



## **Improving the management of statistical processes via the use of Quality Gates**

Paul Schubert\*

Australian Bureau of Statistics, Canberra, Australia – [paul.schubert@abs.gov.au](mailto:paul.schubert@abs.gov.au)

Siu-Ming Tam

Australian Bureau of Statistics, Canberra, Australia – [siu-ming.tam@abs.gov.au](mailto:siu-ming.tam@abs.gov.au)

Quality Gates are a quality management tool designed to improve the early detection of errors or flaws in production processes. They have been adapted for statistical production processes by the Australian Bureau of Statistics (ABS, 2010), and have been used to help manage process quality by some teams in the ABS for up to nearly a decade. Managing process quality well and ensuring errors in production are detected and corrected are crucial to maintaining credibility and confidence in a National Statistical Organisation (NSO) in the eyes of users of its data.

Two recent internal reviews in the ABS on different aspects of Quality Gates have highlighted their effectiveness in helping to avoid ‘quality incidents’, but also identified barriers to more widespread and effective implementation of them across the organisation. This paper will present some of the key results from these two reviews, which provide insight as to how process quality can be better managed in NSOs in the future.

**Keywords:** quality management; Quality Gates; process control.