



QUALITY POLICY OF THE STATE STATISTICAL OFFICE

The State Statistical Office (SSO) produces and disseminates official statistics on the Macedonian economy and society as a basis in the process of making decisions based on quality information. There are many different definitions of quality, and the one that is accepted defines quality as "*the totality of features and characteristics of a product or service that bears its ability to satisfy stated or implied needs*" (ISO 8402 - 1986). When it comes to quality of statistical data, it is the totality of six criteria:

- **Relevance** – The degree to which statistics meet the needs of current and potential users. It refers to whether the statistics that are needed are produced and the extent to which the concepts used (definitions, classifications) reflect user needs;
- **Accuracy** – The closeness of statistical data to the true values of the phenomenon they describe;
- **Timeliness and punctuality** – Timeliness reflects the length of time between the occurrence of the phenomenon which is observed and the dissemination of statistics that describe it, and data are published within the deadlines in accordance with the release calendar;
- **Accessibility and clarity** – Statistical data are most valuable when they are readily available to a wide range of users, in a form suited to user needs and adequately documented. User support for data interpretation is provided as well;
- **Comparability** – Measuring the impact of differences in applied statistical concepts and procedures when statistics are compared between geographical areas, statistical domains, or over time;
- **Coherence** – Statistics that are produced in different ways and for various primary uses, based on different sources, and in particular data from statistical surveys of a different nature and/or frequency, are coherent if they are comparable, despite being based on different definitions, classifications and methodological standards.

The State Statistical Office is committed to strict adherence and implementation of the Quality Policy, which is based on several pillars:

European Statistics Code of Practice – This basic document for quality in the European Statistical System, through the Law on State Statistics, is accepted as a document that establishes the framework for quality management in the SSO as well, and at the same time it encourages other participants in the statistical system to implement the principles and to work together on increasing the confidence in official statistics.



User orientation – SSO employees are aware that the main verification of the success of their work is the extent to which the data they produce and the services they provide are used. Statistical data, according to their scope, content and quality, suit the needs of users.

Measuring the quality of statistical data and processes – Quality is continuously assessed, and based on the results new statistical data and processes are introduced or changes are made in the existing ones. User satisfaction surveys have a significant role in the assessment of statistical data.

Strengthening the cooperation with data providers – Reporting units are motivated to submit quality data in a timely manner, and measures to reduce respondent burden are introduced systematically. The strengthening of cooperation also applies to holders of administrative registers and other data sets in electronic form.

Human resource development – The State Statistical Office continuously maintains its practice of employing highly educated people, as well as continuous education and training of existing staff. Besides the increase in competences, efforts are also made to improve work motivation, team approach to work, mentorship and, above all, to develop a sense of initiative and responsibility among employees regarding the quality of statistical data and services. The success of the measures is assessed through employee satisfaction surveys that are conducted periodically.

Total quality management – The total quality management system is gradually and systematically applied at multiple levels. Self-assessment is performed by using the Common Assessment Framework, and work is in progress on introducing a self-assessment tool in the implementation of statistical surveys. Besides the application of the methods of self-assessment and measuring the satisfaction of employees, data users and data providers via surveys, the SSO also needs to acquire an internationally accepted quality management certification.

Rational use of available resources – In conditions of limited financial, technical and human resources on the one hand, and more demands and greater expectations by users on the other hand, particular attention is given to the rational use of resources and increasing productivity.

To meet the above objectives, there are specific goals and activities defined in the Strategic Plan of the SSO, which is updated every year, for a period of 3 years. At the time of publication of this Quality Policy, the Strategic Plan 2013 – 2015 is into effect. The results from the application of the Quality Policy are contained in the annual reports on the performance of the SSO, which are published on the website of the State Statistical Office.