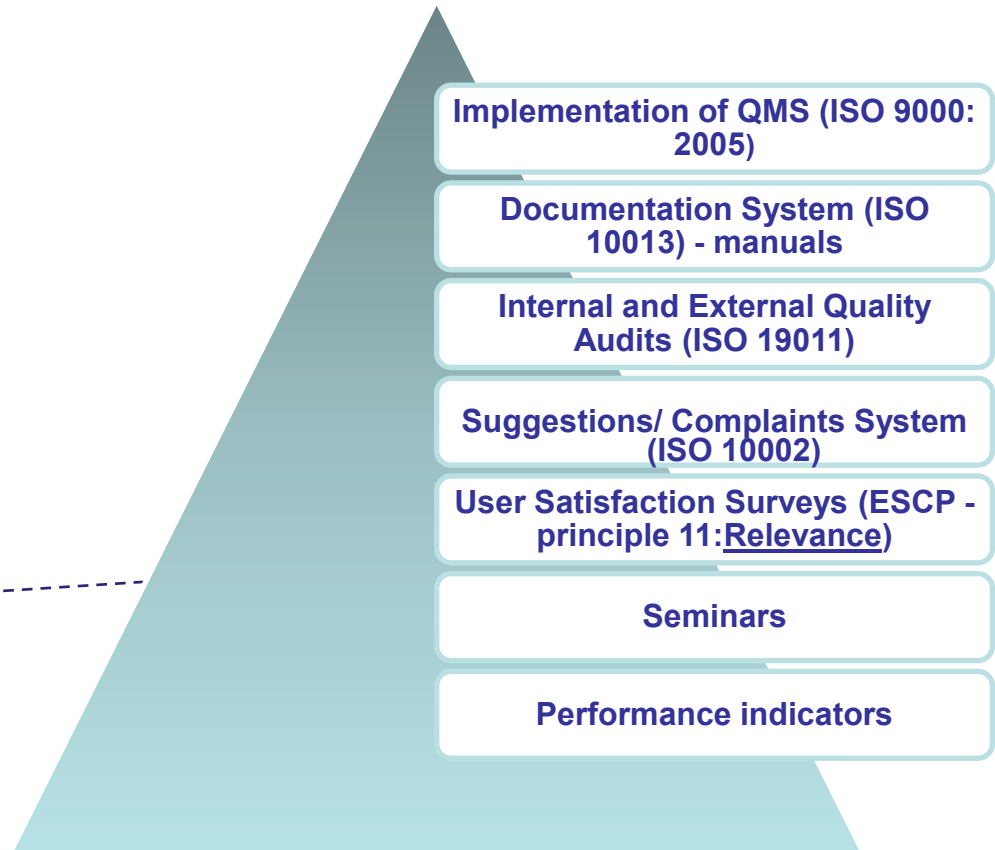
- ⇒ **Product quality is regularly monitored according to the ESS quality components**
- ⇒ **Processes are in place to monitor the quality of the collection, processing and dissemination of statistics**
- ⇒ **Processes are in place to deal with quality considerations, including trade-offs within quality, and to guide planning for existing and emerging surveys**
- ⇒ **Quality guidelines are documented and staff are well trained. These guidelines are spelled out in writing and made known to the public**
- ⇒ **There is a regular and thorough review of the key statistical outputs using external experts where appropriate**



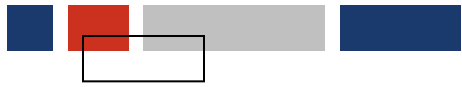
# Quality Management System

*What were the results?*

One of the 6 dimensions of the definition on Quality in Statistics and the Standard Quality Report



