



РЕПУБЛИКА БЪЛГАРИЯ
НАЦИОНАЛЕН СТАТИСТИЧЕСКИ ИНСТИТУТ

Approved

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QUALITY MANAGEMENT POLICY

Sofia

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INTRODUCTION

The National statistical institute considers quality management as a priority task. The quality management policy is based on the vision formulated in the Strategy for development of National statistical system of the Republic of Bulgaria, 2008 – 2012: *„NSS is a system that produces and disseminates objective, timely and accurate statistical information by using in full the possibilities of contemporary information and communication technology and observing the principles of the European statistics Code of Practice.”*

The policy is an element of the quality management system which outlines general intentions, purposes, principles and guidelines for quality management.

1. LEGAL BASE

A. National

- Statistics act.
- Strategy for development of the National statistical system of the Republic of Bulgaria, 2008 - 2012.

B. European

- Regulation on European statistics.
- Quality declaration of the European statistical system.
- European statistics Code of Practice.
- Community Statistical Programme 2008 to 2012.

2. PURPOSES

- Implementation of systematic approach for quality management;
- Applying the principles of the European statistics Code of Practice;
- Informing users about the quality of products and services;
- Continuously improvement of the quality of processes, products and services;
- Applying uniform approach for quality management in the bodies of National statistical system;
- Reducing the respondents' burden;
- Increasing the effectiveness.

3. MAIN QUALITY MANAGEMENT PRINCIPLES

Quality management refers to the set of systems and frameworks which are in place to manage the quality of statistical products and processes. The quality management includes the following elements: *quality assurance, quality assessment, quality documentation*.

The implementation of systematic approach for quality management requires:

- Transition from product quality to process quality and continuously improvement. The process approach enables transfer of resources from one process to another because a product of one process appears as a resource to another. The processes and products are chained together and they are continuously improving.
- Transition from process of assessment of the statistical information quality to processes of institution management as a whole including management and administrative processes.

The model of the European foundation for quality management (EFQM) is foreseen to be implemented according to the Strategy for development of the National statistical system of the Republic of Bulgaria, 2008 - 2012. This model is based on the following principles:

- Result oriented;
- User/customer oriented;
- Leadership commitment for effective management policy and purposes stability;
- Management by using process approach and facts;
- Employees progress and their participation in the activity;
- Continuously training, implementation of innovations and improvements;
- Partnership development;
- Corporative social responsibility;

4. TASKS

- Implementation of standardized quality reports for assessment of statistical products, services and activities in the process of statistical information production.
- Building of mechanisms for quality monitoring, control and management.
- Conduction of internal methodological audits of the statistical processes and products quality.
- Implementation of best practices in the field of statistical surveys and in the quality management of statistical products and activities.
- Training of the NSI personnel and the Bodies of statistics on application of methods and standardized quality reports for statistical products, services and activities.
- Implementation of system for annual quality self-assessment based on the model of the European foundation for quality management.
- Implementation of system for quality documentation.

5. COVERAGE

The quality management policy as an element of quality management system is connected with the products' quality components (relevance, accuracy, reliability, timeliness and punctuality, comparability and coherence, accessibility and clarity) and with the process quality (in two aspects – effectiveness and efficacy), as well as with other elements of the quality management system like planning, provision, control, improvement.

The European statistics Code of practice contains structural aspects of quality – professional independence, mandate for data collection, adequacy of resources, quality commitment, statistical confidentiality, impartiality and objectivity as a part of the principles of the institutional environment. The principles which concern quality of the statistical processes are: sound methodology, appropriate statistical procedures, non-excessive burden on respondents and cost effectiveness.

The quality management policy applies at the following levels:

- within the National statistical system – NSI and other bodies of statistics;
- within the NSI – Central office and Regional Statistical Offices;
- at process level – production of statistical information, management processes and administrative processes;
- at product level.

The policy is realized by all personnel engaged in production of statistical information, management and administrative activities at all levels. Leadership, strategy, people, partnership and cooperation, process management are key enablers to achieve the final results. The aim is that the results should satisfy needs and expectations of customers, people and society.

CONCLUSION

The quality management policy is an open document and a subject of update. Execution of the policy is realized by a programme which contains detail description of purposes and tasks, responsibilities, methods and levels of realization, terms and corresponding execution indicators.