

# Quality Management System in the Czech Statistical Office

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Key words: Quality, management, and statistics

The presentation describes origin, history and contents of the Quality Management System (QMS) in the Czech Statistical Office (CZSO). Quality is understood to have two broad dimensions: (i) quality of statistics, statistical data, outputs, and (ii) quality of processes, management, and leadership.

QMS in the CZSO consists of the following bodies/institutions: (i) TQM Committee, (ii) COCOCO Steering Committee (COCOCO stands for consistency, coherence and comparability), (iii) Redesign SIS Steering Committee, (iv) Top Management Meeting of the CZSO, (v) the CZSO President's Board and (vi) General Methodology Branch and (vii) TQM Unit. Basically, the QMS model is based on TQM principles complemented with other activities.

The CZSO QMS comprises namely (but not solely) the following activities: (i) TQM related activities, (ii) COCOCO related activities, (iii) methodology audits, (iv) quality reports, (v) activities related to the Redesign SIS and SMS projects. Methodology audits and quality reports concern mainly the quality of individual statistics (i.e. quality "within" statistics). COCOCO and partly Redesign SIS (and SMS) and TQM activities aim at current and future increase in consistency, coherence and comparability of statistical indicators, i.e. quality "across" statistics. Top Management Meeting of the CZSO, the CZSO President's Board and General Methodology Branch are a sort of "superstructure" and/or "infrastructure" for quality management.

Individual components of the QMS in the CZSO are described. Main attention is paid to the TQM related activities. They are for instance: (i) user satisfaction surveys, (ii) respondent satisfaction surveys, (iii) staff perception surveys, (iv) CZSO partner opinion survey, (v) self-assessment using the EFQM Excellence Model, (vi) the CZSO key performance indicators, (vii) process management and cost controlling, (viii) strategic planning system (re) formulation and others. After past five years all activities mentioned here were analysed and evaluated in accordance with the Deming Cycle (phases "Check" and "Act").

There are also numerous COCOCO activities, for instance: (i) coherence of data obtained from household budgets and retail sales statistics, (ii) impact of globalisation on data quality and their reporting ability, (iii) differences among data published by the CZSO and data published by Eurostat, (iv) coherence and comparability of indicators in industry and construction and gross value added indicators of industry and construction in the national accounts system etc.

The role of other bodies/institutions in the QMS in the CZSO is described. The presentation concludes with some thoughts on the prospects for the future of the quality management in the Czech Statistical Office.