



Quality Management System and Further Challenges-Innovative Approach in Re-designing of the Statistical Business Process

Blagica Novkovska
Consultant, Skopje, Republic of Macedonia, blagica@novkovski.com

In order to ensure credibility and reputation of any statistical institution, good quality management system is required.

The State Statistical Office of the Republic of Macedonia has a well-defined systematic approach to quality management that has been introduced in 2006 and since then continuous improvements are implemented.

This paper describes the progress so far: establishment and implementation of quality management framework (top-down quality framework has been combined with bottom-up approach). The main activities in the process of development of the quality management framework were oriented to the adoption of: SDMX, European Code of Practice, statistical business process model, quality policy and metadata strategy. Implementation of different tools and activities, different development steps, starting from establishing supportive institutional environment showed that different improvements are needed in certain of the established quality dimensions.

The future work should be taken forward in: re-designing several phases and sub-processes of the statistical business process including more details on monitoring process quality indicators and their impact on the efficiency and quality of processes and on the quality of statistical information. This paper will discuss the main further actions in quality related developments: rational use of available resources, measuring quality of statistical data and processes, and total quality management. Needed organizational and technical reforms will be discussed as an important supportive network to further planned improvements of quality management system.

Successful implementation of all these activities will assure more efficient quality management system along with statistical production of higher quality.

Keywords: quality framework, statistical business process model, total quality management