How ISO based Quality Management System helps to monitor and ensure quality in statistics

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Striving to ensure a systematic approach towards quality management and implement provisions laid down in the Quality Declaration of the European Statistical System (ESS) and European Statistics Code of Practice (CoP), Statistics Lithuania (SL) in 2007 introduced a quality management system, conforming to the ISO 9001 standard. The system of SL is based on process management, enabling effective organization of institution's activities and targeting all of them at the main objective. It implies continuous improvement of quality of statistics and meeting user needs via setting institutions' values, monitoring and increasing efficiency of related processes through engagement of all staff, simultaneously implementing measures for more efficient use of resources and cost reduction. With a view to analyze processes, to evaluate quality of statistics and ensure effective organization of activities, a system for measuring and monitoring of SL's performance indicators was established. The set of regularly monitored performance indicators covers ESS quality indicators in relation to the CoP and indicators related to different stages of statistical processes. In pursuance of the ISO requirements documented procedures and processes form a good basis to develop a performance measurement system. At the same time the ISO based quality management system provides a good framework for the implementation of the CoP and monitoring changes in quality of statistical output in a systematic and effective way. The paper describes how the SL quality management system contributes to implementation of the CoP and through regular monitoring exercise as well as involvement of more staff in quality issues promotes high quality statistics as a key objective, both in the office and externally. Also, some results from the monitoring exercise and related improvement actions are presented.

Key Words: ISO 9001, process management, quality monitoring.