

QUALITY FRAMEWORK, PROCESS AND PRODUCT QUALITY MEASUREMENT – ADVANCED COURSE

COURSE LEADER	Giovanna Brancato
TARGET GROUP	Staff of national statistical institutes involved in statistical production processes and in quality management.
ENTRY QUALIFICATIONS	<ul style="list-style-type: none"> ▪ Sound command of English. Participants should be able to make short interventions and to actively participate in discussions. ▪ Entry competences required: University degree or equivalent. ▪ Basic knowledge of survey process and survey errors ▪ Basic knowledge of the ESS common quality framework (or participation in the quality management introductory course).
OBJECTIVE(S)	To provide participants with theory and practice of quality management, process and product quality. To this purpose, a brief overview of the ESS common quality framework, the quality dimensions and quality management models is given. Then, the focus of the course shifts on process and product quality measurement for statistics based both on traditional surveys and on multiple sources, including administrative data. The statistical process is described and tools for preventing and reducing the errors are presented and discussed, with a particular focus on the data collection phase. Methods and tools to assess non-sampling errors in statistical products are widely described. ESS quality reporting requirements are also taken into account.
CONTENTS	<ul style="list-style-type: none"> ▪ ESS common quality framework ▪ Recap on quality management models ▪ Process quality: quality control system and quality indicators ▪ Product quality: ESS quality dimensions and their evaluation, Accuracy and errors, models for estimating the impact of non-sampling errors on estimates ▪ Quality issues in statistics derived from administrative data or from multiple sources ▪ ESS Quality reporting standards
EXPECTED OUTCOME	<p>Increased knowledge on ESS quality management practices.</p> <p>Participants should become aware of the type of quality problems affecting statistical data and should develop the ability to plan a set of interventions in order to prevent, control and evaluate the errors that affect the accuracy of the statistics, taking into account other dimensions of quality as well.</p> <p>A strong network among colleagues within the same field for future cooperation and exchange of experiences.</p>
TRAINING METHODS	<ul style="list-style-type: none"> ▪ Presentations and lectures ▪ Exchange of views/experiences on national practices

	<ul style="list-style-type: none"> Group works
REQUIRED READING	<ul style="list-style-type: none"> European Statistics Code of Practice: http://ec.europa.eu/eurostat/web/products-manuals-and-guidelines/-/KS-32-11-955
SUGGESTED READING	<ul style="list-style-type: none"> Biemer P.P., Lyberg L.E. (2003) Introduction to Survey Quality. Wiley, New York. Quality Assurance Framework (QAF) of the European Statistical System. Version 1.2. http://ec.europa.eu/eurostat/documents/64157/4392716/ESS-QAF-V1-2final.pdf/bbf5970c-1adf-46c8-afc3-58ce177a0646 ESS (2014) ESS Guidelines for the implementation of ESS Quality and Performance indicators http://ec.europa.eu/eurostat/documents/64157/4373903/02-ESS-Quality-and-performance-Indicators-2014.pdf/5c996003-b770-4a7c-9c2f-bf733e6b1f31 Wallgren A., Wallgren B. (2014) Register-based Statistics Statistical Methods for Administrative Data (Second Edition) Wiley The Generic Statistical Business Process Model (GSBPM) http://www1.unece.org/stat/platform/display/metis/The+Generic+Statistical+Business+Process+Model
REQUIRED PREPARATION	Participants are invited to prepare in advance a short description of some existing quality approaches, activities and tools within their organisation, duly aligned with the programme, and share and discuss it during the course.
TRAINER(S)/ LECTURER(S)	<p>Course leader: Giovanna Brancato (Istat)</p> <p>Marina Signore, Giorgia Simeoni, Andrea Bruni (Istat)</p> <p>Maria João Zilhao (Statistics Portugal)</p>

PRACTICAL INFORMATION				
WHEN	DURATION	WHERE	ORGANISER	APPLICATION VIA NATIONAL CONTACT POINT
25-27 September 2018	2.5 days	Rome, Italy	ICON INSTITUT Public Sector GmbH	Deadline: 29.06.2018