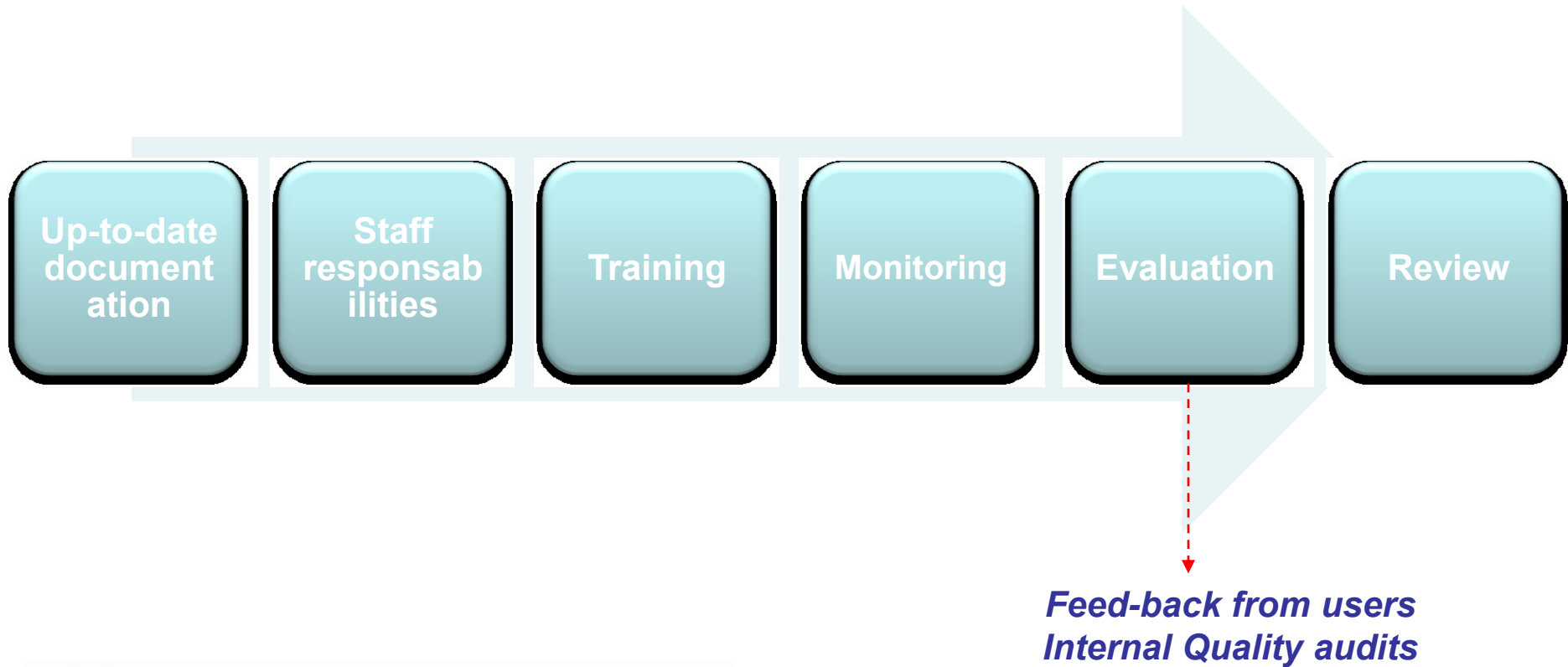




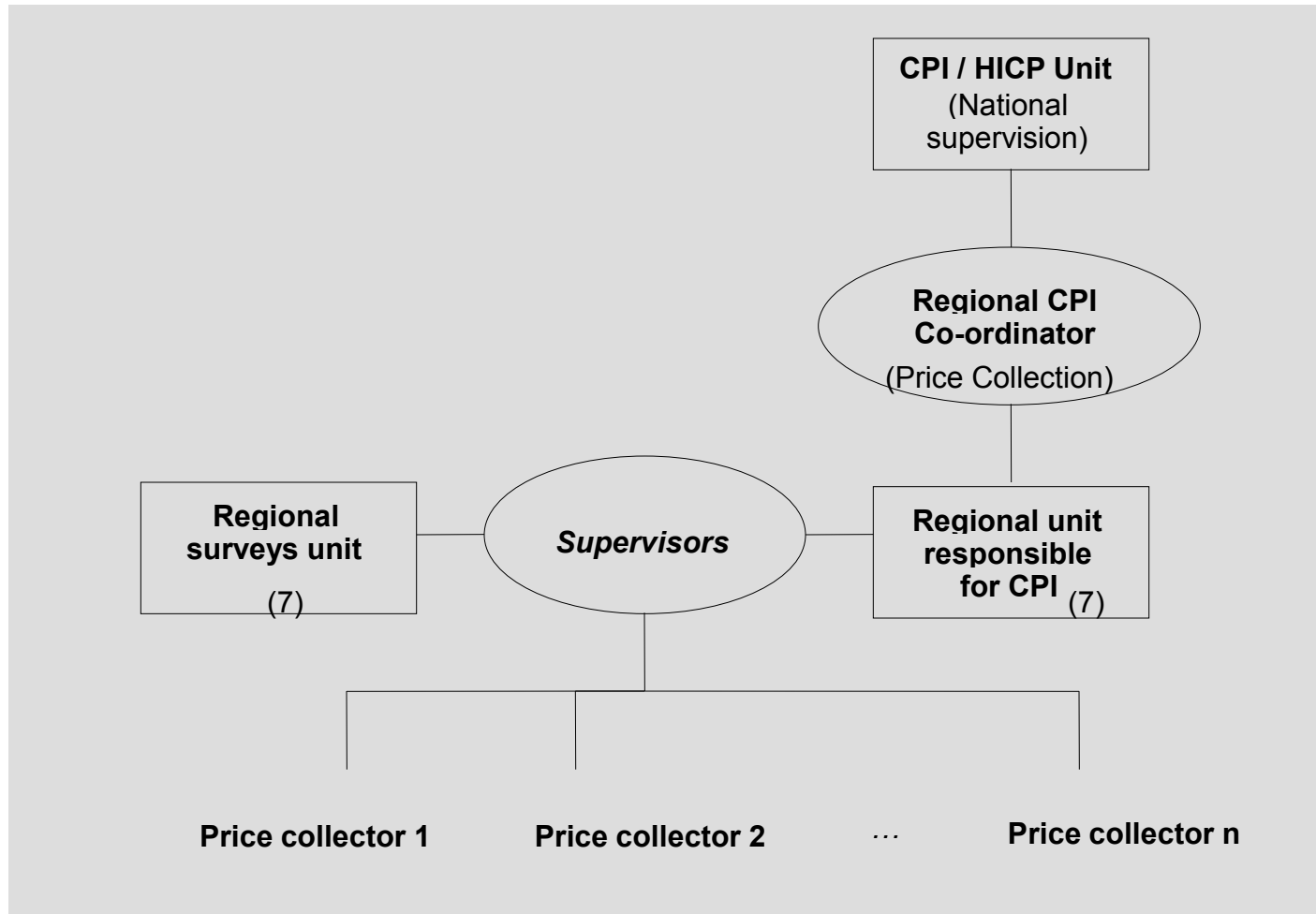
# CPI / HICP Quality Management System

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*What are the relevant practices and procedures to assess quality of HICP production and its output ?*




# CPI / HICP organisation structure



# CPI / HICP documentation system

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## Documentation (standardized procedures):

**Data processing**

**Price collection**

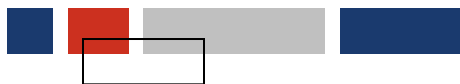
**Adjustments for quality change**

**Computation of the Index**

**Instructions for particular tasks**

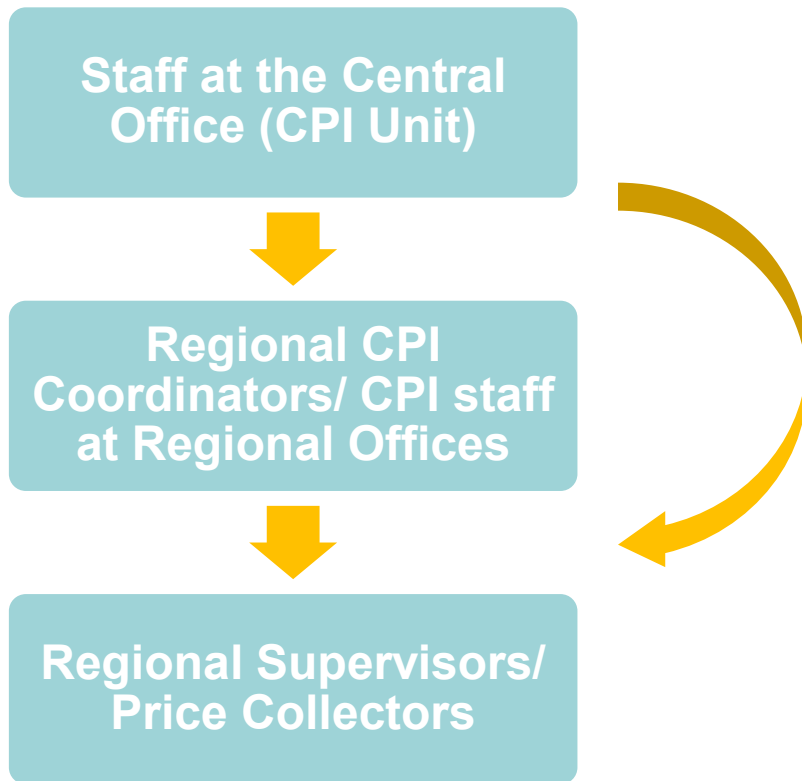
*Documentation is essential to preserve quality, to improve comparability and to enable new comers in teams with the memory of the procedures*





# CPI / HICP Training

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## ⇒ Monitoring (50% standardized)

- Regional level (close to price collection)
- Central level

**- Software enables automatic checking -**

## ⇒ Evaluation / review

- Degree of compliance with current requirements
- Identification of improvement opportunities
- Implementation of corrective/ preventive actions
- Internal Quality Audits - 2010



# QMS – advantages and draw backs

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## Advantages:

- Improve Quality assurance
- Improve Quality of products
- Improve work and relations at all levels of the Organization
- Credibility of products and services
- Compliance with the European Statistics Code of Practice

## Drawbacks:

- Difficult to start in the beginning, but easy to continue once we had started
- Time consuming activity in terms of documentation preparation
- Pressure when limited human resources are allocated

However... ISO certification may allow a better external recognition on Quality assurance, in addition with the Code of Practice...





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# Thank you for your attention

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