

The creation and application of a new quality management model

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Key words: Quality management model, Code of Practice

In 2007 Statistics Netherlands (SN) started a project to select a quality management model in order to improve compliance with the Code of Practice, as a follow up to the Peer Review conducted in 2006 . In this project several existing models like EFQM, ISO 9901, Balanced Score Card, COSO ERM and a Dutch model (A&K) have been assessed. We learned that these models have some drawbacks. We learned also that these models have some interesting elements.

During the project SN developed a new model using elements of existing models. This model has been called Object Oriented Quality Management model (OQM-model). A description of the full model is available in English.

One of the advantages of the OQM-model is that it has been specifically developed with requirements from the Code of Practice and the Quality Declaration in mind. Another advantage of the model is that it contains no domain specific knowledge. The OQM-model can therefore be applied in any area the user wants.

One of the areas where we already applied the model is the quality of statistical output. SN has developed (supported by a Eurostat grant) a so-called Checklist which describes every quality aspect from various angles. Eurostat said about this product that it (..) *is definitely of general interest for the European Statistical System* (..). The Checklist is available in English. Several quality measurement instruments have been derived from the Checklist and further steps are envisaged.

During the current year the OQM-model will be further implemented and applied to various aspects across the whole organization. In particular, risk management will be integrated in the model.

In our presentation we will explain the main ingredients of the OQM-model, its application to the quality of statistical output and our further plans for implementation of the model. A description of the model is available on Statistics Netherlands' website: English > Methods > Research > Quality Reports.